

MANAGEMENT & OPERATIONS PLAN

BURRILL LAKE HOTEL

Lots 212 to 217 DP 15648

Princes Highway Burrill Lake

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1) OVERVIEW
The Burrill Lake Hotel is part of an overall part two and part three storey tourist facility complex on one title. The Burrill Lake tourist facility comprises:

- a) Burrill Lake Hotel includes a ground floor tavern area with associated terraces, an ancillary ground floor bottle shop, an upstairs bistro/bar area with associated terraces and manager's residence on the 2nd level;
- b) A ground floor cafe;
- c) A first floor restaurant;
- d) A two level basement car park accessible from McDonald Parade of 108 carparks for use by patrons and staff; and
- e) A common loading dock.

The purpose of this document is to clearly define the key areas of Management and Operations of the Burrill Lake Hotel component and to establish controls so that the Hotel is run at all times in a way that is consistent with good management and does not disturb the quiet and good order of the neighbourhood.

This Plan will be reviewed and updated from time to time and at appropriate intervals by the licensee. It is noted that the downstairs tavern area and upstairs bistro/bar area of the Hotel are both proposed to be fully licenced as Places of Public Entertainment (POPE) under the EP&A Act and the Local Government Act.

2) PROPOSED HOURS OF OPERATION

The proposed hours of operation for the different areas of the Hotel are as follows:

- a) Tavern and bistro/bar: 10am to 12 midnight (Monday to Saturday); and 11am to 12 midnight (Sundays).
- b) Bottle shop: 10am to 9.30pm (Monday to Sunday).

Staff and authorised persons may be on the premises at any time.

3) AMENITY OF THE NEIGHBOURHOOD

The adopted policy of the Hotel with respect to the protection of the amenity of the adjacent neighbourhood is as follows:

- a) At all times, the licensee of the Hotel shall consider the amenity of its neighbours and shall take all reasonable measures to ensure that adverse impacts on the surrounding area do not occur.
- b) The licensee will take all reasonable measures to ensure the behaviour of staff and patrons, when entering or leaving the premises, does not detrimentally affect the amenity of the neighbourhood. Management shall be vigilant to ensure patrons leave the Hotel and its vicinity in a quiet and orderly manner.
- c) The Hotel shall be conducted in such a manner as not to interfere with or materially affect the amenity of the neighbourhood by reason of noise, odour, waste products, or otherwise.
- d) Regular inspections of the exterior of the Hotel are to be made to ensure the surrounding area is free from rubbish, whether from the Hotel or not.

4) NOISE MANAGEMENT

a) NOISE MANAGEMENT - GENERALLY

The LA10 noise level emitted from music and patrons on the licensed premises shall not exceed the background noise level in any octave band centre frequency (31.5 Hz to 8 kHz inclusive) by more than

a) The licensee and staff shall take all reasonable steps to control the behaviour of the patrons of the Hotel as they enter and leave the premises. In this regard, the licensee shall erect signs at the exit of the Hotel, requesting patrons to leave quietly, and shall after midnight, assign staff to ensure that

The adopted policy of the Hotel with respect to the management of the behaviour of patrons is as follows:

5) BEHAVIOUR OF PATRONS

- i. The operational hours of the loading dock shall be: 8am to 6pm (Monday to Saturday);
- ii. Garbage removal operations and the use of the loading dock for deliveries will occur after 8:00am and before 6:00pm Monday to Saturday;
- iii. The main roller door to the loading dock is to be closed when the loading dock is not in use;
- iv. Trolleys with rubberised wheels will be used within the loading dock area. Trolley wheels will be kept well greased; and
- v. Rubber material will be used beneath the metal floor panel, which is used to connect the back of trucks to the dock.

d) **NOISE MANAGEMENT - LOADING DOCK**
The Hotel's adopted policy with regard to the operation of the loading dock is:

c) **NOISE MANAGEMENT - ENTRY AND EXIT OF CARS TO THE BASEMENT CARPARK**
Appropriate signage will be displayed at strategic locations throughout the tavern, bistro and basement carpark requesting patrons to be sensitive to the neighbourhood and ensure that when entering and leaving the premises in their cars that noise and wheel screeching be minimised.

