

1 INTRODUCTION

Tolly Farm Boarding Cattery and Kennels has existed in Ashhurst for over 50 years and provides Boarding, Daycare, Grooming and Vet nursing services for pet owners in the Manawatu and wider regions.

More recently the business has incorporated Soul Friends Pet Cremations as a trading arm, which provides pet and livestock cremation services to vet clinics in the Manawatu, Horowhenua, Kapiti, Porirua, Wellington, Hutt Valley, Wairarapa, Dannevirke, Rangitikei and Taihape regions. This has operated from 120 Tennent drive in rented premises and includes a woodwork division for the manufacture of urns.

The purpose of this management plan is to provide direction for managing business activities as the business moves all operations to the Ashhurst site.

2 SCOPE OF OPERATIONS

2.1 SOUL FRIENDS PET CREMATATIONS

Soul Friends Pet Cremations propose to relocate their pet cremations business to 94 Mulgrave Street, Ashhurst. Development and operation of the site would involve:

- Constructing the necessary buildings:
 - One 500m² Totalspan building housing four cremators, an aquamator, 2 autoclaves, a woodworking workshop, and chapel; and
 - One shipping container containing a spray booth for urn finishes. There would be 4 cremator stacks would be 10.5 – 13m high.

Both buildings would be setback 8m from the stopbank.

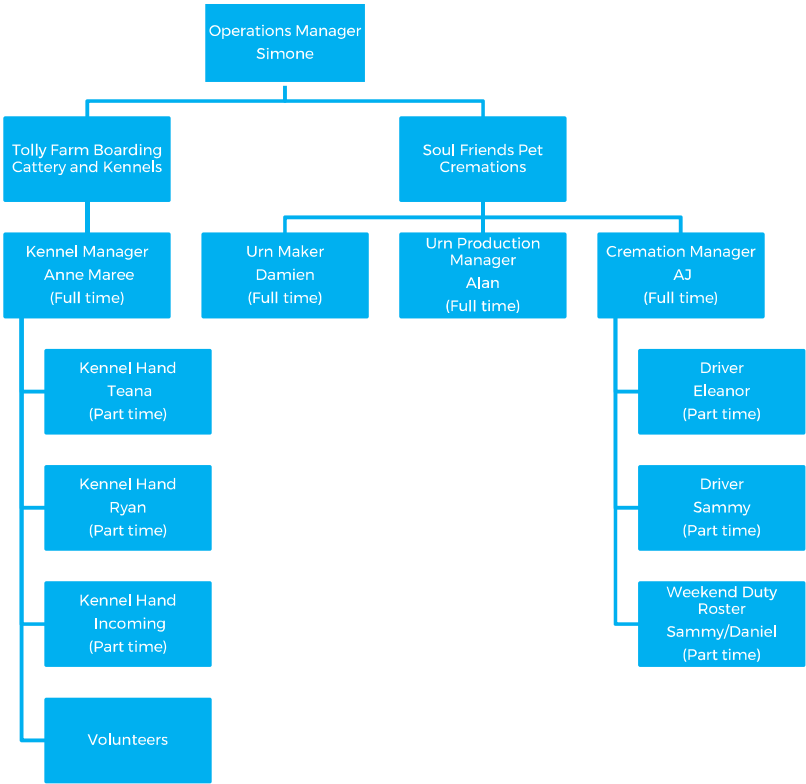
- Discharging to air emissions from cremating domestic animals (currently around 700 pets per month) and incinerating documents, biological, pathological and medical wastes;
- Undertaking aquamation using alkaline solution;
- Autoclaving sharps for disposal at landfill;
- Establishing a woodworking workshop onsite (to be housed in the Totalspan shed), which would produce urns and paw prints, potentially coffins and other memorial products;
- Establishing a spray booth for urn finishes onsite (to be housed in the shipping container);
- Establishing a memorial garden for the public to visit from 7am to 7pm Monday to Friday;
- Operating the cremation business (including the crematorium, woodwork workshop, spray booth and chapel) would be open to the public from 9am to 5pm Monday to Friday and by appointment on weekends. Depending on the volume of work, cremation activity could continue until 10pm.
- The capacity of the chapel would be approximately 8-10 people. The chapel will be an area dedicated for friends and family to accompany their deceased pet and view them being loaded into the cremator. This provides an assurance to pet owners their pet is the only animal in the cremator and the ashes returned are their animal only.
- Earthworks would be undertaken to form appropriate footprints for the buildings, accessway and carparking/loading areas. All earthworks would be 8m away from the stopbank onsite.
- A new septic system would be installed to service the Totalspan building toilet and wash facilities (domestic only).
- A sump would be installed to capture water from wash downs inside the Totalspan building, this would be disposed of offsite as required.

2.2 TOLLY FARM BOARDING CATTERY AND KENNELS

In addition to the above, the Tolly Farm Boarding Cattery and Kennels would continue to operate on site.

- This business operates from 7am to 7pm and has capacity to house 45 cats and 45 dogs. Periodically rodents, birds and pet livestock are housed.

3 ORGANISATION CHART



4 JOB DESCRIPTIONS

4.1 SOUL FRIENDS PET CREMATIONS

A brief description of the jobs shown in the organisation chart above are below. The full job description for each position are attached as Appendices A – E

4.1.1 CREMATIONS MANAGER

The purpose of this role is to ensure that the entire operation of the Cremations division, personnel and day-to-day efficiency continue to work well with the overall aim of achieving business objectives. The full job description for the Cremations Manager is appended as Appendix A.

4.1.2 DRIVER

The purpose of this role is to provide assistance to the Cremation operation. This assistance is crucial to the day-to-day efficiency. All pickups require sensible planning and detailed record keeping. The full job description for the Drivers is appended as Appendix B.

4.1.3 WEEKEND ROSTERED ON

The purpose of this role is to ensure that the operation of the Cremations division to provide service to the public on weekends, and to ensure throughput of pets through the cremator such that weekdays runs have optimal turn-around time, achieving business objectives. The full job description for the Weekend Rostered On is appended as Appendix C.

4.1.4 URN MAKER

The purpose of this role is to manufacture product in the Urn making operation. This assistance is crucial to the day-to-day efficiency. All manufactured items require sensible planning and detailed record keeping. The full job description for the Urn Maker is attached as Appendix D.

4.1.5 URN PRODUCTION MANAGER

The purpose of this role is to ensure that the entire operation of the Urn Production, personnel and day-to-day efficiency continue to work well with the overall aim of achieving business objectives. The full job description for the Urn Production Manager is attached as Appendix E.

4.2 TOLLY FARM BOARDING CATTERY AND KENNELS

A brief description of the Tolly Farm Boarding Cattery and Kennels positions shown in the organisation chart above are provided below. Full job descriptions are contained in Appendices F and G.

4.2.1 KENNEL MANAGER

The purpose of this role is to ensure that the entire operation of the Animal Boarding, personnel and day-to-day efficiency continue to work well with the overall aim of achieving business objectives. This role is a “Live in” situation. The full job description for the Kennel Manager is contained in Appendix F.

4.2.2 KENNEL HAND

The purpose of this role is to provide assistance to the entire operation of the Animal Boarding and Day care operation. This assistance is crucial to the day-to-day efficiency. All animals require constant monitoring. The full job description for the Kennel Hands is contained in Appendix G.

4.3 CONTACT DETAILS

	Email	Mobile	Phone
Operations Manager	admin@soulfriends.nz	027 326 8553	
Urn Manager	process@soulfriends.nz	027 555 6089	
Cremation Manager	info@soulfriends.nz	027 355 7006	06 3544 086
Kennel Manager	info@tollyfarm.co.nz	027 822 1932	06 326 8553

5 ENVIRONMENTAL RISK IDENTIFICATION AND MANAGEMENT

The following tables identify the potential effects associated with operation of the Soul Friends Pet Cremations and Tolly Farm Boarding Cattery and Kennels.

The first table identifies the activities which could result in the potential effects unless adequate mitigation measures are used throughout operations. Also summarised in this table is why each potential effect is a concern.

The second table provides a brief summary of the mitigation measures to address the potential effects. The mitigation, including the principles of the mitigation, are described further in Section 7.

Table 1: Potential Effects from Activities

POTENTIAL EFFECTS				
Noise	Discharges to Air	Discharge of other contaminants	Amenity	Traffic
Activity <ul style="list-style-type: none"> Vehicles travelling to and from the buildings and memorial garden on site Operation of cremators Woodworking in workshop Spraying in spray booth Operation of ventilators Rolling up and down of roller doors in Soul Friends building Loading and unloading of goods Dogs barking in Tolly Farm Boarding Cattery and Kennels Other animal noises in Tolly Farm Boarding Cattery and Kennels 	Activity <ul style="list-style-type: none"> Cremation of animals, incinerating documents, biological, pathological and medical wastes Concern <ul style="list-style-type: none"> Contaminants affecting air quality Contaminants reaching the unnamed stream onsite 	Activity <ul style="list-style-type: none"> Wash down of cremator areas Wash down of cattery and kennels Concern <ul style="list-style-type: none"> Contaminants from wash down discharge to land and enter nearby waterway Contaminants from wash down pose a risk to human health Contaminants release odour 	Activity <ul style="list-style-type: none"> New building may be visible from surrounding property Activities producing odour such as wash down of kennels and cattery Activities producing noise Traffic coming to and from the property Concern <ul style="list-style-type: none"> Loss of amenity for surrounding properties and enjoyment of their property. 	Activity <ul style="list-style-type: none"> Vehicles coming to and from the property Vehicles loading and unloading onsite Carparking onsite Concern <ul style="list-style-type: none"> Noise from vehicles Loss of amenity and enjoyment of their properties for surrounding landowners and occupiers The release of dust

<ul style="list-style-type: none"> Staff and visitors onsite <p>Concern</p> <ul style="list-style-type: none"> Noise may affect neighbouring properties enjoyment of their properties 				
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Table 2: Mitigation of Effects

ACTIVITY	RISK MITIGATION				
	Noise	Discharges to Air	Discharge of other contaminants	Amenity	Traffic
Tolly Farm Boarding Cattery and Kennels	<ul style="list-style-type: none"> Behaviour assessment of animal prior to stay Animal housed according to behaviour assessment Maximum number of pets allowed onsite Acoustic screening installed on the boundary of 98 Mulgrave Street All staff require induction including management of 		<ul style="list-style-type: none"> Wash down occurs Kennels are mopped regularly Annually a water blast of the facility is undertaken Wash down collected and discharged off site 	<ul style="list-style-type: none"> Acoustic screening Management of noise Hours of operation restricted to 7am to 7pm seven days a week Compliance with District Plan Setback standard 	<ul style="list-style-type: none"> Speed limit on accessways into site Hours of operation restricted to 7am to 7pm seven days a week. Regular drop off and pick up times Kennels will offer a pick-up service for daycare animals with a van that can accommodate 10 dogs or cats. If fully utilised this will reduce the number of trips at

	barking prior to working onsite <ul style="list-style-type: none"> • Manager housed onsite to manage any noise overnight 				the access in the morning peak by 18 trips per hour (two-way)
Soul Friends Pet Cremators	<ul style="list-style-type: none"> • Hours of operation restricted to 9am to 5pm 7 days a week, with burns until 10pm occurring only when workload requires • Restrict cremator operation to two units at a time • Operation of the cremators in accordance with the operating instructions from the manufacturers and Standard Operating Procedure 	<ul style="list-style-type: none"> • Operation of the cremators in accordance with the operating instructions from the manufacturer • All staff require induction including how to operate the cremators • Regular maintenance of cremators 	<ul style="list-style-type: none"> • Wash down discharged to a sump and collected and disposed of off-site. 	<ul style="list-style-type: none"> • Screen planting that is regularly maintained and replaced if necessary • Hours of operation restricted to 9am to 5pm 7 days a week with burns till 10pm occurring on an irregular basis • Building colour is recessive 	<ul style="list-style-type: none"> • Speed limit on driveway • Hours of operation restricted to 9am to 5pm 7 days a week, with cremations until 10pm occurring only when workload requires
Soul Friends Woodworking Workshop	<ul style="list-style-type: none"> • Noise insulation of workshop • Hours of operation restricted to 9am to 5pm 7 days a week 			<ul style="list-style-type: none"> • Acoustic insulation of the workshop • Hours of operation restricted to 9am to 5pm 7 days a week 	<ul style="list-style-type: none"> • Speed limit on accessway • Hours of operation restricted to 9am to 5pm 7 days a week

Soul Friends Spray Booth	<ul style="list-style-type: none"> Hours of operation restricted to 9am to 5pm Monday to Friday 			<ul style="list-style-type: none"> Hours of operation restricted to 9am to 5pm Monday to Friday 	<ul style="list-style-type: none"> Speed limit on accessway Hours of operation restricted to 9am to 5pm Monday to Friday
Soul Friends Chapel	<ul style="list-style-type: none"> Hours of operation restricted to 9am to 5pm 7 days a week Limit number of people in the chapel to 10 			<ul style="list-style-type: none"> Hours of operation restricted to 9am to 5pm 	<ul style="list-style-type: none"> Speed limit on accessway Hours of operation restricted to 9am to 5pm Monday to Friday
Memorial garden	<ul style="list-style-type: none"> Hours of operation restricted to 7am to 7pm 7 days a week 				<ul style="list-style-type: none"> Speed limit on accessway Hours of operation restricted to 7am to 7pm 7 days a week

6 CONSENT REQUIREMENTS

Will be populated if consents are granted.

7 BOARDING KENNEL MANAGEMENT

Management of the boarding kennel will be through a maximum number of animals permitted onsite, timing of various activities, dealing with excessive barking, and regular maintenance. These management methods are explained further below.

7.1 MAXIMUM NUMBER OF DOGS

Tolly Farm can accommodate 45 cats and 45 dogs. Periodically we accept other pets such as rodents, birds and livestock.

7.2 ACCEPTANCE OF DOGS

All dogs are required to do a daycare day before being accepted for boarding. During this first daycare a personality test is conducted and documented on file. Timing for various activities (number that can be run at a time etc).

The facility has 3 run areas available so that dogs can be run together in small manageable groups, up to 15 per group. Clients drop off between 7 – 9am and collect between 3.30- 7pm. Dog exercise is usually coordinated around these hours also so that all pets have a rest in the middle of the day. This mirrors home life while their people are at work/school, and is important for their mental wellbeing. Dog walks off site sometimes occur during the middle of the day.

7.3 DEALING WITH EXCESS BARKING

Based on personality testing the appropriate method for managing dog noise is decided. Options include denning and reducing stimulus, interrupting with a command and then rewarding quiet with a high value food item, or give the dog a job to do as a way to applying their energy.

7.4 REGULAR MAINTENANCE

Fences and cages are checked by management weekly, and any damage attended to on an as needed basis. Rodent traps are checked weekly and lawns are mowed weekly also

8 CREMATORIUM MANAGEMENT

Crematorium activity is managed through regular maintenance and inspections along with Standard Operating Procedures and emergency responses, which staff must follow.

8.1 MAXIMUM NUMBERS

The crematorium currently cremates approximately 700 animals per month and 200 items of medical waste or sharps.

Of those animals, 2/3rds are cremations where the cremains are returned to their owner, and therefore are spaced individually on the floor of the cremator (10 -1 5 at a time per cremator). The balance are the unclaimed or unwanted which are cremated in batches with medical waste. The cremains are then disposed of at landfill.

The implementation of the additional large cremator (reconditioned hot hearth McDonald unit) will increase our capacity to be able to double that if needed, and the addition of the small Therm-Tec cremator will allow for witnessed cremations, when public visit with us.

8.2 RUN TIMES

We currently collect from clinics in the Manawatu and the Wairarapa on a Monday and a Thursday. We collect from Horowhenua, Kapiti, Porirua, Wellington and Hutt Valley on a Tuesday and a Friday. We aim to have the cremains returned on the next run after collection – 3 days turn around.

8.3 MAINTENANCE – REGULAR INSPECTIONS

Maintenance of all equipment, as well as contractor attendance to breakdowns are documented in the equipment register. The schedule of maintenance is shown in the table below.

Table 3: Schedule of Maintenance

ACTIVITY	SCHEDULE OF MAINTENANCE				
	Vehicle	Cremator	Extraction for spray booth	Workshop	Autoclaves
Soul Friends Pet Cremations	<ul style="list-style-type: none">Cleaned and checked for damage dailyMonthly Vehicle maintenance record completed and filed in equipment register	<ul style="list-style-type: none">Clear hearth ventilation holes dailyMonthly Check of door sealsAnnual clearance of grease trapsAnnual Service of	<ul style="list-style-type: none">Change filter dailyAnnual service of fanDocument breakdown and repair in Equipment Register	<ul style="list-style-type: none">Daily clean up of all dustWeekly documentation of cleaningDocument breakdown and repair in Equipment Register	<ul style="list-style-type: none">Service and calibrateDocument breakdown and repair in Equipment Register

	<ul style="list-style-type: none"> • Service 20000kms • WoF 12 months • Document breakdown and repair in Equipment Register 	burners and hearth fans <ul style="list-style-type: none"> • Document breakdown and repair in Equipment Register 			
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8.4 STANDARD OPERATING PROCEDURES

Staff must follow Standard Operating Procedures for workshop and equipment maintenance, vehicle maintenance, extraction system cleaning, autoclaving sharps for disposal and cremation maintenance. These procedures are listed below and appended as Appendices H – M.

1. Procedure 08-19 Workshop and Equipment Maintenance Standard Operating Procedure
2. Procedure 05-19 Vehicle Maintenance Standard Operating Procedure
3. Procedure 04-19 Extraction System Cleaning Standard Operating Procedure
4. Procedure 01-19 Autoclaving Sharps for Disposal Standard Operating Procedure
5. Procedure 10-20 Cremation maintenance Standard Operating Procedure provided in appendices
6. Procedure 09-20 Cremator Operation

8.5 EMERGENCY RESPONSE (SPILL ETC.)

8.5.1 CREMATION OPERATION

Cremators will be fitted with an emergency stop so they can be shut down from outside.

They have temperature probes fitted to ensure that they do not continue to input gas once the primary chamber has reached 800°C.

They have regulators per burner to ensure consistent gas flow, and a safety shut off valve if a gas leak occurs.

Should a grease trap be damaged and grease leak from its containment we have saw dust and ash materials on site at all times to facilitate soak up and clean up.

