



LOADING DOCK MANAGEMENT PLAN

388 George Street, Sydney



1. Document Control

Rev	Date	Revision Details	Author
04	18-Aug-2026	Updated contact details, access wording, TSR requirements, mail / courier wording, skip bin and equipment delivery requirements.	Investa / Building Management

2. Introduction

2.1 Purpose

The purpose of this Loading Dock Management Plan is to communicate the rules and operating procedures to be adhered to by all approved users of the loading dock and courier bays, with the overall objective of ensuring the safe and efficient movement of vehicles, goods, equipment and persons.

The Loading Dock Management Plan forms part of the Tenant Information Pack and is to be made accessible to loading dock users. The content of this document may be updated from time to time in response to tenancy movements and operational, safety, security or legislative requirements.

2.2 Approved Users

The loading dock courier/service vehicle spaces and goods lifts are identified for the use of commercial and retail tenants within the building, together with authorized service providers and contractors.

3. Site Details

388 George Street comprises commercial tower levels, podium levels, basement car parking, ground floor retail and lower ground retail areas.

3.1 The Tower

Levels 2 to 28 are the main commercial tower floors. The tower design consists of low-rise and high-rise lifts, together with a goods lift servicing the building levels.

3.2 The Podium

The five-story podium consists of Levels 1 to 4 and the Level 5 roof terrace. Public lifts located in the podium building will service all levels from Basement 1 to the roof terrace on Level 5 of the podium. A goods lift will service deliveries from Lower Ground to the roof terrace bar/kitchen on Level 5.

3.3 Location

388 George Street is located at the corner of George Street and King Street. The building features basement car parking and the loading dock located on Lower Ground.

3.4 Access

Access to the 388 George Street Loading Dock is via a one-way ramp accessed from King Street, between George Street and Pitt Street, with exit via King Street.

3.5 Hours of Operation

Loading Dock normal building hours	7:00am to 6:00pm Monday to Friday, excluding gazetted NSW public holidays.
Loading Dock Manager	7:00am to 6:00pm Monday to Friday, excluding gazetted NSW public holidays.
After-hours access	After-hours access for authorised delivery vehicles only is controlled via on-site Security Personnel using remote access control from the Main Security Control Room.
Monitoring and access requests	Security Personnel monitor the loading dock via CCTV and respond to access requests via the intercom system.

3.6 Contact Details

Contact	Phone	Email	Notes
Loading Dock Manager	0435 299 608	388g.Dockmaster@investaservices.com.au	Available 7:00am to 6:00pm. During normal building hours, the intercom at the loading dock entry will communicate with the Building Security Office.
388 George Street Security	0435 299 648	388g.Security@investaservices.com.au	Available 24 hours. Outside normal building hours, the intercom at the loading dock entry will communicate with the Building Security Office.

3.7 Loading Dock

The Loading Dock is located on Lower Ground and is accessible from King Street by medium rigid trucks. All vehicles must reverse into the dock and must follow the Loading Dock Manager's instructions.

The loading dock caters for activities related to deliveries and dispatch of goods, couriers, building operations and authorised service activities. There are two loading dock spaces and one courier space available for shared use between tenants and building services.

Access to the loading dock, including entry and exit, is via King Street. The loading dock can also be accessed internally via the low-rise lifts, high-rise lifts, podium lifts and goods lift.

The loading dock ramp is designed for medium rigid vehicle access to the loading dock only, with the following limits:

Requirement	Limit / Detail
Height clearance	3.0m for retail dock and 2.9m for tower dock
Overall length	8m
Overall width	2.5m
Weight limitation	10 tonne

The primary functions of the Loading Dock include:

- Vehicle access and egress for delivery, courier and service vehicles servicing authorized users at 388 George Street.
- Vehicle access and egress to the 388 George Street Car Park.
- Vehicle access and egress to waste and recycling facilities for off-street collections.
- Access to one dedicated goods lift serving main tower levels.
- Access to one dedicated goods lift serving podium levels.

4. Key Roles & Responsibilities

4.1 All Users

It is the responsibility of all persons using the loading dock and courier/service vehicle spaces to:

- Take reasonable care for their own personal health and safety.
- Advise Building Management, Security or the Loading Dock Manager of any situation that may present a threat to workplace health and safety.
- Not adversely impact on the health and safety of other persons.

4.2 Building Management

- Ensure staff are familiar with this Loading Dock Management Plan and provided with sufficient training and site induction.
- Exercise due diligence to ensure the loading dock operates within applicable Work Health and Safety requirements.
- Ensure WHS incidents occurring on-site are recorded and reviewed where required.
- Ensure vehicle breakdowns or driveway issues are responded to and traffic flow on King Street is not interrupted.

4.3 Loading Dock Manager / Security Team

- Manage the safe and efficient operation of the loading dock during normal building hours.
- Record and report WHS incidents to Building Management in a timely manner.
- Facilitate approved access and respond to operational requirements.
- Ensure vehicles are not waiting on public streets to enter the site.