b) **NOISE MANAGEMENT - MECHANICAL PLANT**
Noise emission from all mechanical plant operating at the subject premises shall not give rise to a sound level contribution exceeding 5dB above the background noise level when assessed as an L_{Aeq} level (over 15 minutes) at any residential boundary.
Noise emission from all mechanical plant operating at the subject premises shall not give rise to a sound level contribution exceeding 5dB above the background noise level when assessed as an L_{Aeq} level over any one L period during the time 10:00pm to 7:00am on any day.
Noise emission from all mechanical plant operating at the subject premises shall not give rise to a sound level contribution exceeding 5dB above the background noise level at a residential balcony or window to a habitable room existing at the time of the approval of the development when measured as an L_{Aeq} level over any one L period during the time 10:00pm to 7:00am on any day.

Appropriate controls will be maintained to monitor noise levels so as to achieve compliance with the above noted provisions.

For the purposes of this condition, the L_{A10} can be taken as the average maximum deflection of the noise emission from the licensed premises.

Notwithstanding compliance with the above, the noise from music and patrons on the licensed premises shall not be audible within any habitable room in any residential premises between the hours of 12 midnight and 7:00am.

The L_{A10} noise level emitted from music and patrons on the licensed premises shall not exceed the background noise level in any octave band centre frequency (31.5 Hz to 8 kHz inclusive) between 12 midnight and 7:00am at any residential boundary, balcony or window to habitable room.

5dB between 7:00am and 12 midnight at any residential boundary, balcony or window to habitable room.

- patrons leaving the vicinity of the Hotel do so promptly and as quietly as possible. All reasonable steps shall be taken to ensure that patrons do not remove glasses or open cans or open bottles from the Hotel.
- b) The Hotel shall be managed in a responsible manner. All employees are to be trained to establish good customer relationships and to give the highest standard of service. Regular meetings and training sessions will be held to maintain these standards.
- c) The licensee and staff shall comply with the measures for responsible service of liquor set out hereunder.
- d) The licensee and staff shall take all reasonable steps to ensure that there is no loitering by persons seeking admittance to the premises in the vicinity of the premises."

6) RESPONSIBLE SERVICE OF ALCOHOL

- a) The following operational policies for the responsible service of alcohol shall apply, together with the New South Wales Liquor Industry Code of Practice:

- i. The Hotel shall adopt and promote the "New South Wales Liquor Industry Code of Practice for Responsible Promotion of Alcohol Products" (see Appendix 1).
- ii. All managers employed at the Hotel shall complete an approved course in "the Responsible Service of Alcohol" unless they have already completed one within the last five years.
- iii. All employees will be educated by Management on the appropriate way to establish good customer service and safety standards. Regular meetings and training sessions will be arranged to keep staff up-to-date with current requirements.
- iv. The Hotel and its employers will not engage in any liquor promotion that is likely to promote irresponsible service of liquor.
- v. The Hotel will not serve any person who is intoxicated and will decline entry or service to any person who is already intoxicated.
- vi. The Hotel will promote the service of non-alcoholic beverages and food.
- vii. The Hotel will arrange (without charge) for taxis to collect any patron from the Hotel when he or she requests such a service.
- viii. Staff will, on request, escort any patron to his or her vehicle parked in the vicinity of the Hotel.
- ix. The Hotel will not permit intoxication or any indecent, violent nor quarrelsome conduct on the premises. Any person causing such disturbance shall be refused service and asked to leave the premises. Any patron whose behaviour is either extreme or repeatedly objectionable may be barred from entering the premises for a period determined by the licensee.
- x. No person under the age of 18 years shall be served liquor at the Hotel and production of photographic identification will be required where age is an issue. The only acceptable proof of age identification will be:
 - Photo driver's licence;
 - Proof of age card (RTA); or
 - Current passport.
- xi. No person under the age of 18 shall be permitted in the gaming room of the Hotel. Signs shall be erected to this effect.
- xii. The licensee will ensure that the "No More It's The Law" and house policy posters developed by the Liquor Industry Consultative Council are prominently displayed throughout the premises.
- xiii. The official "Intoxication" signs and "Proof of Age" poster will be prominently displayed in the premises.
- xiv. The licensee will maintain a register containing copies of the certificate showing the satisfactory completions of the Responsible Service of Alcohol course undertaken by the licensee and all staff are required to complete that course. That register shall be made available for inspection on request by a New South Wales Police Officer or Special Inspector.