The areas in the building that house the cremators have bunding so that any leaks will be contained in that area. Blood and body fluid will be mopped and the water discarded via septic.

8.5.2 SPRAY BOOTH OPERATION

Flammable products will be kept in a hazardous goods store that is bunded and has an emergency shower (already on the Tolly Farm site). Amounts available per product will be 20 L and with 8 types of product being used, the maximum in this store will be 100L. From here the product will be dispensed into 1.5 Litre plastic bottles for use in the spray booth itself.

9 TRAINING

Our Standard Operating Procedures have a four-step competency progression:

C1 = I have read and understood this Standard Operating Procedure

C2 = I have received training

C3 = I am competent to manage this task on my own

C4 = I am credentialed to train other staff in this Standard Operating Procedure

A new staff member starts with comprehending the task through reading about it and watching it being performed. As they gain practice, they then accept responsibility of being left to conduct the task and the quality of it. Ultimately being credentialed to train means that knowledge can be spread throughout the business and provide for cover when key personnel are not available.

10 RECORD KEEPING

10.1 TOLLY FARM BOARDING CATTERY AND KENNELS

The kennels keep records for all clients, their pets and their vaccination in an online database we subscribe to called Revelation Pets.

10.2 SOUL FRIENDS PET CREMATIONS

Soul Friends has built a custom database for documenting all items we receive, and the orders pertaining to them. The specifications for the database are:

1. Track all items in clinic freezers by way of a 'hold' ticket system
2. Track every item (animal or biological waste or sharps containers) submitted to us for service
3. Ability to store files such as photos per item
4. Track item history – the Company staff who logged in and worked on each item
5. Filters such that items can be batched and documented as moving through parts of the process
6. Search functionality so we can respond to individual client enquiry
7. Communications log in a comments section per item
8. Online booking portal for vet clinics including generating identification labels
9. Manage the ordering of consumable items (body bags, bin liners and sharps bins) by vet clinics
10. Facilitate online memorial building from clients to be able to instruct vets including submitting photos to us.
11. Generate a report for council to check we have met our resource consent requirements.
12. Generate a run sheet (of which there will be multiple) for Drivers to document pickup and delivery, and leave the clinic with a delivery docket for each delivery event
13. Document Phone messages per clinic
14. Manage inventory of urns.
15. Integration of API so that all items completed can be batch invoiced to xero
16. Training videos to show the program in operation for both clinic staff, and those we employ.

11 COMPLAINTS

Both Tolly Farms and Soul Friends have complaints registers set up as a folder in their 'info@' email. The purpose is to document the complaint, what the solution and resolution was, and how the process concluded. When a complaint is made the employee responsible for responding to complaints must follow the 'Relationship 09-19 Managing Complaints' Standard Operating Procedure, which is appended as Appendix N.

APPENDIX A

JOB TITLE CREMATIONS MANAGER

DATE 01/09/2018

REPORTS TO OPERATIONS MANAGER

BACKGROUND

Tolly Farm Limited specialises in the Boarding of animals from the Manawatu and the wider regions. In addition to this service, Tolly Farm also operates a Cremations division and an Urn making facility. These two areas operate under the name Soul Friends. These specialised services offer the client access to a high standard of “One stop shop” services for their animals.

POSITION DESCRIPTION

Position purpose The purpose of this role is to ensure that the entire operation of the Cremations division, personnel and day-to-day efficiency continue to work well with the overall aim of achieving business objectives. This role needs to be flexible around work hours.

Main Tasks Core objectives include:

- Ensuring rosters are in place to cover all shifts.
- Manage and monitor staff so that maximum efficiency is gained through sensible and productive work tasks.
- Champion training of staff and foster a continuous improvement culture.
- Manage all purchasing activities within budget.
- Ensure compliance on regulatory, administrative and operational requirements.
- Report all accidents and near misses.
- Keep accurate and up to date records of all items produced.
- Liaise with client where necessary.

Cremation Tasks

- Unload van, organise the load and weigh the dogs.
- Make paw prints where needed.
- Load the incinerators placing metal dividers between each animal.
- Maintain accurate map of each cremation.
- Accurately pull down the resulting bone and reunite with identification label.
- Crush bone and capture in Zip lock bag.
- Box as required.
- Provide Cremation Certificate.
- Make plaques as required.
- Autoclave “sharps”.
- Relieve driver if required.

Ensure to check comments before igniting a cremation.

Database Tasks

Double check other staff's data entry.
 Enter the animal and biowaste weights.
 Identify and action as cremated in Cremator-1 or Cremator-2 for council records.
 Print and file burner report.
 Identify and action as processed and then invoice all completed items.
 Print and collate drivers run sheets with returns.

Equipment Maintenance

Advise management when a trip to the Refuse Station is required.
 Manage oils from the cremators.
 Wash concrete floor and van tarp as needed.
 Ensure Chiller is thawed and functional.
 Mop floor and tarp as needed.
 Contact electrician as needed for incinerator malfunctions.

Admin Tasks

Respond to client phone and email enquiry.
 Order Bags, Sharps containers, Scatter boxes, cable ties, Manila tags, Zip lock bags and maintain a collection of receipts.
 Contribute and participate in Health and Safety meetings.
 Maintain Risk and Injuries register.
 Maintain a timesheet.

Other Duties

The above list is not exhaustive and the role may change to meet the overall objectives of the company.

- *“Fulfil other duties as required by management and other department personnel as requested/required.” This needs to be understood in context of the role's requirements around flexible time. All though there is a roster in place, it is imperative that allowances are made to ensure the highest level of care and attention is applied to all animals all of the time. To that end, it is emphasized here that there will be times where work hours may vary from an intended roster. On these occasions, this role is expected to cope with this variance and continue to provide the excellent services that have been paid for by the client.*

Required qualities

Professional approach.
 Ability to work under pressure.
 Organisational and time management skills.
 Excellent attention to detail.
 Problem solver.
 Initiative.

Demonstrate passion and enthusiasm for the Company's Purpose.
 Demonstrate a professional and caring attitude towards customers and staff.
 Seek to perform all tasks to the highest standard.
 Embrace Health & Safety.

Desired competencies

Analytical thinking.
 Business awareness.
 Tenacity.
 Positive approach to change.

PERSON SPECIFICATION

Qualifications

- *No qualification required.*

Experience

Relevant commercial or practical management experience.

Knowledge

Requirements and regulations associated with a cremation operation.

Skills & competencies

Customer service focused: committed to providing exceptional customer service across all channels – written, phone and face to face.

Communication: the ability to communicate clearly and concisely, varying communication style depending upon the audience.

Attention to detail: excellent attention to detail and written skills when communicating with others, both internally and externally.

Commerciality: ability to apply knowledge in a practical, commercial manner.

Teamwork: willingness to assist and support others as required and get on with team members.

Time management/organisation: accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.

Personal attributes

Professional approach (essential).
 Confident manner (essential).
 Positive approach to change (essential).
 Flexible approach to work hours.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.

Quality of work

- Is to a standard that exceeds the customer's expectations.
- Is to a standard the customer will pay a premium for.
- Is to the standard set by the company owner/CEO.

The Operations Manager will regularly check the standard of workmanship on jobs & activities.

Productivity

- All work tasks are completed within the allocated time.
- All deadlines are met.
- All materials & consumables used are within the quoted amounts for the job.
- Wastage of materials and time is kept to an acceptable minimum.

The Operations Manager will regularly check that work is completed on time and to the quality standards required. Where appropriate, training will be given to staff to enable these standards to be met.

KRA & KPIs		
KRA	Desired Result	Measure
Cremation Schedules.	All cremation deadlines met.	Weekly audit checks.
Documentation.	All items cremated are recorded Accurately.	Weekly audit checks.
Raw materials.	All raw materials are sufficiently Stocked to meet existing and Planned cremations.	Weekly audit checks.
Equipment Maintenance.	All equipment is regularly Maintained and meets operational Safety requirements.	Daily checks.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

SIGNED BY MANAGEMENT

.....
Employee.....
Manager

.....
Date.....
Date

APPENDIX B

JOB TITLE DRIVER
DATE 01/09/2018
REPORTS TO CUSTOMER SERVICES MANAGER

BACKGROUND

Tolly Farm Limited specialises in the Boarding of animals from the Manawatu and the wider regions. In addition to this service, Tolly Farm also operates a Cremations division and an Urn making facility. These two areas operate under the name Soul Friend Pet Cremations. These specialised services offer the client access to a high standard of “One stop shop” services for their animals.

POSITION DESCRIPTION

Position purpose	The purpose of this role is to provide assistance to the Cremation operation. This assistance is crucial to the day-to-day efficiency. All pickups require sensible planning and detailed record keeping. This role needs to be flexible around work hours.
Main tasks	<p>Core objectives of fixed salary include:</p> <p>Ensure timetable for pickups is adequate to complete the run in the allotted time.</p> <p>Collect deceased pets from vet clinics.</p> <p>Accurately document each collection and ensure only labelled items are collected.</p> <p>Return cremains and other mementos as required, documenting the release of such.</p> <p>Preparing stock and document the supply bags, tags, cable ties, sharps containers to clinics.</p> <p>Direct enquiries back to administration when answers cannot be accurately conveyed from your tablet.</p> <p>Collect large dogs off schedule if needed to support a clinic.</p>
Admin	<p>Maintain Vehicle (WOF, COF, Road User Charges (RUC) servicing, tire pressures, internal and external cleaning).</p> <p>Participate and contribute to Health and Safety meetings.</p> <p>Report all accidents and near misses.</p> <p>Maintain Risk and Injuries register.</p> <p>Maintain a timesheet.</p> <p>Maintain a log of vehicle receipts in Xero.</p>
Direct to Public sales	<p>Collect deceased pets from clients homes as directed by management. This will involve working with grieving people, directing them to the most efficient ways of ordering our service and respectfully handling their pet as they commit them to our care.</p> <p>The above list is not exhaustive and the role may change to meet the overall objectives of the company.</p>

Other Duties

- *“Fulfil other duties as required by management and other department personnel as requested/required.” This needs to be understood in context of the role’s requirements around flexible time. All though there is a roster in place, it is imperative that allowances are made to ensure the highest level of service and attention is applied to all clients all of the time. To that end, it is emphasized here that there will be times where work hours may vary from an intended roster. On these occasions, this role is expected to cope with this variance and continue to provide the excellent care and services to the clients that have been paid for.*

Required qualities

Honest beyond reproach
Compassion and Patience
Professional friendly and fearless approach.
Ability to work under pressure.
Problem solving in keeping with the guiding principles of the organisation
Organisational and time management skills.
Excellent attention to detail.
Initiative.
Demonstrate passion and enthusiasm for the Company’s Purpose.
Demonstrate a professional and caring attitude towards customers and staff.
Seek to perform all tasks to the highest standard.
Embrace Health & Safety.

Desired competencies

Tenacity.
Positive approach to change.

PERSON SPECIFICATION

Qualifications

- *Clean “Full” drivers license capable of driving a manual vehicle*

Experience

Relevant experience in a similar role.

Knowledge

Requirements and regulations associated with deceased animals.

Skills & competencies

Customer service focused: committed to providing exceptional customer service across all channels – written, phone and face to face.

Communication: the ability to communicate clearly and concisely, varying communication style depending upon the audience.

Attention to detail: excellent attention to detail and written skills when communicating with others, both internally and externally.

Teamwork: willingness to assist and support others as required and get on with team members.

Time management/organisation: accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.

Personal attributes

Professional approach (essential).
 Confident manner (essential).
 Positive approach to change (essential).
 Flexible approach to work hours.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.

Quality of work

- Is to a standard that exceeds the customer's expectations.
- Is to a standard the customer will pay a premium for.
- Is to the standard set by the company owner/CEO.

The Cremations Manager will regularly check the standard of workmanship on jobs & activities.

Productivity

- All work tasks are completed within the allocated time.
- All deadlines are met.
- All materials & consumables used are within the quoted amounts for the job.
- Wastage of materials and time is kept to an acceptable minimum.

The Cremations Manager will regularly check that work is completed on time and to the quality standards required. Where appropriate, training will be given to staff to enable these standards to be met.

KRA & KPIs		
KRA	Desired Result	Measure
Timetables.	Scheduled pickups completed On time.	Weekly audit checks.
Documentation.	Every animal body in our care Has a unique record of ID.	Weekly audit checks.
Vehicle maintenance.	Vehicle is always current for Servicing, WOF, COF and RUC.	Monthly checks.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU
SIGNED BY MANAGEMENT

.....
Employee.....
Manager

.....
Date.....
Date

APPENDIX C

JOB TITLE WEEKEND ROSTERED ON

DATE 11/11/2020

REPORTS TO CUSTOMER SERVICES MANAGER

BACKGROUND

Tolly Farm Limited specialises in the Boarding of animals from the Manawatu and the wider regions. In addition to this service, Tolly Farm also operates a Cremations division and an Urn making facility. These two areas operate under the trading name Soul Friend Pet Cremations. These specialised services offer the client access to a high standard of “One stop shop” services for their animals.

POSITION DESCRIPTION

Position purpose The purpose of this role is to ensure that the operation of the Cremations division to provide service to the public on weekends, and to ensure throughput of pets through the cremator such that weekdays runs have optimal turn around time, achieving business objectives. This role needs to be flexible around work hours.

Cremation Event Organise the load and document weights of the Pets.
Make and spray paw prints.
Load the incinerators placing fire bricks between animals for return.
Maintain accurate map of each cremation.
Ensure to check comments before igniting a cremation.
Maintain cremation log for council records.
Accurately pull down the resulting bone and reunite with identification label.
Crush bone and capture in Zip lock bag.
Weigh and document ash weight.
Box and wrap cremains as required.
Provide Cremation Certificate.
Make plaques as required.
Identify and action as processed and then invoice all completed items.
Print and collate drivers run sheets with returns.

This portion of work attracts a piece rate of remuneration

Oncall Tasks Document clinic or client complaints
Document discussion pertaining to specific pet requests
Respond to client phone and email enquiry.
Maintain a log of vehicle receipts in Xero.
Collect deceased pets from clients homes. This will involve working with grieving people, directing them to the most efficient ways of ordering our service and respectfully handling their pet as they commit them to our care.

This portion of work attracts a piece rate of remuneration

Required qualities

Professional approach.
Ability to work under pressure.
Organisational and time management skills.
Excellent attention to detail.
Problem solver.
Initiative.
Demonstrate passion and enthusiasm for the Company's Purpose.
Demonstrate a professional and caring attitude towards customers and staff.
Seek to perform all tasks to the highest standard.
Embrace Health & Safety.

Desired competencies

Tenacity.
Positive approach to change.

PERSON SPECIFICATION

Qualifications

- ***No qualification required.***

Experience

Relevant commercial or practical management experience.

Knowledge

Requirements and regulations associated with a cremation operation.

Skills & competencies

Customer service focused: committed to providing exceptional customer service across all channels – written, phone and face to face.

Communication: the ability to communicate clearly and concisely, varying communication style depending upon the audience.

Attention to detail: excellent attention to detail and written skills when communicating with others, both internally and externally. Accurate with numbers.

Commerciality: ability to apply knowledge in a practical, commercial manner.

Teamwork: willingness to assist and support others as required and get on with team members.

Time management/organisation: accomplish objectives effectively within time frame given and carry out administrative duties within portfolio in an efficient and timely manner.

Personal attributes

Professional approach (essential).
Confident manner (essential).
Positive approach to change (essential).
Flexible approach to work hours.

This job description serves to illustrate the scope and responsibilities of the post. Piece rates of remuneration have been calculated on its content. If other job related tasks requested by management and as necessitated by the development of this role and the development of the business become routine, piece rates need to be renegotiated.

Quality of work

- Is to a standard that exceeds the customer's expectations.
- Is to a standard the customer will pay a premium for.
- Is to the standard set by the company owner/CEO.

The Customer Services Manager will regularly check the standard of workmanship on jobs & activities.

Productivity

- All work tasks are completed within the allocated time.
- All deadlines are met.
- All materials & consumables used are within the quoted amounts for the job.
- Wastage of materials and time is kept to an acceptable minimum.

The Customer Services Manager will regularly check that work is completed on time and to the quality standards required. Where appropriate, training will be given to staff to enable these standards to be met.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU
SIGNED BY MANAGEMENT

.....
Employee.....
Manager

.....
Date.....
Date

APPENDIX D

JOB TITLE URN MAKER
DATE 01/09/2018
REPORTS TO URN PRODUCTION MANAGER

BACKGROUND

Tolly Farm Limited specialises in the Boarding of animals from the Manawatu and the wider regions. In addition to this service, Tolly Farm also operates a Cremations division and an Urn making facility. These two areas operate under the trading name Soul Friend Pet Cremations. These specialised services offer the client access to a high standard of “One stop shop” services for their animals.

POSITION DESCRIPTION

Position purpose	The purpose of this role is to manufacture product in the Urn making operation. This assistance is crucial to the day-to-day efficiency. All manufactured items require sensible planning and detailed record keeping. This role needs to be flexible around work hours.
Main tasks	Core objectives include:
Wood work	Use table saw to cut wood to shape. Glue together sides and top to form Urn. Use belt sander to finish Urn. Use spindle moulder to shape tops and bases. Use reciprocating sander to finish scalloped edges. Use stationery orbital sander to finish 45-degree aris. Use drill press to drill and counter sink screw holes. Accurately fit bases to Urns. Make to order Vintage, Classic, and Modern style urns.
Spray Finish	Apply spray colour. Apply sealer twice. Sponge sand between sealer coats. Apply Top Coat or colour coat as required. Apply gold embossing as required. Spray paw prints if needed.
Equipment Maintenance	Vacuum Sawdust with extractor and clean bag weekly. Use compressor to blow down equipment that collects dust and contributes to wear (Table Saw, Spindle Moulder) Clean filter in spray booth air extraction system each spray session. Drain air filters on compressor every spray session. Empty the tank on the compressor every spray session. Break down and clean spray guns at least monthly. Sweep and Vacuum spray booth at least monthly to resolve excess overspray. Appropriately store chemicals and product (new and used)

Admin	<p>Participate and contribute to Health and Safety meetings. Report all accidents and near misses. Maintain Risk and Injuries register. Maintain a timesheet. Maintain a log of production items. Adhere to all SOP's for the Urn making operation.</p>
Other Duties	<p>The above list is not exhaustive and the role may change to meet the overall objectives of the company.</p> <ul style="list-style-type: none"> • <i>“Fulfil other duties as required by management and other department personnel as requested/required.” This needs to be understood in context of the role's requirements around flexible time. All though there is a roster in place, it is imperative that allowances are made to ensure the highest level of care and attention is applied so that deadlines for product orders are met. To that end, it is emphasized here that there will be times where work hours may vary from an intended roster. On these occasions, this role is expected to cope with this variance and continue to provide the excellent product that have been paid for by the client.</i>
Required qualities	<p>Professional approach. Ability to work under pressure. Organisational and time management skills. Excellent attention to detail. Initiative. Demonstrate passion and enthusiasm for the Company's Purpose. Demonstrate a professional and caring attitude towards customers and staff. Seek to perform all tasks to the highest standard. Embrace Health & Safety.</p>
Desired competencies	<p>Tenacity. Problem solving. Positive approach to change.</p>

PERSON SPECIFICATION

Qualifications	<ul style="list-style-type: none"> • <i>No qualification is required.</i>
Experience	<i>Relevant experience in a similar role.</i>
Knowledge	<p>Requirements and regulations associated with operating equipment in a manufacturing environment.</p>
Skills & competencies	<p>Customer service focused: committed to providing exceptional customer service across all channels – written, phone and face to face.</p> <p>Communication: the ability to communicate clearly and concisely, varying communication style depending upon the audience.</p> <p>Attention to detail: excellent attention to detail and written skills when communicating with others, both internally and externally.</p>

Teamwork: willingness to assist and support others as required and get on with team members.