5. General Rules

The following rules must be adhered to by all loading dock users:

1. a) The loading dock must be used in accordance with this Loading Dock Management Plan.
2. b) Only deliveries for 388 George Street are permitted to use the Loading Dock.
3. c) Authorized users must not use the loading dock in a manner that unreasonably restricts use by any other user.
4. d) The presence of a vehicle in the Loading Dock for a period of not more than 20 minutes constitutes reasonable use of the Loading Dock.
5. e) Vehicles entering the loading dock must not exceed the listed height, width, length, and weight limits.
6. f) Vehicles in the loading dock must not be unattended for a period exceeding 20 minutes.
7. g) Drivers must always be available and contactable to move their vehicle in case of emergency.
8. h) There is no parking available to contractors, tenants and visitors in the Loading Dock unless approved via TSR.
9. i) There is no holding facility where vehicles can wait for access to the loading dock.
10. j) The speed limit within the loading dock and associated areas is under 5 km/h, walking pace.
11. k) All loading and unloading of service vehicles must be carried out wholly within the loading dock.
12. l) All damages or incidents occurring while on site must be reported immediately.
13. m) Deliveries will not be accepted by the Loading Dock Manager or Security Team.
14. n) All driveways must remain unobstructed.
15. o) No equipment is permitted to be stored in the loading dock.
16. p) Smoking is not permitted in the loading dock.
17. q) With the exception of authorized bicycle deliveries, bicycle riders are prohibited from entering the loading dock.
18. r) All courier and mail deliveries must arrive via the loading dock. Deliveries are not permitted to enter or exit via any ground floor lobbies unless otherwise approved by Building Management.
19. s) Vehicles must not be knowingly overloaded and the delivery of dangerous goods is prohibited.

6. Work Health & Safety (WHS)

- All persons in the loading dock must wear a high visibility safety vest when on-site.
- All personnel must be fit to work and not under the influence of drugs, alcohol or medication that would impair their ability to work.
- Drivers must not talk on mobile phones while operating vehicles in the loading dock.
- Audio earphones are not permitted within the loading dock.
- Emergency exits must remain unobstructed at all times.

7. Courier and Mail Deliveries

Deliveries are not permitted to enter or exit via any ground floor lobbies in 388 George Street unless approved by Building Management.

Couriers and mail delivery providers must access the building via the Loading Dock and follow instructions provided by the Loading Dock Manager, Security Team or Building Management.

Tenant mailboxes are located in the lift lobby. There is no designated base building mail room within the loading dock.

Tenant mailboxes are accessible for deliveries by Australia Post or couriers during the hours of 7:00am to 6:00pm Monday to Friday, subject to access control and building operational requirements.

8. Booking Arrangements

Users are required to create a tenant service request via Investa Connect for large delivery movements in advance. Scheduled deliveries will be given priority over non-scheduled deliveries where:

- A booking has been made with the Loading Dock Manager or via the required Tenant Service Request process.
- The vehicle driver phones the Loading Dock Manager ahead of time and confirms availability for the arrival time.
- Unscheduled deliveries during busy periods are directed by the Loading Dock Manager or Security Team to exit the building and reattend when the loading dock is available.
- The tenant has raised a TSR.

Bookings and enquiries can be directed as follows:

Contact	Phone	Email
Loading Dock Manager	0435 299 608	388g.Dockmaster@investaservices.com.au
388 George Street Security / Control Room	0435 299 648	388g.Security@investaservices.com.au

If further information is required, or if the Loading Dock Manager cannot be contacted, please contact the Security Control Room in the first instance. The Building Management contacts are:

Name	Role	Phone	Email
Dean Rankine	Facilities Manager	0456 671 094	DRankine@investa.com.au
Donna Kennedy	Senior Facilities Manager	0417 498 269	DKennedy@investa.com.au

9. Skip Bins

Skip bins are not permitted on site. All rubbish must be removed via suitable vehicles with approval from the Facilities Manager or Security Team.

Rubbish or building debris resulting from removal or fit-out works must not be stored in the Loading Dock and must be removed from site in accordance with the approved TSR and operational requirements.

10. Equipment Deliveries

Equipment required for tenancy fit-outs, functions or events must not be delivered to the Loading Dock without prior notification via TSR and approval from the Facilities Manager or Security Team.

Any such equipment approved by the Facilities Manager or Security Team must be removed from the Loading Dock immediately after delivery to the Loading Dock.

11. Storage

There is no storage available in the Loading Dock. Any unclaimed items left in the Loading Dock may be removed by the Loading Dock Manager, Security Team or Building Management.

12. Waste & Recycling Removal

Waste and recycling rooms are located within the Loading Dock area and are accessible by authorised persons. Bins are to be transported through the Loading Dock area for deposits into waste and recycling rooms and collection by an approved waste collection contractor.

Vehicle operators and people transporting waste or recycling bins must remain vigilant, use designated pedestrian crossings where provided and follow instructions from the Loading Dock Manager, Security Team or Building Management.