- xv. Low-alcohol beer and non-alcoholic beverages will be available at all times when full strength liquor is available.
- xvi. Food will be available whenever liquor is available for consumption in the Hotel.
- xvii. A dress code shall be enforced, which shall require persons to be in, at least, neat, tidy and clean clothing and footwear.
- xviii. All conditions imposed on the hotelier's licence shall be met.
- b) The licensee and all managers and staff will be trained in the responsible conduct of gambling.
- c) Brochures advertising counselling information services for problem gamblers and problem drinkers will be available at the Hotel, and the Hotel is to participate in the AHA's self-exclusion gambling program.

7) RESPONSIBLE GAMBLING

The requirements of the Gaming Machines Act 2001, the Gaming Machines Regulation 2002 and the LAB are to be in place at all times for all gaming machines located within the tavern area.

All Hotel staff with gaming machine related duties are to have completed a Responsible Conduct of Gaming course approved by the Liquor Administration Board. A register will be kept by the Hotel management as to which staff have completed Responsible Conduct of Gaming course.

8) CONTROL OF PATRON NUMBERS IN THE HOTEL

At all times when entertainment is being conducted, the licensee shall ensure that the number of persons present in the Hotel or on any level of the Hotel do not exceed those specified in the approval of the Hotel as a place of public entertainment.

The licensee or duty manager shall, at all times, monitor (or arrange for a member of its staff to monitor) the number of persons in the premises.

9) SAFETY OF STAFF AND PATRONS

All staff shall be briefed on the procedures they should adopt in the event of there being an attempt to rob the premises. In these briefings, the NSW WorkCover publication "Armed Hold-ups and Cash Handling – A Guide to Protecting People and Profits from Armed Hold-ups" should be utilised.

10) HOUSE POLICY

The Hotel's House Policy shall be displayed both within the premises and on suitable plaques outside the entry to the premises. A copy of the Hotel's House Policy is provided in Appendix 2.

11) SIGNAGE

- a) The street number of the Hotel is to be displayed in a prominent position on the front facade of the building or on the letterbox. The numerals must be large enough to be read from the street and are to be in a colour and treatment, which is sympathetic to the Hotel and the surrounding area. Letterboxes shall be provided in accordance with Australia Post's requirements.
- b) The Hotel is to display all signage as required by the Liquor Administration Board, and any further signage recommended by the AHA regarding sale of liquor and provision of gaming facilities.
- c) No signs, including banners, shall be displayed on the Hotel building or its curtilage without prior consent from Council.
- d) Emergency telephone numbers are to be clearly displayed near the phone, and the staff are to assist patrons in arranging safe transport home, as and when required.
- e) An exterior sign shall include a 24 hour 7 days per week phone number for interested persons to contact an appropriate member of management of the Hotel in respect of any genuine concern about the Hotel's operations.

f) Signs are to be prominently displayed asking patrons to leave the Hotel quietly and to respect the rights of neighbours and the neighbouring community.

12) VARIATION TO THE MANAGEMENT & OPERATIONS PLAN

If experience shows that it is reasonable or desirable to modify any provision of the Management and Operations Plan for the better management of the Hotel, that modification shall be made to the Management & Operations Plan only following prior notification of the Council and the provision to Council of the modified Management & Operations Plan.

APPENDIX 1
NEW SOUTH WALES LIQUOR INDUSTRY CODE OF PRACTICE FOR RESPONSIBLE
PROMOTION OF ALCOHOL PRODUCTS

Our venue supports the...