Time management/organisation: accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.

Personal attributes

Professional approach (essential).
Confident manner (essential).
Positive approach to change (essential).
Flexible approach to work hours.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.

Quality of work

- Is to a standard that exceeds the customer's expectations.
- Is to a standard the customer will pay a premium for.
- Is to the standard set by the company owner/CEO.

The Urn Production Manager will regularly check the standard of workmanship on jobs & activities.

Productivity

- All work tasks are completed within the allocated time.
- All deadlines are met.
- All materials & consumables used are within the quoted amounts for the job.
- Wastage of materials and time is kept to an acceptable minimum.

The Urn Production Manager will regularly check that work is completed on time and to the quality standards required. Where appropriate, training will be given to staff to enable these standards to be met.

KRA & KPIs		
KRA	Desired Result	Measure
Timetables.	Scheduled production completed On time.	Weekly audit checks.
Documentation.	Every item manufactured Has accurate records.	Weekly audit checks.
Equipment maintenance.	All production equipment is always clean and maintained.	Monthly checks.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

.....
Employee
SIGNED BY MANAGEMENT

.....
Date

.....
Manager

.....
Date

APPENDIX E

JOB TITLE URN PRODUCTION MANAGER

DATE 01/09/2018

REPORTS TO OPERATIONS MANAGER

BACKGROUND

Tolly Farm Limited specialises in the Boarding of animals from the Manawatu and the wider regions. In addition to this service, Tolly Farm also operates a Cremations division and an Urn making facility. These two areas operate under the trading name Soul Friend Pet Cremations. These specialised services offer the client access to a high standard of “One stop shop” services for their animals.

POSITION DESCRIPTION

Position purpose

The purpose of this role is to ensure that the entire operation of the Urn Production, personnel and day-to-day efficiency continue to work well with the overall aim of achieving business objectives. This role needs to be flexible around work hours.

IN ADDITION TO THE TASKS SET OUT IN THE URN MAKER JOB DESCRIPTION THE CORE OBJECTIVES ARE:

Main tasks

Ensuring rosters are in place to cover all shifts.
Manage and monitor staff so that maximum efficiency is gained through sensible and productive work tasks.
Champion training of staff and foster a continuous improvement culture.
Manage all purchasing activities within budget.
Ensure compliance on regulatory, administrative and operational requirements.
Report all accidents and near misses.
Provide thorough and accurate reports on the activities performed within the Urn manufacturing business.
Keep accurate and up to date records of all items produced.
Liaise with clients who purchase urns where necessary.
Adhere to and update where necessary all SOP's for the Urn production operation.
Ensure that all equipment is cleaned, serviced and maintained fit for purpose
Scan and enter invoices into accounting program

The above list is not exhaustive and the role may change to meet the overall objectives of the company.

Other Duties

- *“Fulfil other duties as required by management and other department personnel as requested/required.” This needs to be understood in context of the role's requirements around flexible time. All though there is a roster in place, it is imperative that allowances are made to ensure the highest level of care and attention is applied so that deadlines for product orders are met. To that end, it is*

emphasized here that there will be times where work hours may vary from an intended roster. On these occasions, this role is expected to cope with this variance and continue to provide the excellent product that have been paid for by the client.

Required qualities

Professional approach.
Ability to work under pressure.
Organisational and time management skills.
Excellent attention to detail.
Problem solver.
Initiative.
Demonstrate passion and enthusiasm for the Company's Purpose.
Demonstrate a professional and caring attitude towards customers and staff.
Seek to perform all tasks to the highest standard.
Embrace Health & Safety.

Desired competencies

Analytical thinking.
Business awareness.
Tenacity.
Positive approach to change.

PERSON SPECIFICATION

Qualifications

- *Some form of woodworking or spray painting qualification required.*

Experience

Relevant commercial or practical management experience.

Knowledge

Requirements and regulations associated with a production environment.

Skills & competencies

Customer service focused: committed to providing exceptional customer service across all channels – written, phone and face to face.

Communication: the ability to communicate clearly and concisely, varying communication style depending upon the audience.

Attention to detail: excellent attention to detail and written skills when communicating with others, both internally and externally.

Commerciality: ability to apply knowledge in a practical, commercial manner.

Teamwork: willingness to assist and support others as required and get on with team members.

Time management/organisation: accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.

Personal attributes

Professional approach (essential).
 Confident manner (essential).
 Positive approach to change (essential).
 Flexible approach to work hours.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.

Quality of work

- Is to a standard the customer will pay a premium for.
- Is to the standard set by the company owner/CEO.
- Is to a standard that exceeds the customer's expectations.

The Operations Manager will regularly check the standard of workmanship on jobs & activities.

Productivity

- All work tasks are completed within the allocated time.
- All deadlines are met.
- All materials & consumables used are within the quoted amounts for the job.
- Wastage of materials and time is kept to an acceptable minimum.

The Operations Manager will regularly check that work is completed on time and to the quality standards required. Where appropriate, training will be given to staff to enable these standards to be met.

KRA & KPIs

KRA	Desired Result	Measure
Production Schedules.	All production deadlines met.	Weekly audit checks.
Documentation.	All items produced are recorded Accurately including all WIP.	Weekly audit checks.
Raw materials.	All raw materials are sufficiently Stocked to meet existing and Planned production.	Weekly audit checks.
Equipment Maintenance.	All equipment is regularly Maintained and meets operational Safety requirements.	Daily checks.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU
SIGNED BY MANAGEMENT

.....
Employee.....
Manager

.....
Date.....
Date

APPENDIX F

JOB TITLE KENNEL MANAGER

DATE 01/09/2018

REPORTS TO OPERATIONS MANAGER

BACKGROUND

Tolly Farm Limited specialises in the Boarding of animals from the Manawatu and the wider regions. In addition to this service, Tolly Farm also operates a Cremations division and an Urn making facility. These two areas operate under the trading name Soul Friend Pet Cremations. These specialised services offer the client access to a high standard of “One stop shop” services for their animals.

POSITION DESCRIPTION

Position purpose

The purpose of this role is to ensure that the entire operation of the Animal Boarding, personnel and day-to-day efficiency continue to work well with the overall aim of achieving business objectives. This role needs to be flexible around work hours and is also a “Live in” situation.

IN ADDITION TO THE TASKS SET OUT IN THE KENNEL HAND JOB DESCRIPTION THE CORE OBJECTIVES ARE:

Main tasks

Ensuring rosters are in place to cover all shifts.
Manage and monitor staff so that maximum efficiency is gained through sensible and productive work tasks.
Champion training of staff and foster a continuous improvement culture.
Manage all purchasing activities within budget.
Ensure compliance on regulatory, administrative and operational requirements.
Report all accidents and near misses.
Provide thorough and accurate reports on the activities performed within the Kennel business.
Monitor security of the animals ensuring none can escape the property.
Keep accurate and up to date records for all animals. This includes vaccination details and boarding contracts
Liaise with client & Vet where necessary.
Clear mailbox, scan and enter invoices into accounting program
Adhere to and update where necessary all SOP's for the Kennel operation.
Always ensure the wellbeing of all animals on the property is the no.1 focus.

The above list is not exhaustive and the role may change to meet the overall objectives of the company.

Other Duties

- *“Fulfil other duties as required by management and other department personnel as requested/required.” This needs to be understood in context of the role's requirements around flexible time. All though there is a roster in place, it is imperative that allowances are made to ensure the*

highest level of care and attention is applied to all animals all of the time. To that end, it is emphasized here that there will be times where work hours may vary from an intended roster. On these occasions, this role is expected to cope with this variance and continue to provide the excellent care and services to the animals that have been paid for by the client.

Required qualities

Professional approach.
Ability to work under pressure.
Organisational and time management skills.
Excellent attention to detail.
Problem solver.
Initiative.
Demonstrate passion and enthusiasm for the Company's Purpose.
Demonstrate a professional and caring attitude towards customers and staff.
Seek to perform all tasks to the highest standard.
Embrace Health & Safety.

Desired competencies

Analytical thinking.
Business awareness.
Tenacity.
Positive approach to change.

PERSON SPECIFICATION

Qualifications

- *Required to be a fully qualified Vet Nurse.*

Experience

Relevant commercial or practical management experience.

Knowledge

Requirements and regulations associated with animal care.

Skills & competencies

Customer service focused: committed to providing exceptional customer service across all channels – written, phone and face to face.

Communication: the ability to communicate clearly and concisely, varying communication style depending upon the audience.

Attention to detail: excellent attention to detail and written skills when communicating with others, both internally and externally.

Commerciality: ability to apply knowledge in a practical, commercial manner.

Teamwork: willingness to assist and support others as required and get on with team members.

Time management/organisation: accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.

Personal attributes

Professional approach (essential).
Confident manner (essential).
Positive approach to change (essential).
Flexible approach to work hours.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.

Quality of work

- Is to a standard that exceeds the customer's expectations.
- Is to a standard the customer will pay a premium for.
- Is to the standard set by the company owner/CEO.

The Operations Manager will regularly check the standard of workmanship on jobs & activities.

Productivity

- All work tasks are completed within the allocated time.
- All deadlines are met.
- All materials & consumables used are within the quoted amounts for the job.
- Wastage of materials and time is kept to an acceptable minimum.

The Operations Manager will regularly check that work is completed on time and to the quality standards required. Where appropriate, training will be given to staff to enable these standards to be met.

KRA & KPIs		
KRA	Desired Result	Measure
Vaccination Checks.	All animal's records up to date.	Weekly checks.
Vet services.	Every animal in our care has an up to date record of Vet contact details and we have consent to liaise with that vet.	Weekly checks.
Animal welfare. always.	All animals are cared for in the highest way at all times.	Full water bowls
Gate & Fence security.	No animal can escape via open gates or insecure fencing.	Daily checks.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU
SIGNED BY MANAGEMENT

.....
Employee.....
Manager

.....
Date.....
Date

APPENDIX G

JOB TITLE KENNEL HAND

DATE 01/09/2018

REPORTS TO KENNEL MANAGER

BACKGROUND

Tolly Farm Limited specialises in the Boarding of animals from the Manawatu and the wider regions. In addition to this service, Tolly Farm also operates a Cremations division and an Urn making facility. These two areas operate under the trading name Soul Friend Pet Cremations. These specialised services offer the client access to a high standard of “One stop shop” services for their animals.

POSITION DESCRIPTION

Position purpose The purpose of this role is to provide assistance to the entire operation of the Animal Boarding and Day care operation. This assistance is crucial to the day-to-day efficiency. All animals require constant monitoring. This role needs to be flexible around work hours.

Main tasks Core objectives include:

Animals

- Detailed check of all animals at start and end of shift.
- Feed horses their prescribed diet at conclusion of the AM shift and beginning of the PM shift.
- Wellness checks on all animals before commencing routine chores.
- Cleaning cattery and related equipment (dirt trays, feed bowls, laundry).
- Feeding and exercising cats.
- Exercise dogs and manage their social interactions.
- Cleaning kennels and related equipment (feed bowls, laundry)
- Administer medications to animals when required.
- Manage special diets when required.
- Arrange and conduct Vet visits where necessary.
- Monitor security of the animals ensuring none can escape the property.
- Always ensure the wellbeing of all animals on the property is the no.1 focus.

Admin

- Manage bookings in the Database.
- Manage client contracts.
- Manage vaccination records.
- Manage EFTPOS Terminal, receipts and Cashbox.
- Purchase feed and cleaning supplies.
- Respond to phone and email enquiry
- Participate & contribute in Health & Safety meetings.
- Contribute to Facebook marketing.
- Day care reports.
- Forwarding incoming cremation enquiry for Soul Friend Pet Cremations.
- Report all accidents and near misses.
- Adhere to all SOP's for the Kennel operation.

Property	<p>Notify management of facility maintenance needs as they arise. Lawn mowing and edging. Hedge trimming. Pothole filling. Water blasting. Minor painting. Garden weeding. Cleaning the fish tank. Cobweb removal and dusting. Window washing. Leaf blowing.</p> <p>Dog bathing. River runs/bush walks.</p>
Per Unit Work	<p>The above list is not exhaustive and the role may change to meet the overall objectives of the company.</p>
Other Duties	<ul style="list-style-type: none"> “Fulfil other duties as required by management and other department personnel as requested/required.” This needs to be understood in context of the role’s requirements around flexible time. All though there is a roster in place, it is imperative that allowances are made to ensure the highest level of care and attention is applied to all animals all of the time. To that end, it is emphasized here that there will be times where work hours may vary from an intended roster. On these occasions, this role is expected to cope with this variance and continue to provide the excellent care and services to the animals that have been paid for by the client.
Required qualities	<p>Professional approach. Ability to work under pressure. Organisational and time management skills. Excellent attention to detail. Problem solver. Initiative. Demonstrate passion and enthusiasm for the Company’s Purpose. Demonstrate a professional and caring attitude towards customers and staff. Seek to perform all tasks to the highest standard. Embrace Health & Safety.</p>
Desired competencies	<p>Analytical thinking. Tenacity. Awareness of animal behaviour traits. Positive approach to change.</p>

PERSON SPECIFICATION

Qualifications	<ul style="list-style-type: none"> Vet Nurse or Animal Care qualifications required.
Experience	<p>Relevant experience in a similar role.</p>
Knowledge	<p>Requirements and regulations associated with animal care.</p>

Skills & competencies

Customer service focused: committed to providing exceptional customer service across all channels – written, phone and face to face.

Communication: the ability to communicate clearly and concisely, varying communication style depending upon the audience.

Attention to detail: excellent attention to detail and written skills when communicating with others, both internally and externally.

Teamwork: willingness to assist and support others as required and get on with team members.

Time management/organisation: accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.

Personal attributes

Professional approach (essential).

Confident manner (essential).

Positive approach to change (essential).

Flexible approach to work hours.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.

Quality of work

- Is to a standard that exceeds the customer's expectations.
- Is to a standard the customer will pay a premium for.
- Is to the standard set by the company owner/CEO.

The Kennel Manager will regularly check the standard of workmanship on jobs & activities.

Productivity

- All work tasks are completed within the allocated time.
- All deadlines are met.
- All materials & consumables used are within the quoted amounts for the job.
- Wastage of materials and time is kept to an acceptable minimum.

The Kennel Manager will regularly check that work is completed on time and to the quality standards required. Where appropriate, training will be given to staff to enable these standards to be met.

KRA & KPIs		
KRA	Desired Result	Measure
Vaccinations.	Animal's records updated.	Weekly audit checks.
Vet services.	Every animal in our care has an up to date record of Vet contact.	Weekly audit checks.
Animal welfare. always.	All animals are cared for in the highest way at all times.	Full water bowls
Gate & Fence security.	No animal can escape via open gates or insecure fencing.	Daily checks.
Food supply.	Always food in store for 3 days	

	supply to the animals.	Daily checks.
Cleaning supplies.	1 week of stock on hand at all Times.	Daily checks.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

SIGNED BY MANAGEMENT

.....
Employee.....
Manager

.....
Date.....
Date

APPENDIX H

STANDARD OPERATING PROCEDURE

08-19

Workshop and Equipment Maintenance



Potential Hazards:

- Eye injury
- Respiratory damage

< Example of what not to do

Required Personal Protective Equipment (PPE)



Appropriate
footwear



Eye protection



Hearing
Protection



Face mask
(disposable
dust)

PROCEDURE

WORK SPACE RULES

- We operate in a small space with lots of task specific workstations. Cleanliness and organisation is paramount to optimal function.
- The workspace needs to function reliably and predicatably. If you did not come to work tomorrow the business needs to continue to function uninterrupted. The minimum requirements for staffing this area during staff absence is:
 - Clean functioning equipment
 - Tools available to perform all tasks
 - Clear traffic area around all equipment
 - Ease of identifying where any unfinished batch is up to in the process
- Boxes are only be used for storing completed raw urns in the urn store room, or for sending completed lacquered urns to clients. Boxes **ARE NOT** to be used for moving batches of urns from work station to work station. They can become invisible and results in missed deadlines or dead stock, both of which cost the business revenue. The red trolleys are for moving batches of urns from workstation to workstation.

-
- The Yellow wheelie bin is for Rubbish. Ensure it has a yellow bin liner installed and wheel it to where you need it, and wheel it out of the way when finished. Once filled this rubbish can be incinerated.
 - The Red wheelie bin is for Salvage. Salvage is the shorts left after periods of cutting timber, that are long enough to get small pieces from. This bin should be used preferentially before cutting into new lengths of timber.
 - The Blue wheelie bin is for Scrap. That is the wood left over after the Salvage has been cut down. The pieces are too small to use for urn making and are only suitable for kindling. Advise Management when this is full so it can be emptied or replaced.
 - The floor area around the equipment needs to be clear at all times, so that the trolleys can move urns from workstation to workstation, and so that staff can leave quickly in an emergency.
 - Sawdust is a firehazard. It cannot be allowed to accumulate on equipment as it can create electrical shorts and damage the equipment. It cannot be allowed to accumulate at power points. At best it will trip breaker switches. At worst it will smoulder and a fire could erupt while no one is in attendance. Sawdust needs to be swept or vacuumed as soon as the task is finished that created it. Additionally the Workshop needs to be swept and vacuum at the end of each work day, so leave time available to do this.
 - If any equipment is broken or worn, advise Management immediately (via email) so it can be repaired, and a plan made for the continuation of work in its absence
-

WOOD STORAGE

- When a new order of wood arrives, it needs to be stored flat under the bench. Fillets should keep it off the floor. It should be stored in bundles of the same width so it is easy to identify when we are short on a particular size. If you have ripped too much of a width of timber, label it with pencil (either the width in cms, or the piece it was ripped for i.e # 3 classic base) before placing back in the stack.
-

HAND TOOLS

- Hand tools are storage in labelled draws or labelled cube boxes in the cube shelving. They need to be returned to the appropriate storage after use for the benefit of all workers. Time spent looking for tools is not productive time making urns, and sometimes our timeframes are tight.
 - If a tool is broken or lost immediately arrange for its replacement. Using tools that are not fit for purpose creates damage on the equipment to which they are applied.
-

SAW

- Daily as used – sweep and vacuum dust
 - Weekly – blow out the door mechanism, the track for winding down the router spline, and all the mechanisms where sawdust collects inside the saw cabinet with the air gun attached to the compressor
 - Monthly – used lubricant spary to keep the springs and moving parts that allow for the raising and lower and angling of the saw blade free
-

SANDERS

- Daily as used - sweep and vacuum dust
 - Weekly – use air compressor to blow out accumulations in the mechanisms and around the on off switch to prevent shorts.
-

DRILL PRESS

- Daily – sweep and vacuum dust
- Weekly - use air compressor to blow out accumulations in the mechanisms and around the on off switch to prevent shorts.

ROUTER TABLES

- Daily as used – sweep and vacuum dust
- Weekly - use air compressor to blow out accumulations in the mechanisms and around the on off switch to prevent shorts.

DUST EXTRACTOR

- Weekly – Detach the collection bag by undoing the hex head hose clip at the machine end of the pipe. Remove the sawdust into a bag suitable for incineration. Ensure the intake is freed of any small off cuts of timber. Refit the hose ready for use.

MAINTENANCE RECORD

- Document the cleaning at the end of each week on the Maintenance Record.
 - Scan or photograph and add to the Workshop Maintenance Schedule in Monday
 - If urn making is part of your job description it is your responsibility to check this task is being attended to accurately after a period of absence, whether that be annual leave, sickness or injury.
-

COMPETENCIES	WORKSHOP AND EQUIPMENT MAINTENANCE				08-19
---------------------	---	--	--	--	--------------

Staff member	C1	C2	C3	C4	Trained by
--------------	----	----	----	----	------------

Damien Burns					
--------------	--	--	--	--	--

Alan Fon					
----------	--	--	--	--	--

Leo Frampton					
--------------	--	--	--	--	--

Key

C1 = I have read and understood this SOP

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C4 = I am credentialed to train other staff in this SOP

APPENDIX I

STANDARD OPERATING PROCEDURE

05-19

VEHICLE MAINTENANCE



Potential Hazards:

Not Applicable

Required Personal Protective Equipment (PPE)

Not applicable

PROCEDURE

- If a vehicle is used in the conduct of your work, the Company requires you to treat the vehicle as well as you treat your own personal vehicle. However, if it is acceptable for you to accumulate panel damage without ownership, road dust and diesel residues, and storage of rubbish items within, then the Company requires you to treat the vehicle better than your personal vehicle.
- WHEN OUR VEHICLES APPEAR UNCLEAN AND UNKEPT, WHY WOULD CLIENTS TRUST THAT WE CAN CARE FOR THEIR BELOVED PETS? Scrupulously clean and well presented vehicles are figural to conveying professionalism, competency and trust worthiness.
- There is insurance cover in place for all vehicles used by the Company. The excess for each claim is \$500 per incident. Be aware of who will be paying that excess – the Handbook outlines that when an accident that results in damage is your fault you will be liable for that cost.
- When a Company vehicle resides at your home, it is your responsibility to park it in such a manner that it is not damaged by other vehicles or implements at your property.
- There is no smoking in Company vehicles.
- Rubbish is to be removed from Company vehicles daily.
- If you carry pets on furnishings you are responsible for vacuuming them.
- **EVERY DAY** that you use the vehicle, cast an eye around the vehicle to see if there is any new damage. If new damage has occurred Management must be notified immediately, with some explanation of how that damage has occurred. This notification should be made via email, as this information may be needed by the insurance company.
- Due to the nature of the business, it is expected that there will be spills of blood, urine and faeces in the containment area of the vehicle. **EVERY DAY** that you use the vehicle the

- **ONCE A MONTH**, complete a Vehicle Maintenance Form, available in the Forms section in Monday. The tool provided on the key ring allows you to check tyre tread depths accurately. Scan or photograph the completed form and attach to the maintenance log for your vehicle.
- Advise management **BEFORE**:
 - You run out of Road User Charges
 - A Service is due
 - A WoF is due
 - Tyres are no longer legal
 - A poor wheel alignment causes tyres to wear unevenly through to steel belts.
- If driving is part of your job description it is your responsibility to check this task is being attended to accurately after a period of absence, whether that be annual leave, sickness or injury.

[illegible]

C4 = I am credentialed to train other staff in this SOP

APPENDIX J

STANDARD OPERATING PROCEDURE

04-19

EXTRACTION SYSTEM CLEANING



Potential Hazards:

- Respiratory damage

Required Personal Protective Equipment (PPE)



Face mask
(disposable
dust mask)

PROCEDURE

- The consequence of not performing this task correctly is the shut down of this area of business due to complaints for neighbouring tenants.

The extraction unit pulls air through the holes in the bottom of the entrance door, up through the booth and out the roof at the rate of 460L per second.

When the filter on the extraction unit is not cleaned either:

- 1) The fan shuts down and wont move air or
- 2) The duct collapses and fumes escape into the ceiling cavity we share with the neighbours.

Given that these are known outcomes from previous experience, not performing this task to the standard defined below is considered serious misconduct. The impact on the business is significant.

- **EVERY SPRAY DAY** Remove the bottom pan of the extraction system by undoing the compression clip and sliding the pan forward to free it from where it secures
- The filter material is wrapped around a triangular piece of mesh. Pull this whole apparatus downward.
- Remove the filter and shake outside. The air gun attached to the compressor can be used to blow out the excess. Place this filter in the laundry bucket.

- Wrap the triangular mesh with a clean filter (stored in the sealed container in the spray booth). There are enough filters provided for at least one per weekday.
- Reinsert the apparatus into the extraction system and refit the bottom pan. The unit is now ready to use.
- **ONCE A WEEK**, take the laundry bucket full of a weeks worth of filters, and rinse them in water. Hang them to dry on the clothes horse in the burner room where heat from the burners will assist with drying them. When this task is completed take a photo of the filters drying on the clothes horse and add to the maintenance record for the extraction system to evidence this has occurred.
- If any of the filters become damaged, order replacements promptly from Newman Refrigeration. Contacts are in the Soul Friend Suppliers board on Monday.
- In the event of an extraction system failure notify Management immediately. Do not use the spray booth during work hours until the breakdown is rectified.
- If spraying is part of your job description it is your responsibility to check this task is being attended to accurately after a period of absence, whether that be annual leave, sickness or injury.

Key

APPENDIX K

STANDARD OPERATING PROCEDURE

01-19

Autoclaving Sharps for Disposal



Potential Hazards:

- Needle stick injury
- Zoonotic disease

Required Personal Protective Equipment (PPE)



Appropriate
footwear



Gloves

PROCEDURE

- Turn on the boiler in the boiler room. The switch is just inside the boiler room door. Check that there is no water leaking from the pump on the floor, and ensure the boiler is functioning by observing the water level guage and the temperature guage.
- Only 1 autoclave can run at a time and be effective in sterilising the contents, as the boiler is feeding them is small. To be effective, the autoclave must reach and maintain a temperature of 121° C for at least 30 minutes by using saturated steam under at least 15 psi of pressure. Heat detection strips are used to show that this has been achieved.
- Fill the chamber of the autoclave with sharps containers. The rigid nature of these containers means its ok that they touch the walls. Write your name and date on a new heat detection strip and add it to the chamber.
- Ensure the the door to the chamber is fully wound closed. Remember that this process creates pressure. It is critical the door is closed properly.
- Due to the age of these units, the manual controls are tired and require a reset everytime a sterilisation session is started. Press On, Press off, Press manual reset and then liquid cycle. Turn the handle til the light comes on. The cycle will then run for the next 2 hours.
- At the end of the session, switch the autoclave off as well as the boiler in the boiler room and leave to cool overnight.

-
- When cold, open the autoclave door, find the heat detection strip and tape it into the log book as proof that the autoclave has reached the appropriate temperature to sterilize the contents.
 - IF THE DETECTION STRIP has failed to change colour, run another cycle. If the result is the same the Autoclave will need servicing. Make arrangements to do so (See Soul Friend Service techs in Monday) and advise management of the unplanned expense.
 - An autoclave session should occur every cremation session where there is enough sharps to fill an autoclave chamber
 - Remove containers from chamber once cooled and tape lids closed for secure transport to the dump site. The vibration of the vehicle can pop open lids that have been warped during the sterilisation process. This leads to spillage in the truck and a Health and Safety risk at the dump site. All our sharps waste is deep buried so that personel and wildlife (seagulls) are safe from them. ALL containers must be taped closed.
 - Remove the containers to the Hazardous goods store at the end of the driveway. By this point they should be ready to load out into the truck directly.
 - NO Sharps Containers are to be stored in the Cremation room.
 - ONLY sharps waiting for sterilisation can be stored in the autoclave room.
 - If autoclaving is part of your job description it is your responsibility to check this task is being attended to accurately after a period of absence, whether that be annual leave, sickness or injury.
-

01-

[illegible]

Key

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APPENDIX L

STANDARD OPERATING PROCEDURE

10-20

Cremator Maintenance



Potential Hazards:

- Burn
- Respiratory damage
- Manual handling

Required Personal Protective Equipment (PPE)



Appropriate
footwear



Gloves

PROCEDURE

- The air holes in the floor need to be cleared each cremation event. Air is essential to seat the fire down low in the chamber, otherwise the flame wants to climb up the chimney to receive oxygen.
- During cremation grease leaves the body and is collected in the trap under the floor. After cremations and during the rake out, some of the cremains also enters the holes and quickly solidify.
- IF THE HOLES ARE NOT CLEARED the grease in the chamber will become super heated, start giving off gases, and create an explosion. The business cannot sustain the consequences of such an explosion.

APPENDIX M

STANDARD OPERATING PROCEDURE

NUMBER 09-20

Cremator Operation



Potential Hazards:

- Burn
- Respiratory damage
- Manual handling

Required Personal Protective Equipment (PPE)



Appropriate
footwear



Gloves

PROCEDURE

PREPARATION

- Load the Cremator with return animals and separate them with fire bricks. As each pet goes into the Cremator the animals area is drawn on the map on the clip board, and the paper ID tag is kept within the clip board. It is optimal for the load to be 150kg or more. Lighter loads take disproportionately longer to cremate and are not economic.
- The optimal burn loading to balance fats and reduce emissions is 4 x 30kg dogs and 8 – 10 5 kg cats (or equivalent). Place the cats along the side where the burners come in (left side). This should not obscure the flames entry into the chamber. Dogs are placed along the right hand side.

A burner filled with only cats will not cremate well. A cremation filled with too many large dogs will need the exhaust slowed to reduce emissions (see Troubleshooting). A horse cremation normally doesn't produce fat fueled emissions as they are often skinny at the time of death or muscularly fit (if they have died by accident). A sea lion is very fatty. Once alight both primary burners will likely cycle off as the cadaver cremates itself.

- Before firing the Cremator up, have one last check of comments in the database to ensure that we don't miss out on taking a paw print or a fur clip.

- Ring fire comms to let them know you are running a cremation and when it will conclude. This stops them sending a fire truck if passerby notice flame from the stack (see process below).

START SEQUENCE

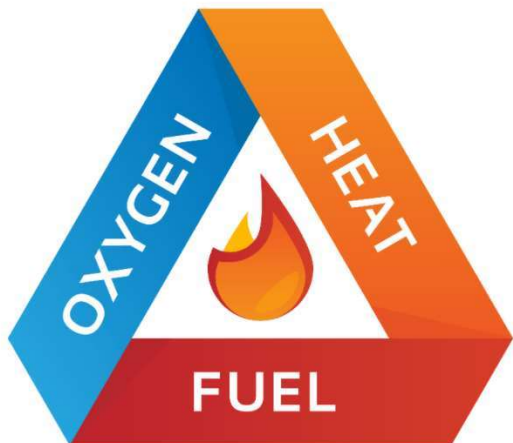
- Turn on the power switch and press the buttons in the sequence shown.



- The hearth fan comes on for 5 minutes to clear the main chamber of any fumes that might ignite. The duration of this is set by the first timer.
-

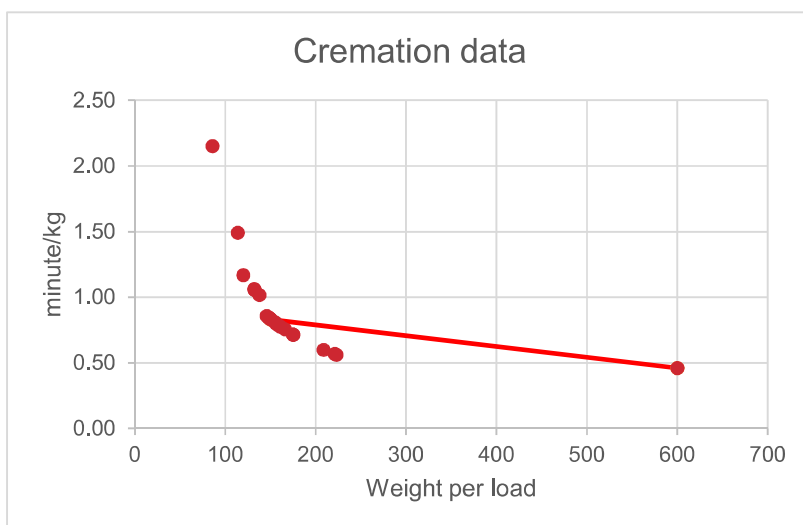


- The after burner in the secondary chamber comes on next. This fires for 20 mins to heat the refractory in the secondary chamber, which burns off emissions leaving the primary chamber. The duration of this is set by the second timer.
 - Both burners on the primary chamber fire up next. It is important to observe the stacks at the point that ignition in the primary chamber occurs (aprox 25 mins into the cycle).
 - **SMOKE IS NO JOKE!!**
-
- CREMATION**
-
- The key to good combustion is striving for the balance of 3 factors
-



Oxygen is provided via the hearth fan through the breather holes in the floor. This seats the fire down low. When these holes block, the fire wants to climb the chimney to get oxygen. Heat or ignition source is provided by two burners directed downwards into the primary chamber. These also have fans generating oxygen. The gas involved is one fuel input. The bodies themselves are another.

- Once both primary burners are operating they will cycle on and off by themselves without producing a flame failure, as they respond to the temperature probe and the digital display. The cut off is set at 800 degrees Celsius. This stops over fueling with gas making the cremation both safe, economic and kind on equipment.
- Once through the firing up process, the Cremator can consume approximately 100kg per hour. Since our routine cremation full with return animals involves around 150kg, the total cycle should take 2 hrs. Extend the time if you are cremating a larger load. A horse will take somewhere between 4.5 and 5 hours for a 600kg animal.
- Previous cremation data shows that as the weight of the cremation rises the time to reduce to ash reduces on a per kg basis. (graph does not include the warm up phase of the cycle – see description below).



The Table below indicates suggested cycle times (including warm up phase)

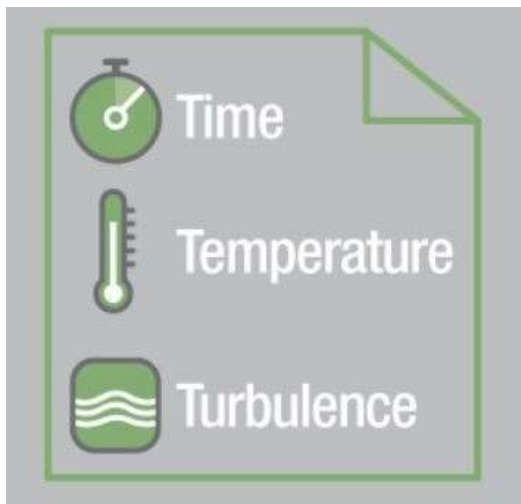
Weight (kg)	15 0	17 5	20 0	22 5	25 0	27 5	30 0	32 5	35 0	37 5
Cycle time	2:3 0	2:4 7	3:0 3	3:1 8	3:3 2	3:4 5	3:5 7	4:0 7	4:1 8	4:2 6

Weight (kg)	40 0	42 5	45 0	47 5	50 0	52 5	55 0	57 5	60 0
Cycle time	4:3 4	4:4 1	4:4 8	4:5 2	4:5 6	4:5 8	5:0 0	5:0 1	5:0 1

- The graph and calculation are shown to offer sensible estimate, but always check through the viewing port if there is concern it's not completed.
- Non-return or biological waste loads should be calculated also on a per weight basis.

TROUBLE SHOOTING

- Visible emissions are most likely to occur as the plastic bags surrounding the cadavers or waste ignite. The quality of the exhaust is determined by 3 factors



Turbulence is created by the after burner being aimed diagonally through the after secondary chamber. The temperature will be approximately 1100 degrees if the pre-heat is observed properly. The only other factor we can influence is Time. Visible emissions will occur if the time for the exhaust to travel through the after chamber is too slow or too fast. Previous experience with witches hats over the stacks to prevent rain influx, slowed the exhaust too much and caused emissions to occur through breathing holes in the stack. Now that these have been removed, the reason for visible emissions is the exhaust moving too fast. Turn off the primary burner towards the back of the primary chamber by turning off the gas tap. A flame failure will occur. A light will show on the burner and an alarm will sound. Dismiss the alarm by pushing the yellow button. Monitor the stack, and after 10 minutes reinstate the burner by turn on the gas tap. If emissions are observed repeat the process. Only the early part of a cremation event may be affected in this way, if it occurs at all.