New South Wales Liquor Industry's

Code of Practice

RESPONSIBLE PROMOTION OF LIQUOR PRODUCTS

Licensed and registered club managements have a responsibility to ensure that patrons do not become intoxicated on their premises and to prevent intoxicated persons from entering or remaining on licensed or club premises.

This Code of Practice for Responsible Promotion of Liquor Products for licensed and registered club premises provides a framework of practices which are considered acceptable and reasonable, subject to controls being in place, to prevent the intoxication of patrons and, in all other respects, the premises being properly conducted. The Code highlights those practices which are discouraged as not being in the public interest.

UNACCEPTABLE PRACTICES ACCEPTABLE PRACTICES

- Drinks that offer alcohol in non standard measures and/or by virtue of their evocative titles, such as "blasters", "shooters", "slammers", "test tubes", "laybacks", and their method of consumption encourages irresponsible drinking habits and are likely to result in rapid intoxication.
- Drinks that provide a multiple of free drinks, extreme discounts or discounts of limited duration on a given day or night and / or have the capacity to be readily stockpiled by patrons or transferred to other patrons. In other words the drink card must not, by design or potential misuse, create an incentive for patrons to consume liquor more rapidly than they otherwise might.
- Any labelling or tiling of promotions that may encourage patrons to consume liquor responsibly and excessively to an intoxicated state.
- The refusal to serve half measures of spirits on request or provide reasonably priced non-alcoholic drinks.
- Any promotion that encourages a patron to consume liquor excessively - "all you can drink offers" - "free drinks for women" - "free drinks for women all night" - "two for one" - and to consume it in an unreasonable time period.

- The advertising of a consistent price of a particular type or brand of liquor across the entire trading hours of a premises on a given day or night, providing the price is not so low that it will, in itself, encourage the excessive consumption of alcohol and intoxication.
- Promotions involving low alcohol beer where it is clear from the advertising and promotional material that it is a low alcohol beer promotion.
- The advertising of a consistent price of a particular type or brand of liquor across the entire trading hours of a premises on a given day or night, providing the price is not so low that it will, in itself, encourage the excessive consumption of alcohol and intoxication.
- Promotion of particular brands of liquor that provide incentives to purchase that brand by virtue of a consistent discounted price, offer of a prize etc, but does not provide any particular incentive to consume that product more rapidly than a patron's normal drinking habit.

The Licensing Court of NSW approves the Code of Practice as a standard liquor management system within the liquor licensing and certification requirements.



APPENDIX 2
HOUSE POLICY ON HARM MINIMISATION AND THE RESPONSIBLE SERVICE OF ALCOHOL

**Burrill Lake Hotel
House Policy on Harm Minimisation and the
Responsible Service of Alcohol**

- 1) We recognise that it is against the Law to serve any customer to intoxication.
- 2) We recognise that it is against the Law to serve or supply alcohol to any customer under the age of 18.
- 3) We recognise that it is against the Law to allow intoxicated, disruptive or violent behaviour to occur on the premises.
- 4) We seek to ensure that no harm comes to patrons as a result of our service of alcohol.
- 5) The following policies and procedures have been adopted to ensure the Responsible Service of Alcohol:
 - a) A range of drinks is offered on these premises. These include a range of non-alcoholic drinks and non-alcoholic cocktails.
 - b) Non-alcoholic beverages are priced in line with the parity of the wholesale beer prices and actively promoted.
 - c) Water is provided in all bars.
 - d) We will not encourage rapid or excessive consumption of alcohol through pricing mechanisms.
 - e) We will not serve double nips of spirits.
 - f) Low alcohol beers, cocktails and mixed drinks are stocked and promoted.
 - g) Staff have been acquainted with the House policy and empowered to offer a range of options as an alternative to alcohol if they feel a patron is becoming intoxicated.
 - h) Staff will contact the Supervisor and alert them to patron's impending state of intoxication. The Supervisor will determine whether or not service should be refused.
 - i) If service is refused the Supervisor will politely explain to the patron(s) that the premises cannot legally serve alcohol to the point of intoxication.
 - j) Management and senior staff will not place other staff in positions where they might come to harm as a result of dealing with violent, intoxicated or disruptive patrons.