- If the load is large you may notice flame coming out he top of the chimney stack. This means that the bodies are acting as fuel in their own right and we don't need full gas inputs at the beginning. Again turn off the primary burner towards the back of the primary chamber by

turning off the gas tap. If flame is still observable out the stack you can also turn off the front primary burner. Observe regularly over the next 10 to 15 minutes. When the flame in the chamber has settled as observed through the viewing ports, you can turn the back onto the burner and clear the flame failure but pressing the lit button on the burner. Within a couple of minutes it should fire again.

- If a flame failure occurs the alarm bell will sound to alert you. The front of the switch board will show you which burner is affected (red light), and there is also a light that will be illuminated on the flame controller visible through the burner maintenance cover. Press this light and reset the alarm (yellow button). Within a couple of minutes the flame controller will attempt ignition again. If you have repeated events of this during a cremation, maintenance should be initiated the following day and documented in the Equipment Log.



- If the digital display shows HHHH and the burner will not start the sequence at all, the temperature probe has burnt out. Maintenance should be initiated the following day and documented in the Equipment Log.

[illegible]

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APPENDIX N

STANDARD OPERATING PROCEDURE

09-2019

MANAGING COMPLAINTS



Potential Hazards:

- Damaged Morale and Culture

Required Personal Protective Equipment (PPE) Not Applicable

PROCEDURE

- Complaints are our mechanism for improving, growing and expanding

When a client has a complaint we haven't met their expectation. If their expectation is unrealistic then there is some education needed from us. If we have failed to meet their expectation (and it is realistic) we need to know why and what we can do to improve. If more staff training in house is needed then that can be provided, but after training has been provided, it is expected that we can deliver on the promises we sell ourselves on.

- Soul Friend Pet Cremation provides service to people who are shocked, grieving and bereft.

Often we are responding to a need that is unplanned. As such it will never be convenient. The entire function of this business is to provide solution, to provide comfort, to provide resource, to provide assistance. If 35 dogs die in a week, we respond to 35 dog cremations accordingly. If 3 horses die in a week, we respond to 3 horse cremations accordingly. Each client we are attending to should have no awareness of the difficulty we are experiencing because we provide service.

- Complaints from clients must be documented.

There is no value in hiding from a complaint. Complaints will be assessed each month, can be discussed with staff, can be round tabled at meetings to find solutions. Complaints are to be documented in writing via an email to info@sfpetcremations.co.nz. In the subject line write Complaint: and then a brief description. In the body of the email describe the complaint more fully, note personnel involved and contact details ("I spoke to the vet nurse at the counter" is not suitable). Also write any solution that was applied to this situation. Assure the client that management will respond promptly.

Soul Friends has a progressive policy around responding to complaints. This isn't quite the same as the customer is always right. We don't automatically refund or repair to keep people

happy. We deliver our product in good order and these are signed for upon receipt. Any solution that has a price tag attached needs approval at management level.

Once attended to, these emails are stored in the Complaints folder in the inbox.

- Complaints in house

Soul Friend Pet Cremations is a small team. As such inappropriate complaining has a detrimental affect on morale and grows victim thinking. By directing complaints where they can be responded to we grow unity in a supportive work environment. If you have a complaint around your working situation, whether it be the tasks you are asked to do, or some other staff member has had some impact on you, your complaint should be directed to management. If your complaint isn't worthy of taking to management, take it home. DO NOT sully the waters with your colleagues.

If you take a complaint about work conditions, tasks or staff interactions to management, sometimes the answer will be yes, and sometimes it will be no. Either way the decision will be explained to you, so that you can at least know that you have been heard. Sometimes the no will mean not now, particularly if there are financial implications that need to be budgeted for.

It is not appropriate ever to discuss wages, or contract conditions with your colleagues. Each of your contracts are negotiated individually, between the staff member and the Company. That negotiation is based on the staff members ability and availability, and the Company's need and financial constraints. The contract is not a measure of the worthiness or value of the individual. Discussing your contract with anybody but management within the company, is not in keeping with your contract which states we will work together in good faith.

If you have an issue with your paysheet, take it to payroll. Do not discuss with staff.

If you have an issue with your hourly rate, take it to management. Do not discuss with staff.

If you take a complaint to management and you don't feel you have found resolution, you may take it outside of the company to seek advice, as outlined in your contract and in the handbook. Outside mediation can be sought.

Now that this has been outlined in

- 1) Your contract
- 2) The handbook and
- 3) This SOP

It is expected that you will comply. Breaches of this complaint policy will be dealt with formally, consistently and swiftly.

Soul Friend Pet Cremations aims to grow a workplace where staff feel good about what they are doing and contributing to their clients, feel successful about meeting their targets and obligations, and feels resourced in terms of competencies and skills. The Company alone can not achieve that. Your continued commitment to the process can.

COMPETENCIES 2019

MANAGING COMPLAINTS

09-

Staff member	C1	C2	C3	C4	Trained by
--------------	----	----	----	----	------------

Tania Hoeta

Damien Burns
Chantall Burns

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Appendix F – Assessment of Environmental Noise Effects Report

SOUL FRIENDS PET CREMATORIUM

SOUL FRIENDS PET CREMATORIUM AND WORKSHOP, ASHURST

ASSESSMENT OF ENVIRONMENTAL NOISE EFFECTS

FEBRUARY 2021

PUBLIC



Question today *Imagine tomorrow* Create for the future

Soul Friends Pet Crematorium and Workshop, Ashurst Assessment of Environmental Noise Effects

Soul Friends Pet Crematorium

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REV	DATE	DETAILS
1	09 February 2021	Update for existing site activities

	NAME	DATE	SIGNATURE
Prepared by:	George van Hout	09 February 2021	
Reviewed by:	Jon Jones	09 February 2021	
Approved by:	Jon Jones	09 February 2021	

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TABLE OF CONTENTS

	EXECUTIVE SUMMARY	II
1	PROJECT BACKGROUND.....	1
2	SITE DESCRIPTION.....	2
2.1	SITE LOCATION	2
2.2	NOISE SENSITIVE RECEPTORS	3
2.3	PROPOSED ACTIVITY	4
2.4	EXISTING SITE ACTIVITY	5
3	ACOUSTIC CRITERIA	6
3.1	PALMERSTON NORTH CITY COUNCIL DISTRICT PLAN	6
3.2	NEW ZEALAND STANDARD NZS 6802:2008	7
3.3	WORLD HEALTH ORGANISATION	7
3.4	SUBJECTIVE DIFFERENCE IN NOISE LEVELS	7
3.5	DISCUSSION OF ACOUSTIC CRITERIA	7
4	ASSESSMENT OF NOISE EFFECTS.....	9
4.1	CURRENT ACTIVITY.....	9
4.2	PREDICTED NOISE LEVELS.....	13
5	CONCLUSIONS	20

LIST OF APPENDICES

APPENDIX A NOISE CONTOUR FOR SCENARIO WHERE WORKSHOP OPERATES ONLY
APPENDIX B NOISE CONTOUR FOR SCENARIO WHERE 2 CREMATORIUM STACKS ARE OPERATING ONLY
APPENDIX C NOISE CONTOUR OF THE DIFFERENCE IN NOISE LEVEL FROM THE EXISTING ACTIVITY ON THE SITE AND THE NEW ACTIVITY ON THE SITE

EXECUTIVE SUMMARY

WSP has undertaken an assessment of the noise associated with the relocation and extension of the existing pet crematorium and workshop. It is proposed that the existing crematorium and workshop which are currently split over two sites, are combined at a single new location at 94 Mulgrave Street, in Ashurst. The proposal is for a new building to the north of the 94 Mulgrave Street site which will house four crematorium chambers and associated stacks (two existing and two new), along with the relocated workshop, a reception, staff areas, and chapel.

The operation of the crematorium and workshop will generally occur between 0900 and 1700 hours Monday to Friday; however, the crematorium may run until 2100 hours if any crematorium chambers are non-operational due to maintenance. All staff will be offsite prior to 2200 hours.

The proposed site activities are:

- The operation of the workshop between 0900 and 1700 hours
- Two cremation chambers operating concurrently. Cremation services will not operate all day, as each burn takes approximately 2.5 hrs to undertake, with downtime between each burn for cooling, loading and unloading.

We have undertaken an assessment based on both the workshop operation in isolation, and another assessment considering the workshop and crematorium operating concurrently in a worst-case scenario. We have assessed noise from vehicles arriving and leaving the site separately as the peak staff vehicle movements will occur outside of when the crematorium or workshop operates.

The general noise rules for rural zones are not considered relevant in the context of the wider site, as some adjacent properties are commercial in nature or adjacent land is not noise sensitive (pastoral land, rather than residential). Therefore, alternative appropriate noise limits for this site and surrounding area have been developed.

Noise from a scenario where the workshop solely operates achieves the recommended noise limits at the boundary of any residential zone and notional boundary of any dwelling in the rural zone at all properties.

Noise from the workshop operating concurrently with the crematorium achieves the recommended noise limits at the boundary of any residential zone and notional boundary of any dwelling in the rural zone at all properties.

For completeness we have also assessed noise against the PNCC District Plan noise limits which assesses noise at the boundary of rural zoned sites. Although these limits are exceeded in some areas, they are considered general targets and not appropriate to this application.

The wider 94 Mulgrave Street site also contains an existing dog boarding kennels and cattery, which have been operating on the site for several decades. Therefore, the operation of these have existing use rights, and the size and scale of these facilities are not changing as part of this proposal. However, to consider any potential increase in noise level around the site, we have predicted the change in noise level across the surrounding environment with the proposed crematorium operating concurrently with the existing kennels and cattery.

The increase in noise level from the current (kennels and cattery operating only) to the proposed (kennels, cattery crematorium and workshop operating concurrently) scenarios is predicted to be subjectively negligible for the majority of properties. A perceptible change in noise level is predicted at two properties; however, the cumulative noise level at these locations is below the relevant fixed level criteria and is therefore considered acceptable.

Therefore, on the basis of the assessments presented within this report, noise as a result of the crematorium and workshop on the site is not considered to be a material constraint to the reasonable operation of the facility.

1 PROJECT BACKGROUND

WSP has been appointed by Soul Friends Pet Crematorium to provide acoustic consultancy services to assess the noise effects associated with the relocation and extension of the current pet crematorium and existing workshop. The existing site is split over two sites and it is proposed to combine on a single new site at 94 Mulgrave Street, in Ashurst.

Soul Friends Crematorium provides cremation services for private individuals, vet clinics, and education providers in the Manawatu-Tararua area. The relocation of the two existing chambers, and the extension of another two cremation chambers would provide a higher capacity and provide specialist services for individuals who want to witness the cremation. Relocating the workshop to the same site as the crematorium would provide a single site for all staff at Soul Friends.

This noise assessment is based on our correspondence with the applicant to date along with the following documentation:

- Operating procedure document titled *Standard operating Procedure; Cremator Operation*, numbered 09-20, prepared by Soul Friends Limited, and received by email on 26 November 2020; and,
- Site layout titled *Tolly Farm – Soul Friends; 94 Mulgrave St, Ashurst; Site Plan*, as prepared by Total Span, and received by email on 5 October 2020.

This report outlines relevant operational acoustic criteria for the relocation and extension of the crematorium and workshop and assesses the potential operational noise effects against the acoustic criteria.

2 SITE DESCRIPTION

2.1 SITE LOCATION

The area surrounding the proposed site is generally rural in nature to the north, east and west. A nursery is located to the east, and an abattoir is located to the west of the proposed site. Rural dwellings are located further north. To the south is undeveloped residential land, and low-density typically single-story residential dwellings.

The site is located in a Rural Zone, as are the sites immediately to the east, west and north. The sites to the southeast, southwest, and south across Mulgrave Street are located in a Residential Zone.

The wider site includes an existing residential dwelling and existing boarding kennels and a cattery which are not changing as part of this application. The kennels and cattery have been operating on the site at the same size and scale for a significant period of time, and so have existing use rights. The kennels and cattery make up the existing noise environment, discussed in Section 2.4.

A proposed new building which is to house the crematorium, workshop, and administrative spaces is to be constructed to the north of the current buildings on site, as shown in pink in Figure 2.1 and described below. A new internal driveway will be developed between the current driveway and proposed new building.

The location of the proposed development in the context of the surrounding area is shown in Figure 2.1.



Figure 2.1 Location of the proposed building (in pink) (Palmy Local Maps accessed 02/12/2020)

2.2 NOISE SENSITIVE RECEPTORS

There are multiple existing noise sensitive receptors surrounding the site. These include:

- 102/106 Mulgrave Street (abattoir) and 83 Winchester Street (nursery)
- 88, 97, and 98 Mulgrave Street (residential zoned with dwellings on the land)
- 114 Mulgrave Street and 167 Wyndham Street (rural zoned land)
- 73 Winchester Street (residential zoned land with no dwelling currently on the land)

The above properties are shown in relation to the proposed site in Figure 2.2.



Figure 2.2 Location of nearby noise sensitive properties

2.3 PROPOSED ACTIVITY

The proposal is to construct a new building to the north of the 94 Mulgrave Street site, adjacent to the stream that runs through the site, with a new access road between the current driveway and proposed building. Additionally, new parking facilities for staff and customers and an area for receiving deliveries are proposed.

The proposed building is to be constructed from profiled steel and lined internally on the walls with plywood. There will be sliding/roller doors in the façade of the building to allow for access, ventilation, and ease of movement into the workshop and crematorium. Mechanical ventilation will be provided into the workshop spaces.

The proposed building is to contain:

- The two current crematorium chambers relocated to the site and two proposed new crematorium chambers, with the stacks penetrating the roof.
- A woodwork workshop.
- Staff room and amenities.
- A reception, chapel, and private area to watch the crematorium process.

Staff for the workshop and crematorium will generally arrive on site around 0900 hours, and on a typical day leave around 1700 hours. During busy times or when a crematorium chamber is having maintenance, crematorium staff may depart the site later (around 2100 hours) to allow for an additional burn cycle.

A total of 6 – 7 staff, consisting of 3 full time employees and 3 part-time employees, plus the applicant) are to work at the proposed building, Monday to Friday. The crematorium and workshop will operate concurrently though crematorium burn cycles. During the loading and cool-down cycles of the crematorium, the workshop will also operate. Only up to two chambers of the crematorium will operate at once.

A new acoustic fence is to be installed along the boundary of 98 Mulgrave Street and the current driveway of the site. This acoustic fence will continue along the northern boundary of 98 Mulgrave Street, described further in Section 4.2.1.

2.4 EXISTING SITE ACTIVITY

The 94 Mulgrave Street site currently includes a boarding kennels and cattery which have been operating at the same size and scale on the site for several decades. The kennel and cattery activity is not changing as part of this application and so this activity has existing use rights (further outlined in the wider Resource Consent Application).

The boarding kennels and cattery operate 24 hours a day, with pick-up, drop-off or visiting hours between 0700 and 0900 hours in the morning and 1530 and 1900 hours in the afternoon/evening (apart from Christmas Day when they are not open). Dogs have access to the outdoor runs during the daytime period.

The wider site also includes an office building along with a residential dwelling used by the manager of the kennels and cattery. An unsealed access road runs along the western boundary of the site from Mulgrave Street to the office building, which, is well maintained.

The wider site is undeveloped pasture currently used as an area for grazing animals.

3 ACOUSTIC CRITERIA

Section 16 of the Resource Management Act (RMA) requires occupiers of land to ensure any noise generated is of a reasonable level. A District or Resource Management Plan presents noise limits which have been developed by the Council to provide guidance as to reasonable general noise limits in certain zones.

Noise limits set in District Plans are general rules for a zone and not specific to a single site or particular land use. Specific sites may be more or less noise sensitive depending on the site use and surrounding noise environment. Therefore, it is appropriate to consider alternative criteria in such circumstances, which are relevant to the specific site and surrounding area.

Guidance as to a reasonable level of noise received at adjacent noise sensitive receivers is provided in several national and international sources, as outlined below.

3.1 PALMERSTON NORTH CITY COUNCIL DISTRICT PLAN

The noise limits for non-residential activities occurring in a Residential Zone are outlined in Section 10.8 *Rules: Noise – Non-Residential Activities* of the Palmerston North City Council (PNCC) District Plan. Noise limits for the Rural Zone are outlined in Section 9.11 *Rules: Noise*, in the same District Plan. These limits are as follows:

10.8 *Rules: Noise – Non-Residential Activities*

R10.8.1 *Noise*

Sound emissions from any fixed mechanical plant, or from any non-residential activity, when measured at or within the boundary of any other site (other than land from which the noise is emitted or a road) shall not exceed the following:

7.00am to 10.00pm	45 dB L_{Aeq} (15mins)
10:00pm to 7:00am	40 dB L_{Aeq} (15mins)
Night-time L_{max} 10:00pm to 7:00am	65 dBA L_{max}

11.11.9 *Rules: Noise*

R9.11.1 *Noise*

Sound emissions from any activity in the Rural Zone when measured at or within the boundary of any land zoned for residential purposes or at or within the boundary of any land in the Rural Zone (other than land from within the noise is emitted or a road) shall not exceed the following:

7.00 am – 7.00 pm	50 dB L_{Aeq} (15 mins)
7.00 pm to 10.00 pm	45 dB L_{Aeq} (15 mins)
10.00 pm – 7.00 am	40 dB L_{Aeq} (15 mins)
Night-time L_{max}	10.00 pm – 7.00 am 70 dBA L_{max}

Noise between Business Zones in the PNCC District Plan are required to achieve between 60 dB L_{Aeq} (15 min) to 70 dB L_{Aeq} (15 min) depending on the type of Business Zone the noise receiver and source are located within. This is typical as businesses are less noise sensitive than residential or rural properties, and generally do not change in sensitivity between daytime and night-time.

As outlined in Section 6.2 of the Palmerston North City Council District Plan, noise is to be measured in accordance with NZS 6801:2008 *Acoustics – Measurement of Environmental Sound* and assessed in accordance with NZS 6802:2008 *Acoustics – Environmental Noise*.

Specific noise sources (outside of the scope of this assessment) such as construction noise, road traffic noise, wind farms, and fixed wing and/or helicopters are to be assessed against the appropriate New Zealand Standard, rather than the fixed noise limits above.

3.2 NEW ZEALAND STANDARD NZS 6802:2008

The District Plan references NZS 6802:2008 for assessing noise emissions. New Zealand Standard NZS 6802 provides guidance daytime noise limit at the boundary of any residential zoned site or the notional boundary of any rural zone (20 metres from any habitable dwelling) of 55 dB $L_{Aeq}(15 \text{ min})$ and an evening noise limit of 50 dB L_{Aeq} which have been set “for the reasonable protection of health and amenity associated with use of land for residential purposes”.

NZS 6802 states that a 60 dB $L_{Aeq}(15 \text{ min})$ noise limit is appropriate during the day “for the protection of amenity values for the character of a mixed-use area or zone”, which could be considered adequate for commercial properties in this setting.

The use of the notional boundary for the assessment of noise is generally the area where the majority of residential living activities occur and is a more practical approach for this assessment.

3.3 WORLD HEALTH ORGANISATION

The World Health Organisation (WHO) *Guidelines for Community Noise* (1995) document discusses health effects for environmental noise exposure including sleep disturbance, annoyance and speech disturbance. This document states that a 55 dB L_{Aeq} noise limit at the boundary of residential zones or the notional boundary of dwellings in a rural zone over a 16 hour daytime period will ensure that few people are seriously annoyed by an activity and a 50 dB L_{Aeq} noise limit at any noise sensitive location over a 16 hour daytime period will cause few people to be moderately annoyed.

3.4 SUBJECTIVE DIFFERENCE IN NOISE LEVELS

The decibel scale is logarithmic rather than a linear scale, and hence a 3 dB increase in sound level represents a doubling of the sound energy present. The human perception of sound is subjective, but as a general guide the following list provides an indication of the subjective difference in perceived sound level based on broadband activities or similar sound sources under normal listening conditions.

- 1 to 2 dB: This is an imperceptible change in loudness
- 3 dB: Subjectively a barely perceptible change in loudness
- 5 to 6 dB: Noticeable increase in noise level of a sound source
- 8 to 9 dB: Obvious increase in the loudness of a sound source
- 10 dB: This is perceived as a doubling of the loudness of a sound source

These increases are based on the change in a noise level over a short time period. Where a noise source increases over a long period of time (such as traffic increasing on a road over multi-year period), this may have a lesser subjective impact.

3.5 DISCUSSION OF ACOUSTIC CRITERIA

Based on these guidance documents, appropriate noise limits have been proposed, which provide an acceptable level of noise in this instance. These have developed based on protecting the existing residential amenity, with a slightly relaxed design requirement adopted for the existing properties which are commercial in nature, at a level in keeping with the design requirement for commercial properties in an urbanised area.

Proposed project noise limits are provided in Table 3.1.

Table 3.1 Proposed Project Noise Limits

ZONE	TIME	NOISE LIMIT AT ADJACENT SITES
Residential Zone (noise limit applies at the boundary of the site being assessed)	0700 – 2200 hours	45 dB L _{Aeq} (15 min)
Rural Zone (noise limit applies at the notional boundary of dwellings within this zone)*	0700 – 1900 hours	50 dB L _{Aeq} (15 min)
	1900 – 2200 hours	45 dB L _{Aeq} (15 min)
Rural Zone (noise limit assessed at site boundary for commercial activities on rural zoned land, abattoir and nursery)*	At all times	60 dB L _{Aeq}

* We have also undertaken a separate review of noise at the site boundary of adjacent sites against the District Plan Rural Zone rules for completeness

When comparing the current noise environment to the predicted noise environment, post implementing the crematorium and workshop proposal, a change in level of 3 dB or less at the site boundary (for the residential zone) or notional boundary (for the rural zone) would be an acceptable change in noise level. The subjective noise level difference would be barely perceptible.

Consideration also needs to be given to the actual noise level received at adjacent properties, as if this is below the maximum acoustic criteria outlined in Table 3.1, the effects of this predicted change may be limited and likely acceptable, even if there is a more significant change in noise level.

4 ASSESSMENT OF NOISE EFFECTS

The main noise sources associated with the operation of the relocated workshop and crematorium are expected to be:

- Break-out noise from the operation of the fans associated with the crematorium chambers.
- Noise from the stacks associated with the crematorium.
- Break-out noise from the workshop including extract systems.
- Noise generated by vehicles entering and exiting the site.

Noise from people outside of the building talking (such as from people on a coffee break, sitting outside during lunch, or guests walking from the car-park to the reception) are expected to produce minimal noise emissions. We would expect the effects of these to be negligible due to the relatively low level, infrequent occurrence and distance to surrounding boundaries. Therefore, noise from these sources is not considered within this assessment.

4.1 CURRENT ACTIVITY

Currently, the crematorium and workshop operate over two different sites. On the 8th of October 2020, George van Hout from WSP visited both the current workshop site and crematorium to undertake noise measurements of the current activities which occur at both of these sites. Example noise measurements of the existing kennel activity (as the cattery produced negligible noise) on the existing site were also undertaken for completeness. Results from the measurements are provided below.

4.1.1 WORKSHOP

The current workshop is located within an independent building, on a rural property not owned or operated by the applicant. This workshop is a shared working space, used by others (joinery business). During the time on site, people not associated with Soul Friends were also using the workshop space, however; measurements were only taken of machinery that is to be relocated to the proposed new workshop.

The workshop creates hand-made wooden urns for housing the ashes of pets for owners to keep. The machinery used in the creation of these wooden urns includes bench saws, drills, routers, planes, and belt sanders. Various hand tools are also used. The main equipment is summarised in Table 4.1.

Noise measurements were undertaken close (1.5 metres away) to the equipment, along with general reverberant levels within the space when multiple pieces of equipment were in operation. All measurements were undertaken within the workshop such that the influence from ambient noise (such as noise from birds and vehicles) was negligible.

Based on our site visit, observations of the use of the equipment were:

- Two workshop staff were on site while the site visit was undertaken.
- The equipment was not used continuously, so there were periods where no equipment was used. This ranged between 30 seconds and 5 minutes, depending on the activity that was occurring.
- Equipment was used concurrently, with staff undertaking various tasks, including using the bench saw and belt sander concurrently.
- Each piece of equipment had its own dedicated dust removal system (where relevant).

The equipment, and measured sound level is given in Table 4.1 below. Where reverberant noise levels are provided, measurements were undertaken away from the operational equipment such that one source was not dominant over the other. The reverberant levels were representative of the existing workshop environment.

Noise from handheld tools such as hammers, hand sand papering, hand saw, etc. did not generate significant noise levels compared to machinery outlined in Table 4.1. The equipment measured is considered to be amongst the noisiest activities in the workshop.

Table 4.1 Measured noise level of workshop equipment

Equipment	Noise Level
Belt sander with extract fan	75 dB $L_{Aeq(30 \text{ sec})}$ at 1.5 m away
Bench router	78 dB $L_{Aeq(30 \text{ sec})}$ at 1.5 m away
Bench side drill	75 dB $L_{Aeq(20 \text{ sec})}$ at 1.5 m away
Bench planer	89 dB $L_{Aeq(20 \text{ sec})}$ at 2 m away
Table plane/square edge	80 dB $L_{Aeq(20 \text{ sec})}$ at 1.5 m away
Table saw	88 dB $L_{Aeq(30 \text{ sec})}$ at 1.5 m away
Reverberant level with belt sander, extract fan and bench router	73 $L_{Aeq(30 \text{ sec})}$ SPL _{rev}
Reverberant level with table plane/square edge and belt sander	73 dB $L_{Aeq(30 \text{ sec})}$ SPL _{rev}
Reverberant level with table saw and belt sander operating	80 dB $L_{Aeq(30 \text{ sec})}$ SPL _{rev}

Noise measurements were only undertaken while the equipment was operational. No long-term (15 minute) measurements were undertaken as the workshop was used by others and would not be representative of the new facility.

4.1.2 CREMATORIUM

The existing crematorium is located in a commercial precinct in Fitzherbert, in Palmerston North. The current building contains two large crematorium chambers and associated supply fans (for gas and air), with the two stacks penetrating through the roof to approximately 10 metres high.

Based on site observations, discussions with the client, and the Cremation Procedure document, once the cremator is loaded and shut, the following procedure is followed:

- The hearth fan is turned on to remove any fumes which may ignite. This runs for approximately 5 minutes.
- The after burner in the secondary chamber then turns on to heat the chamber and stacks. This runs for approximately 20 minutes.
- Both burners in the primary chamber then ignite, heating the chamber to approximately 800 degrees Celsius.
- The primary burners cycle on and off based on the temperature of the chamber to keep it at approximately 800 degrees Celsius.

The total time of each cremation depends on the weight which is loaded into the chamber. Typically, a 150 kg load (made up of multiple animals) is used, which takes between 2 and 2.5 hours to complete a single cycle.

WSP undertook measurements of the crematorium at the following locations:

- Within the room which houses the crematorium chambers as a reverberant noise level.
- 10 metres from the partial open door to the room which contains the crematorium chambers.
- Locations around the building where noise from the two stacks are dominant.

Outside the crematorium room, other noise sources were also audible during the measurement period, including vehicles on Tennent Drive, birdsong, and noise from other tenancies in the general area.

Noise measurements were made during the first three stages of the cremation process above. During our site visit, a cowl was installed on top of both towers to reduce rain from entering the stacks while the kiln dried. This made audible noise due to the air movement around the cowls. Once the cowls are removed, the less turbulent air is expected to result in lower noise levels; however, we have considered this worst-case level only with the cowl on for the purposes of this assessment.

The noise levels measured during our site visit of the crematorium operating are outlined in Table 4.2.

Table 4.2 Measured noise level of two cremators operating

Activity	Noise Level	Notes
Hearth fans operating only	81 dB $L_{Aeq(20 \text{ sec})}$ SPL_{rev}	Measured inside the room (reverberant level) when hearth fans were only operating.
Noise from the stacks with hearth fans only	54 dB $L_{Aeq(20 \text{ sec})}$ at 15 metres*	Measured behind building, away from traffic noise. Other noise was audible during measurements
Second fans and hearth fans operating only	83 dB $L_{Aeq(20 \text{ sec})}$ SPL_{rev}	Measured inside the room (reverberant level) when hearth fans and secondary fans were operating.
Noise from the stacks with hearth fans and secondary fans	61 dB $L_{Aeq(20 \text{ sec})}$ at 15 metres*	Measured behind building, away from traffic noise. Other noise was audible during measurements
Primary, secondary and hearth fans all operating	84 dB $L_{Aeq(20 \text{ sec})}$ SPL_{rev}	Measured inside the room (reverberant level) when all three sets of fans were operating.
Noise from the stacks with primary, secondary, and hearth fans operating	64 dB $L_{Aeq(20 \text{ sec})}$ at 15 metres*	Measured behind building, away from traffic noise. Other noise was audible during measurements

*Noise was measured at a location 13 metres horizontally to the stacks, with the stacks approximately 8 metres above the measurement location.

The highest noise generating operation associated with the crematorium is when all six fans (two hearth fans, two primary fans, and two secondary fans) are operating concurrently.

During the initial stages when the hearth fans are operating only, noise levels from the stacks are 10 dB lower overall. During the warming of the stacks when the secondary fans operate concurrently with the hearth fans, noise levels from the stacks are 7 dB lower. Therefore, noise levels on site will be lower than predicted within this report during other stages of crematorium use.

4.1.3 NOISE FROM EXISTING KENNELS

Noise measurements were undertaken at the proposed 94 Mulgrave Street site, near the boarding kennels and around the wider site. No noticeable noise was heard or measured from the cattery. Noise measurements around the kennels were taken to determine the noise generated by the kennels, and to assist in predicting the noise emissions from the existing activity on the site at the surrounding properties. Noise measurements were undertaken in the locations shown in Figure 4.1, which could be accessed easily from the site, and/or were near adjacent property boundaries.

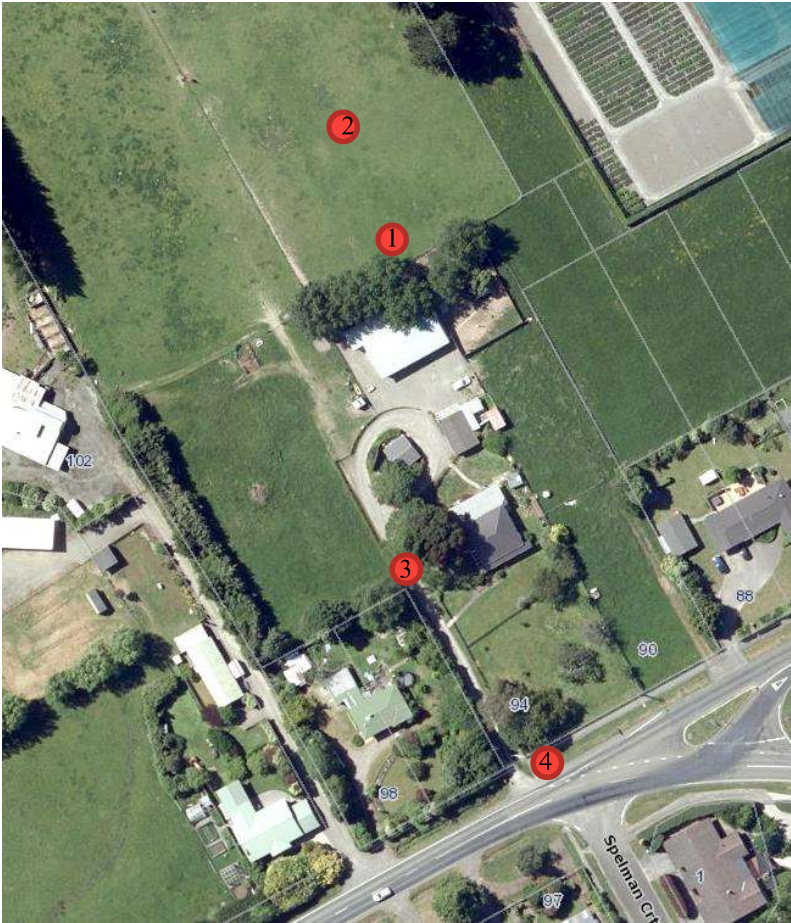


Figure 4.1 Locations of ambient noise measurements

Measurement locations were chosen near the kennels to accurately measure noise from this activity with minimal external interference. Due to the proximity of the measurements, dogs were more excited (barking) than a typical scenario (as the site engineer was not familiar to the dogs), and the owner has Operating Procedure Document and personality profile to match dogs so they are as calm (not barking) as far as practicable. Part of this operating procedure document is to isolate dogs who constantly bark. Noise measurements were undertaken at other various locations to negate this effect (location 3 above), however, other unrelated external ambient sources were also measured in these positions which affected the measured sound levels.

The measurements of the current operation were undertaken to compare the current noise generated on site to a scenario where cumulative noise from the kennels, crematorium and workshop are operating.

The noise levels measured on the 94 Mulgrave Street site were as follows.

Table 4.3 Measured ambient noise levels

POSITION	LOCATION	SOUND PRESSURE LEVEL	NOTES
1	10 metres away from kennels	56 dB $L_{Aeq}(15 \text{ min})$	Noise from dogs barking was dominant. At other times planes, vehicles on road, construction activity, and noise from the nursery was audible
2	35 metres away from kennels	55 dB $L_{Aeq}(15 \text{ min})$	Noise from dogs barking was dominant. When dogs were quiet, planes, vehicles on road, construction activity, and noise from the nursery was present
3	Near 98 Mulgrave Street boundary	52 dB $L_{Aeq}(15 \text{ min})$	Noise from dogs barking was audible, and sometimes dominant with multiple dogs barking. Noise from traffic, especially heavy vehicles also becoming noticeable over dogs barking.
4	On footpath on Mulgrave Street, adjacent to entry of site	65 dB $L_{Aeq}(15 \text{ min})$	Vehicle noise dominant. Noise from construction audible almost always. Dogs occasionally audible over vehicles. Plane overhead.

4.2 PREDICTED NOISE LEVELS

SoundPLAN Version 8.1 3D computational noise modelling software has been used to predict the transmission of noise from the proposal to adjacent noise sensitive receptors, based on the methodology contained within ISO 9613-2. The assessment takes into account attenuation due to distance and terrain as well as absorption by the atmosphere and ground. Our assessment assumes worst-case downwind conditions in all directions from the source which provides a conservative approach for assessment.

Under NZS 6802:2008, where an activity produces a Special Audible Characteristic (SAC) a 5 dB penalty shall be applied. While the measured noise spectrum from each equipment does not show overly tonal levels (when assessed in line with NZS 6802:2008), this equipment can be intrusive, impulsive, and includes high speed cutting. Therefore, we have included a 5 dB penalty for Special Audible Characteristics from the workshop.

For activities on site that occur for a limited duration, or that occur during the daytime period, but at a reduced rate to the peak period assessed, a -5 dB duration adjustment can be applied under NZS 6802:2008. We have allowed a -5 dB duration adjustment for vehicles entering and exiting the site only, as during the majority of the day (non-peak periods), vehicles movements will be considerably less than the peak periods at the beginning and end of the day.

4.2.1 MITIGATION

An acoustic fence is proposed along the boundary of the site and 98 Mulgrave Street, as shown in Figure 4.2. The acoustic fence shall comply with the following minimum specifications:

- Height: 1.8 metres (min.)
- Surface mass: 10 kg/m² (min.)

- The fence shall be constructed and maintained such that there are no gaps or cracks in the fence. Where timber is used, the paling shall be overlapped by a minimum of 25 mm or a board and batten system implemented. A sleeper rail will be required sealing the bottom of the fence to the ground.
- If timber is used, this would be constructed of 25 mm pine (or equivalent) to resist warping.



Figure 4.2 Location of acoustic fencing

4.2.2 NOISE FROM THE WORKSHOP ONLY

We have assessed noise emissions from the workshop space within the proposed building. The workshop takes up approximately a quarter of the building, in the southwest corner. There are five roller/sliding doors proposed in the façade of the building. We have assumed for this analysis that all roller doors would be open, reflecting a worst case scenario for noise break out.

The workshop is to be a similar size, scale, and have a similar acoustic environment (all hard surfaces) as the current workshop where the source noise level were measured. Based on our existing site noise measurements, we have calculated that a reverberant internal noise level of 90 dB L_{Aeq} within the workshop area may occur during the worst-case operation of the workshop, which includes a 5 dB correction for SAC. We have assumed that this level would be approximately constant over a 15-minute period. This in reality may not occur as equipment is turned on when in use, and off to inspect progress, or as hand tools (hand sanding, light drilling, hammering pins) are used which have a significantly lower noise level. Therefore, this assessment is expected to be conservative.

Based on the above, and accounting for the acoustic fence installed in the location outlined in Figure 4.2, the predicted noise emissions from the workshop are provided in Table 4.4.

Table 4.4 Predicted operational noise levels from the workshop only

Property Address	Distance to assessment location, m	Predicted noise Level (dB L _{Aeq}) inclusive of SAC	Property type	Noise Limit (dB L _{Aeq})	Compliant?
106 Mulgrave Street	176	43	Rural	50	Yes
167 Wyndham Street	268	< 30	Rural	50	Yes
88 Mulgrave Street	200	43	Residential	45	Yes
97 Mulgrave Street	266	36	Residential	45	Yes
98 Mulgrave Street	180	43	Residential	45	Yes
73 Winchester Street	160	44	Residential	45	Yes
83 Winchester Street	75	52	Rural Commercial	60	Yes
102 Mulgrave Street	45	52	Rural Commercial	60	Yes

A noise contour map showing the noise emissions from this activity is provided in Appendix A.

Table 4.1 demonstrates that noise levels are predicted to achieve the noise limits at the site boundary of all residential zones, the notional boundary of all dwellings in the rural zone, and the site boundary of rural zoned sites which are commercial in nature. Therefore, effects from the workshop operating concurrently are predicted to be reasonable.

4.2.3 NOISE FROM THE CREMATORIUM AND WORKSHOP OPERATING CONCURRENTLY

We have assessed the noise emissions from the proposed building when activities in the workshop occur concurrently with the operation of the crematorium. The crematorium takes up one-half of the proposed building across the length of the building. The stacks penetrate the roof of the proposed building and will stand approximately 10 metres high. The roller/sliding doors in the façade are required to be open to allow for ventilation to the crematorium chambers, and therefore have assessed a scenario where all roller/sliding doors are to be

Only two crematoriums chambers will operate concurrently. We have based our analysis on the noise measurements undertaken on site, with a calculated reverberant level within the building of 83 dB L_{Aeq} for two crematorium chambers operating, and noise out of the stack being 61 dB L_{Aeq} at 15 metres for one stack, both of which are assumed to be steady over a 15 minute period. The directivity of the stack for the measurements is generally representative of the directivity at receptor locations. The stack noise level is a worst-case scenario when the hearth fan, after burner, and primary chamber burners all operate concurrently on both crematorium chambers. As described above, this would only occur after the first 25 minutes (the first 25 minutes is the hearth fan and secondary fan operating only) to heat the chamber up to 800 degrees Celsius. Once the chamber is at 800 degrees Celsius, the two primary burners will cycle on and off to keep temperature. Therefore, this noise assessment predicts the worst-case noise emissions generated. This level of noise would not occur for the entire operating period, as the cremators run for approximately 2.5 hours for a typical burn period, with a down period for cooling, unloading, and loading.

For the combined assessment it has been assumed that the workshop operation is the same as that outlined in Section 4.1.1.

Based on the above, and accounting for the acoustic fence installed in the location outlined in Figure 4.2, the predicted noise emissions from the workshop and crematoriums operating concurrently are provided in Table 4.5.

Table 4.5 Predicted operational noise levels from the workshop and crematorium operating concurrently

Property Address	Distance to assessment location, m	Predicted Noise Level (dB L _{Aeq}) inclusive of SAC	Property type	Noise Limit (dB L _{Aeq})	Compliant?
106 Mulgrave Street	176	45	Rural	Daytime 50	Yes
				Evening 45*	Yes
167 Wyndham Street	268	40	Rural	Daytime 50	Yes
				Evening 45*	
88 Mulgrave Street	200	44	Residential	45	Yes
97 Mulgrave Street	266	42	Residential	45	Yes
98 Mulgrave Street	180	45	Residential	45	Yes
73 Winchester Street	160	45	Residential	45	Yes
83 Winchester Street	75	54	Rural Commercial	60	Yes
102 Mulgrave Street	45	52	Rural Commercial	60	Yes

*Lower noise limit as the cremators will operate until 2200 hours, where the workshop will only operate until 1700 hours.

A noise contour map showing the noise emissions from this activity is provided in Appendix B.

Table 4.1 demonstrates that noise emissions are predicted to achieve the proposed noise limits at the site boundary of all residential zones, the notional boundary of all dwellings in the rural zone, and the site boundary of rural zoned sites which are commercial in nature, except for 114 Mulgrave Street. There is no dwelling on 114 Mulgrave Street site, and therefore no assessment location currently. We have assessed this

Therefore, effects from the workshop operating concurrently with the crematorium are predicted to be reasonable.

4.2.4 NOISE LEVELS AT RURAL SITE BOUNDARIES

As described in Section 3, noise levels at the boundaries of properties in the rural zones are not considered specific or appropriate to this application. However, for completeness, we have predicted the noise at the boundary of adjacent rural zoned sites for comparison to the general noise limits outlined in the PNCC District Plan. It is noted that these limits are not considered relevant to this specific application.

Regarding noise from the workshop operating solely, our predictions show that the noise level at the site boundary of all adjacent rural zoned sites achieve the District Plan noise limits except for 102 Mulgrave Street and 83 Winchester Street which are 2 dB higher than the general Rural Zone noise limits outlined in the District Plan. We have the following comments on this:

- A 2 dB increase is subjectively and imperceptible increase in loudness.
- These two properties are commercial in nature and so are less noise sensitive than residential rural type properties.
- The effects associated with the slight exceedances of the District Plan noise limits are negligible.

With regard to noise at the boundary of rural zoned sites when the workshop operates concurrently to the crematorium:

- The predicted noise levels exceed the general Rural Zone noise limits outlined in the PNCC District Plan at the boundary of the adjacent site, as shown in Table 4.6. We do not expect that these exceedances are significant or relevant, due to the following:
 - 83 Winchester Street and 102 Mulgrave Street are currently commercial in nature, as they are a nursery and abattoir (consecutively). These sites therefore a significantly less noise sensitive than residential activities and

would generate their own noise. Therefore, the Rural Zoned noise limits are not a good indication of effects at these properties

- The area which experiences elevated levels of noise above the Rural Zone noise limits at 167 Wyndham Street, 102 Mulgrave Street, and 114 Mulgrave Street are not near any residential dwellings. the land is currently used as pasture for stock, and in places has a stream running through (which would require a set-back if a residential dwelling is constructed).
- Due to the above, we therefore expect any noise effects with these exceedances are negligible.

Table 4.6 Technical non-compliance

Property	Technical non-compliance	
	0700 – 1900 Hours (50 dB L _{Aeq} limit)	1900 – 2200 Hours (45 dB L _{Aeq} limit)
83 Winchester Street	4 dB	9 dB
102 Mulgrave Street	2 dB	7 dB
114 Mulgrave Street	7 dB	12 dB
106 Mulgrave Street	-	1 dB

4.2.5 NOISE FROM VEHICLES ENTERING AND EXITING THE SITE

Vehicles will enter and exit the site as staff arrive and depart, when visitors come to the site, and for deliveries to the workshop and crematorium. The proposal is for car-parks to the north and south of the proposed building, with the sole entry and exit onto Mulgrave Street, utilising the existing entry/exit.

Based on advice from the operator of the crematorium, up to 10 staff are to work in the proposed new building. Staff will arrive at 0900 hours and generally depart at 1700 hours, Monday to Friday. Crematorium staff may depart later (prior to 2200 hours) if additional usage is required when a crematorium chamber is down for maintenance.

The occasional visitor or light delivery vehicle will occur during the day. All vehicle activities occur within the “daytime” period outlined in the PNCC District Plan. We have assumed that all staff would arrive or depart in a worst-case 15 minute period (7 vehicle movements).

It is proposed that the acoustic fence described in Section 4.2.1 will be installed along the boundary of the site shown in Figure 4.2. Staff would arrive and/or depart outside of when other activities occur in the proposed new building, and therefore we have assessed these scenarios in isolation.

We have undertaken calculations of light vehicles moving through the site based on a sound level of a vehicle drive-by having an SEL of 71 dB L_{AE} at 10 metres. The predicted noise from traffic is provided in Table 4.7.

Table 4.7 Predicted noise emissions from vehicles

Property Address	Distance to Boundary, m	Predicted Noise Level (dB L _{Aeq})	Property type	Noise Limit (dB L _{Aeq})	Compliant?
106 Mulgrave Street	42	34	Rural	50	Yes
167 Wyndham Street	120	30	Rural	50	Yes
88 Mulgrave Street	55	33	Residential	45	Yes
97 Mulgrave Street	26	36	Residential	45	Yes
98 Mulgrave Street	4	39	Residential	45	Yes
73 Winchester Street	55	33	Residential	45	Yes
83 Winchester Street	72	32	Rural Commercial	60	Yes
102 Mulgrave Street	42	34	Rural Commercial	60	Yes

As shown above, noise from traffic is predicted to be within the noise limits at the site boundary of adjacent residential zones, or at the notional boundary of any dwellings within the rural zone. Therefore, effects from noise associated with traffic are reasonable.

Noise from traffic are also predicted to be below the District Plan noise limit at the boundary of adjacent rural zone sites.

4.2.6 *CHANGE IN EXISTING NOISE LEVELS RESULTING FROM THE PROPOSED CREMATORIUM AND WORKSHOP ACTIVITIES*

We have assessed the total noise emissions from the proposed building, when activities in the workshop occur concurrently with the operation of the crematorium along with the kennels, against the existing noise generated by the existing kennels and cattery on site. Noise generated by the workshop and crematorium is described in Section 4.2.3.

We have predicted the current noise generated by the kennel activity on site based on the 15-minute noise measurements undertaken near the kennels (No noise was observed from the cattery and therefore have been excluded). A noise level of 56 dB L_{Aeq(15 min)} at 10 metres away from the outdoor runs has been used for the purpose of this assessment. This noise level has been modified for Special Audible Characteristics (SAC) and an allowance for averaging over the daytime period, in line with New Zealand Standard NZS 6802:2008, as the measured noise level was higher than what typically would occur on a standard day (as described above).

Based on our site inspections, the current fences surrounding the outdoor dog runs provide minimal acoustic attenuation, especially to the north, east and west (as this is a typical deer fence). We have assumed that the barking dogs are notionally equally spread over the outdoor runs.

Based on the above, assuming the operation of the proposed new crematorium and workshop, and the existing kennel and cattery operation on the site, the cumulative increase in noise levels at adjacent sites due to the inclusion of the proposed crematorium and workshop are provided in Table 4.8.

Table 4.8 Predicted change in noise levels from the inclusion of the workshop and crematorium operating concurrently

Property Address	Predicted Increase in Noise Level (dB L _{Aeq}) at notional boundary	Predicted Increase in Noise Level (dB L _{Aeq}) at site boundary	Property type
106 Mulgrave Street	0	0	Rural
167 Wyndham Street	0	0	Rural
114 Mulgrave Street	No notional boundary	2	Rural
88 Mulgrave Street	-	0	Residential
97 Mulgrave Street	-	0	Residential
98 Mulgrave Street	-	0	Residential
73 Winchester Street	-	0	Residential
83 Winchester Street	10	<1	Rural Commercial
102 Mulgrave Street	0	0	Rural Commercial

The noise contour showing the difference in noise level is provided in Appendix C. We have the following comments regarding the predicted changes in noise level:

- Noise from crematorium and workshop activities at 114 Mulgrave Street benefits less from distance attenuation than dogs from the kennels, as this noise source is significantly closer to the boundary of the site. However, the increase in overall noise is minimal and is generally perceived as an imperceptible change.
- Due to the screening of the existing building on the 114 Mulgrave Street site (assumes a semi-enclosed barn), the change in noise level on the 114 Mulgrave Street property is predicted to be up to 10 dB (as indicated in Appendix C). However, this change is over an area of the site, which is used as pasture, with the wider site not used for residential living and is therefore not expected to have a significant impact. This increase is due to the benefit of the existing acoustic screening provided by the barn from noise from the kennels compared to the direct noise from the proposed crematorium and workshop. The noise level received over the 114 Mulgrave Street is below the relevant fixed level criteria outlined in Table 3.1, and therefore is considered acceptable.
- The change in noise level at the notional boundary of 83 Winchester Street is due to the benefit of acoustic screening from the existing kennel noise. The existing buildings on the 83 Winchester Street are located in a way where the north portion of the site is screened from the noise generated by the kennels but will receive direct noise from the crematorium and workshop. As shown in Table 4.5, the noise level at the site boundary of 83 Winchester Street is predicted to be 54 dB L_{Aeq(15 min)} when the crematorium and workshop operate concurrently. The noise level received at the buildings (where the change in noise environment is the most significant) is below 50 dB L_{Aeq(15 min)} and the relevant fixed level criteria outlined in Table 3.1 and is therefore considered acceptable.
- A less than 1 dB increase is predicted at the boundary of 83 Winchester Street site. This change in noise level is subjectively an imperceptible change in noise level in a real world environment. Therefore, the change in noise level at this location is deemed acceptable.

Based on the above, the change in noise environment with the inclusion of crematorium and workshop is predicted to result in reasonable noise effects.

5 CONCLUSIONS

WSP has undertaken an assessment of the noise associated with the relocation and extension of the existing pet crematorium and workshop. The current site is split over two sites and it is proposed to be relocated to single new site at 94 Mulgrave Street, in Ashurst. The proposal is for a new building to the north of the site which will house four crematorium chambers and associated stacks (two existing and two new), along with the relocated workshop, a reception, staff areas, and chapel.

The activity at the site will generally occur between 0900 and 1700 hours Monday to Friday; however, the crematorium may run until 2100 hours on occasion if crematorium changers are non-operation due to maintenance. All staff will be offsite prior to 2200 hours.

Only two cremators will operate concurrently, along with the workshop. Cremation services will not operate all day, as each burn takes approximately 2.5 hrs to undertaken, with downtime between each burn for cooling, loading and unloading. The workshop will operate throughout the 0900 to 1700 hours period.

We have undertaken our assessment based on both the workshop operation in isolation, and separately based on the workshop and crematorium operating concurrently in a worst-case scenario. We have assessed noise from vehicles individually as staff will arrive or depart outside of when the crematorium or workshop operates.

Noise from the workshop operating only achieves the recommended noise limits at the boundary of any residential zone and notional boundary of any dwelling in the rural zone at all properties.

Noise from the workshop operating concurrently with the crematorium achieves the recommended noise limits at the boundary of any residential zone and notional boundary of any dwelling in the rural zone at all properties.

For completeness we have also assessed noise against the PNCC District Plan noise limits. Although these limits are exceeded in some areas, they are considered general targets and not appropriate to this application. The technical exceedances are over areas of land that are used for pasture/grazing of animals and a stream runs through a portion of this land. No residential dwellings are currently in this area. In addition, the 83 Winchester Street is used for a nursery and 102 Mulgrave Street is used for an abattoir, which are commercial activities, and so are not considered to be noise sensitive.

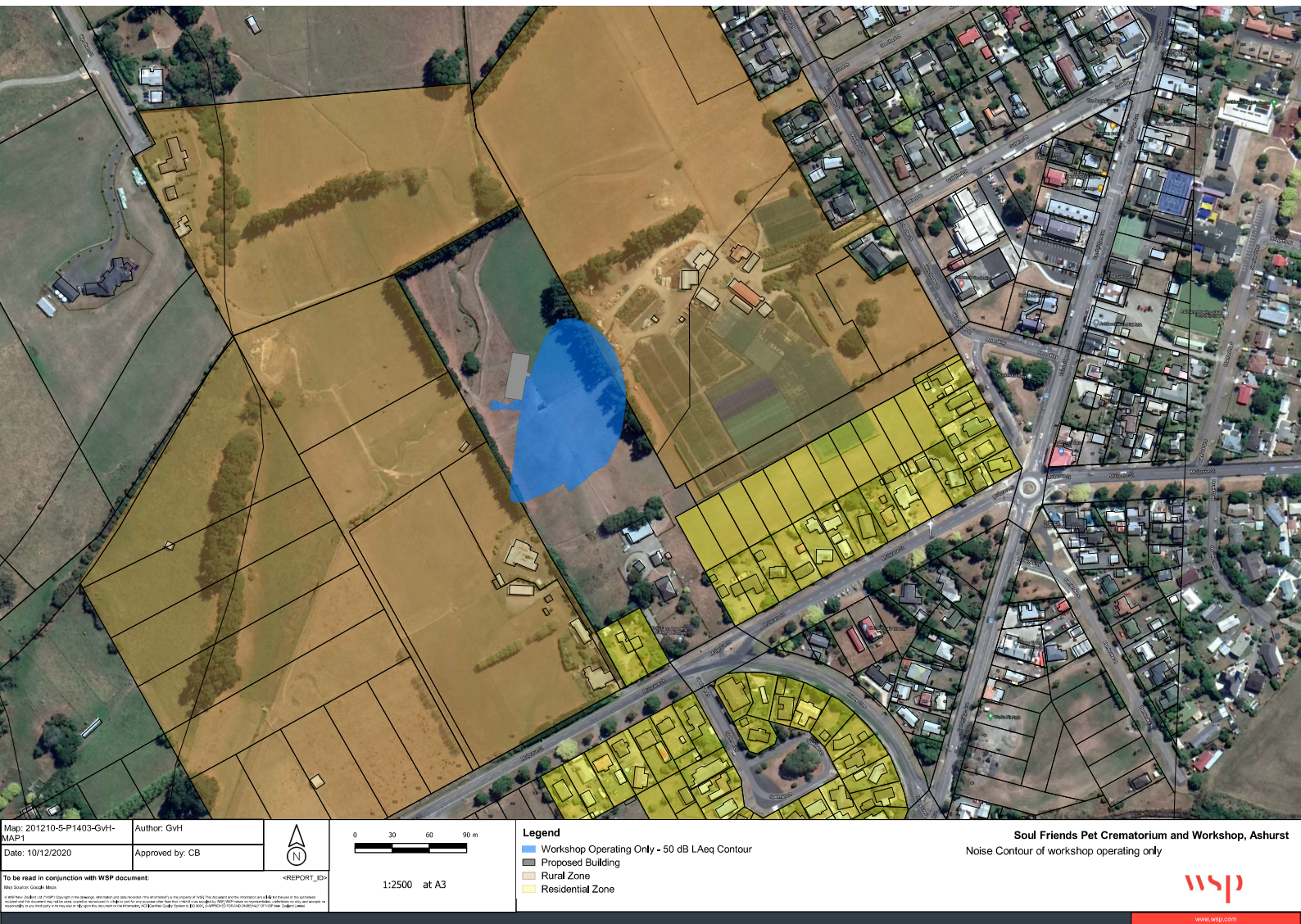
In addition, the change in the overall noise generated by the site is predicted to be imperceptible at all sites, apart from a small area of the nursery (83 Winchester Street), and the adjacent unoccupied site (114 Mulgrave Street). The areas which experience a perceptible change in noise level at both properties are largely screened from the existing noise from the kennels by the existing buildings on site, but will be subject to some direct noise impact from the proposals. However, the predicted level of noise resulting from the existing site activities and proposal is low enough that even with this change in noise level, the magnitude of noise is predicted to be acceptable and is within the project design criteria outlined in Table 3.1.

Therefore, on the basis of the assessments presented within this report, noise as a result of the crematorium and workshop on the site is not considered to be a material constraint to the reasonable operation of the facility.

APPENDIX A

NOISE CONTOUR FOR SCENARIO
WHERE WORKSHOP OPERATES ONLY





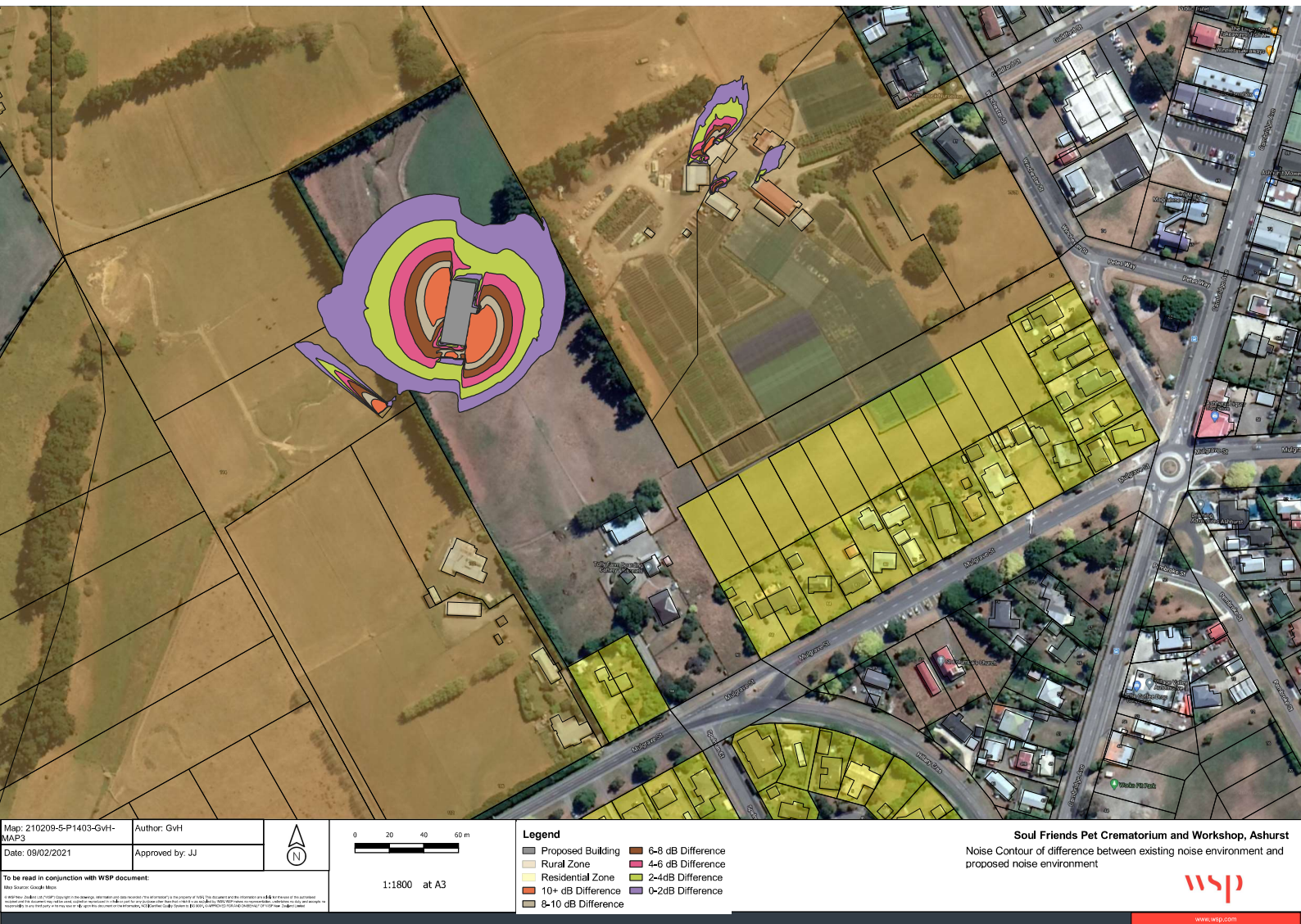
APPENDIX B

NOISE CONTOUR FOR SCENARIO
WHERE 2 CREMATORIUM STACKS ARE
OPERATING ONLY



APPENDIX C

NOISE CONTOUR OF THE DIFFERENCE
IN NOISE LEVEL FROM THE EXISTING
ACTIVITY ON THE SITE AND THE NEW
ACTIVITY ON THE SITE



Appendix G – Preliminary Site Investigation

Project Number: 5-P1403.00

94 Mulgrave Street Ashhurst

Preliminary Site Investigation

5 March 2021

CONFIDENTIAL



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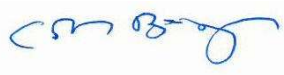
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Pp

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Approved for release by
Tabitha Manderson



Document History and Status

Revision	Date	Author	Reviewed by	Approved by	Status
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Revision Details

Revision	Details
1	Preliminary Site Investigation



Contents

Disclaimers and Limitations.....	1
1 Introduction	2
1.1 Background	2
1.2 Purpose and scope.....	2
2 Site Location.....	2
3 Site History.....	3
3.1 PNCC Property Files.....	3
3.2 Historic Aerial Imagery.....	6
4 Site Condition and Surrounding Environment.....	8
5 Geology and Hydrology.....	11
5.1 Geology.....	11
5.2 Hydrology.....	11
6 Basis for SGVs and SCSs.....	11
6.1 Human Health.....	12
6.2 Environmental.....	13
6.3 Disposal of Spoil.....	13
7 Site Characterisation.....	16
7.1 Conceptual Site Model	16
8 Conclusions & Recommendations.....	17
9 References.....	18

List of Figures

Figure 1 - Site location	3
Figure 2 - Plan showing location of granny flat.....	4
Figure 3 - Location plan of chemical storage shed	5
Figure 4 - Photo of chemical storage shed with HazChem signage	5
Figure 5 - 1950	6
Figure 6 - 1963.....	6
Figure 7 - 1977.....	7
Figure 8 - 1981.....	7
Figure 9 - 2001.....	7
Figure 10 - 2019.....	8
Figure 11 - Paddock looking south towards the front of the property.....	8
Figure 12 - Storage building.....	9
Figure 13 - Former workshop now cattery.....	9
Figure 14 - Residential Dwelling.....	10
Figure 15 - Office.....	10



Figure 16 - Agrichemical Storage.....	11
---------------------------------------	----

List of Tables

<i>Table 2-1 - Summary of land information.....</i>	<i>3</i>
<i>Table 6-1 - Soil Contaminant Standards for health (SCS (health)) for inorganic substances</i>	<i>12</i>
<i>Table 6-2 - Soil Contaminant Standards for health (SCS (health)) for organic compounds.....</i>	<i>12</i>
<i>Table 6-3 - Asbestos SCS.....</i>	<i>13</i>
<i>Table 6-4 - Revised toxicant default guideline values and 'upper' guideline values for sediment quality.....</i>	<i>13</i>
<i>Table 6-5 - Predicted Background Concentration (PBC) for geological unit classification Pakihi Mudstone represented as mean and 95th quantile estimates of the background concentration (mg/kg)</i>	<i>14</i>
<i>Table 6-6 - Landfill Acceptance Criteria.....</i>	<i>14</i>

Disclaimers and Limitations

This report ('**Report**') has been prepared by WSP exclusively for Soul Friends Pet Cremations/Tolly Farm Ltd ('**Client**') in relation to [the preparation of resource consent applications] ('**Purpose**') and in accordance with the Short Form Agreement dated 23 June 2020. The findings in this Report are based on and are subject to the assumptions specified in the Report and the offer of service dated 16th June 2020 and initial planning assessment advice dated 1 September 2020. WSP accepts no liability whatsoever for any reliance on or use of this Report, in whole or in part, for any use or purpose other than the Purpose or any use or reliance on the Report by any third party.

In preparing the Report, WSP has relied upon data, surveys, analyses, designs, plans and other information ('**Client Data**') provided by or on behalf of the Client. Except as otherwise stated in the Report, WSP has not verified the accuracy or completeness of the Client Data. To the extent that the statements, opinions, facts, information, conclusions and/or recommendations in this Report are based in whole or part on the Client Data, those conclusions are contingent upon the accuracy and completeness of the Client Data. WSP will not be liable in relation to incorrect conclusions or findings in the Report should any Client Data be incorrect or have been concealed, withheld, misrepresented or otherwise not fully disclosed to WSP.

1 Introduction

1.1 Background

Soul Friends are looking to construct a pet crematorium at 94 Mulgrave Street in Ashhurst. The site has reportedly had a history of horticulture and Palmerston North City Council (PNCC) have requested a preliminary site investigation (PSI) be completed to better understand the contamination risks. This PSI will review the readily available historic information available to determine if any HAIL activities may have been present that are a potential risk to human health.

1.2 Purpose and scope

This PSI has been prepared to identify the contamination risks within the proposed site.

The objectives of this PSI are to:

- Provide a summary of the HAIL activities that are being, or have been, undertaken on or adjacent to the site.
- Support the resource consenting application process under the *Resource Management (National Environmental Standard for Assessing and Managing Contaminants in Soil to Protect Human Health) Regulations 2011* ('the NESCS').

The scope of works comprised:

- A review of the following information:
 - Geological and environmental maps;
 - Historical aerial photographs
 - Palmerston North City Council (PNCC) Property Files
- Development of a sample plan followed by the collection of soil samples and analysis for contaminants of concern.
- Preparation of a PSI (this report).

This report has been completed in general accordance of MfE (2011b) Contaminated Land Management Guidelines No: 1 Reporting on Contaminated Sites in New Zealand.

This PSI has been prepared by a contaminated land specialist (CLS) and has been certified by suitably qualified and experienced practitioners (SQEP).

2 Site Location

The development site is located at 94 Mulgrave St in Ashhurst. The legal description of the site is Lot 2 DP 35100. The location of the site is shown in Figure 1 and a summary of the site information is provided in Table 2-1. A plan of the proposed development has been attached in Appendix A.



Figure 1 - Site location¹

Table 2-1 - Summary of land information

Appellation:	Lot 2 DP 35100
Address:	94 Mulgrave St, Ashhurst
Land District:	Wellington
Surveyed Area:	4.0494 ha
Parcel Id:	4056951
Parcel Status:	Current
Titles:	WN12A/55
Owners:	Glendinnings Trustee Company Limited, Simone Carole Morrison

3 Site History

A review of the information available from PNCC and Historic Aerial Imagery has been completed. This section summarises the findings.

3.1 PNCC Property Files

A copy of the PNCC property file was provided by the client to WSP. The property file contained the following pertinent points:

¹ Site highlighted in yellow.

23/08/1957 - Building permit for workshop. Concrete floor, iron roofs and walls.

11/11/1966 - Building permit for cow shed. Concrete floor, iron roof, concrete block walls

11/02/1981 - Building permit for house extension. Concrete floor, iron roof, gib walls.

17/06/1981 - Building permit for garage. Concrete floor, iron roof, weatherboard walls (Potential Asbestos Containing Material).

02/02/1981 - Building alterations to service area. Involved demolition and construction. Concrete floor, decramastic tiles for roofing (Potential ACM) and timber walls lined with weather board (Potential ACM).

30/05/1988 - Extension. Concrete floor, iron roof and concrete block walls.

21/01/1993 - Building consent for granny flat includes plan Figure 2.

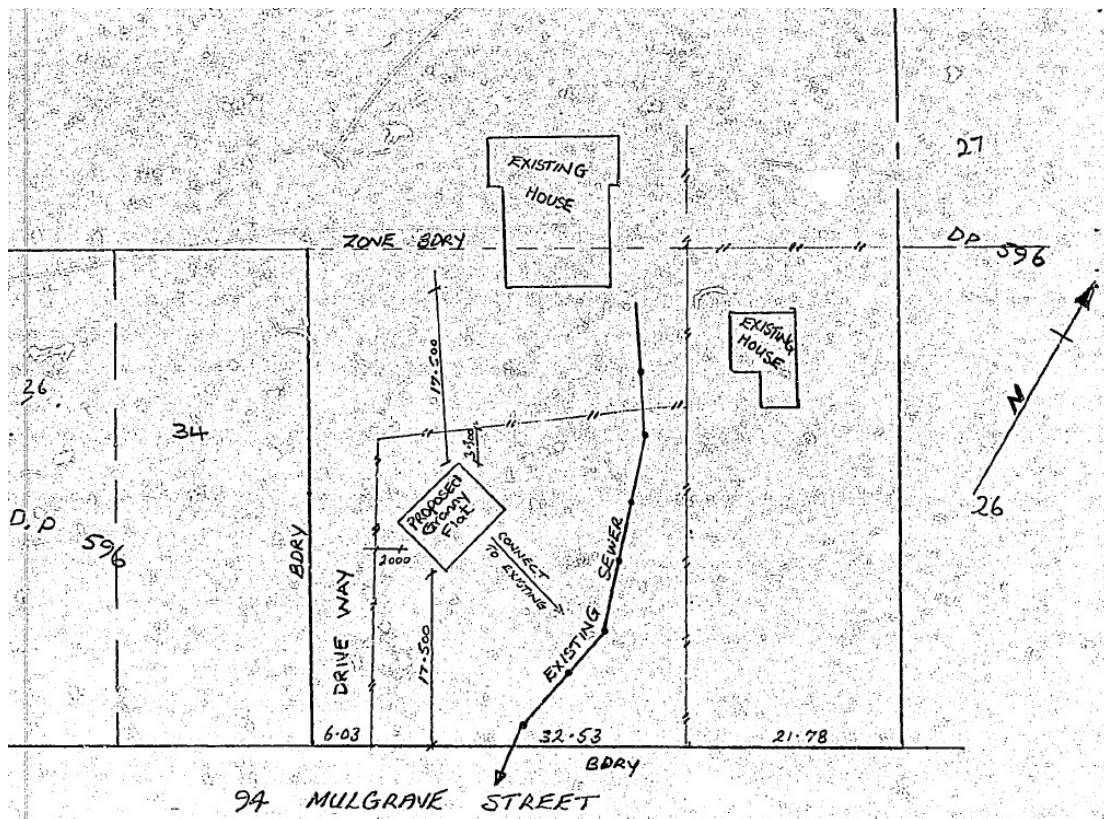


Figure 2 - Plan showing location of granny flat

1995 - Building alterations to existing northernmost house.

1997 - Consent to relocate granny flat outside of PNCC area.

29/11/2010 - Refurbishment of storage shed. Involved demolition of existing roofing and walls. Demolition plan outlines requirements to check for asbestos prior to work. Location plan is provided in Figure 3 and a photo showing HazChem 2WE Agrichemicals is provided in Figure 4.

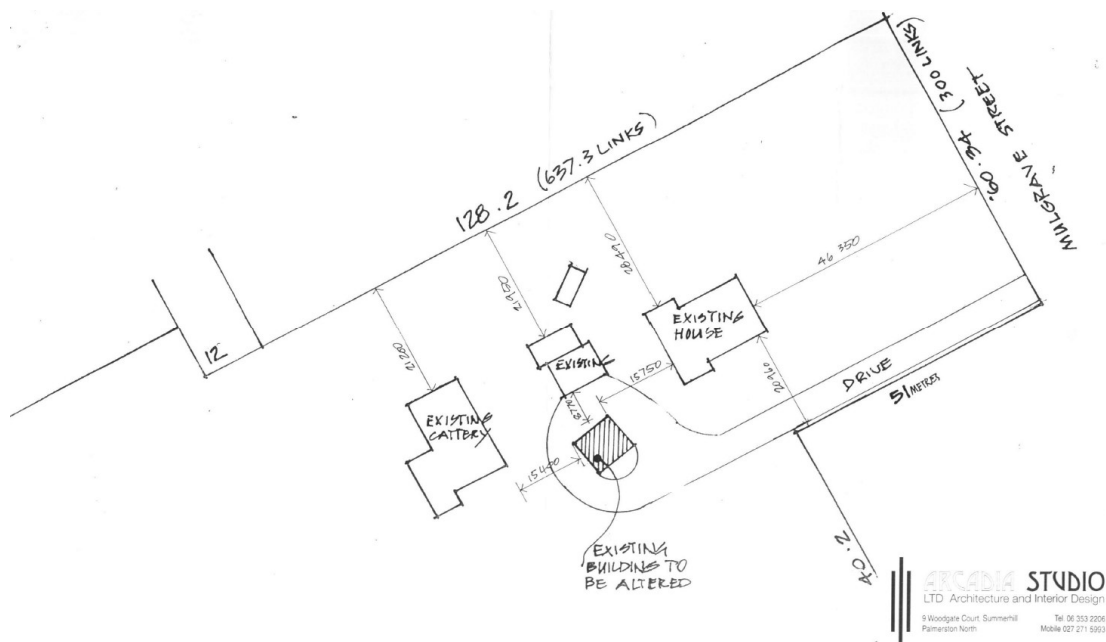


Figure 3 - Location plan of chemical storage shed



Figure 4 - Photo of chemical storage shed with HazChem signage

11/06/2012 - Application to install wood burner. Details northernmost house as being constructed in the 1850s.