

PLAN OF MANAGEMENT

Chambers Coffee Restaurant

**Suite H, Sydney Superyacht Marina, 2 Maritime Court,
Rozelle NSW 2039**

Dec 2018



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APPENDIX 1



1. INTRODUCTION

1.1 Site Locality Details

The restaurant is located in Suite H, Western building of Sydney Superyacht Marina, 2 Maritime Court, Rozelle NSW 2039.

1.1.1 Description

Site Area: 300m² internal area and 87m² of external decking area

Chambers Coffee is a local restaurant offering lunch and dinner trades to the local pedestrians.

1.1.2 Patron Capacity

Number of persons in the premises: staff - 6, dining seating – 70, external seating- 28, total 98 Patrons

1.1.3 Waste Storage

Waste will be stored in the bins within the premises and then transferred to the building garbage room for collection. Glass bottle will be collected by the supplier for re-use.

1.1.4 Plant

All exhaust, new air conditioning and refrigeration plant are located in the ceiling within the premises.

Details of the location of ducting and discharge points for mechanical ventilation complying with AS16681-1998 and AS 1688.2-1991, the Building Code of Australia and relevant Australia Standards was certified by a suitably qualified person certified in accords with Clause A2.29(a)(iii) of the Building Code of Australia.

1.1.5 Car Parking, Cycling and Public Transport



The Sydney Superyacht Marina has over 250 car park space available for customer. There is a loading zone at rear of the building and allow for up to 10 minutes parking to load or unload.

The nearest bus stops are located on Victoria Rd and Lilyfield Rd, 9 min walk from the Chambers Coffee.

1.1.6 Pedestrian Routes

Access to the premises is available via side lane access from the pedestrian footpath of James Craig Rd.

1.2 Operational Details

1.2.1 Organisational Overview

Chambers Coffee is a local restaurant which is aiming at lunch and dinner trades. The food/drink and service offer is aimed at local residents and visitors from all over Sydney. The restaurant will have 1 site manager, 2 floor staff and 3 kitchen staff at most times. It will serve alcohol with the dish and open till 11 pm Friday and Saturday to meet the customer demand.

1.2.2 Hours of Operation

The restaurant opens between

7:00 am – 9:00 pm Monday to Thursday,

7:00 am to 11:00 pm Friday and Saturday,

7:00 am to 10:00 pm Sunday

Outdoor area opens between

7:00 am – 9:00 pm Monday to Thursday,

7:00 am – 10:00 pm Friday to Sunday.

1.2.3 Noise

Potential noise sources associated with the restaurant are:



. Customers service within the premises: internal dining area and external dining area

. Customers entering and leaving the premises

. The operation of mechanical plant and equipment;

The restaurant occupies. It is adjoined by many other food business and retailers in the area. All windows and doors are shut at 10pm and alternate mechanical ventilation is provided to the tenancy.

1.2.4 Odour

The restaurant will meet all relevant requirements for odour emission. The odour generated by the cooking will be filtered before discharge.

1.2.5 Security and Safety

The security and safety of employees, customers and the general public are highly valued by the management of Chambers Coffee. The management will be engaging the services of internally employed personnel to ensure the highest quality and standards are met in the restaurant. Staff will be regularly monitoring inside and outside the restaurant with an aim to prevent customers loitering in the area as well as keeping noise and anti-social behaviours to a minimum. Signs will be installed at the entry/exit asking customers to consider the neighbours when leaving.

1.2.6 Uniforms

All personnel working at the restaurant will be wearing their uniform.

1.2.7 Summary

By its very nature, a restaurant is unlikely to create adverse impacts on the local area. Nonetheless, a range of measures will be proposed to limit any impacts on the local area.



2. MANAGEMENT MEASURES

2.1 General Amenity

2.1.1 Waste Management

The management of waste will be done during non-operating hours and collected from the garbage room of the building. Bins and containers will be temporarily stored in the kitchen during the operation hours.

Glass will not be emptied or transferred from one receptacle to another anywhere in a public place. All glass will be emptied/transferred within the shop or and removed in containers. The grease arrestor will be emptied by private contractors by the building in regular basis.

Rubbish will be generated from the following sources.

2.1.1.1 Packaging:

Mostly cardboard and plastic container resulting from packaging will be stored in the approved bins, cupboard will be placed in bins for recycling.

2.1.1.2 Food Waste:

Food waste will be placed in bins in the kitchen area during preparation and service and transferred to the bin room when full.

2.1.1.3 Glass & Plastics:

Glass and plastic bottles will be stored in bins during service in the counter area. These bins will be moved into the recycling bins in the garbage room inside the building.

2.1.2 Cleaning

The premises will be cleaned daily. Private contractor is engaged to carry out cleaning between 5am and 7am.

2.1.3 Complementary Use



The restaurant will provide a vital, contributory, positive and well-managed food premises which activates and provides great recognition of the local area.

2.1.4 Litter

In addition to Councils daily street sweeping and cleaning operations, the owner/manager of the building ensures that the forecourt and the immediate surrounds of the footpath adjacent to the building, are kept clean and free from litter at all times. Signs will be installed inside the entry/exit door requesting customers do the right thing with their cigarette butts. The footpath is part of the public realm and thus the restaurant will not be installing ashtrays on the footpath, without a council directive.

2.1.5 Use of Public and Active Transport

There are some customers and staff local to the area. Customers and staff from outside the local area will be encouraged to use either Public or Active means of transport. Staff will be offered financial assistance to use either Public or Active means of transport. A Travel Access Guide (TAG) will be available to patrons via download from the restaurant website.

2.2 Noise

2.2.1 Noise Attenuation

The restaurant has existing glazing and brick wall at the external wall and internal acoustic baffling to successfully prevent the transmission of noise to nearby properties. The use of low noise generating equipment can successfully prevent the transmission of noise to nearby properties.

2.2.2 Compliance with noise standards

Chambers Coffee will comply with the following criterias:



The use must not result in the transmission of “offensive noise” as defined in the Protection of the Environment Operations Act 1997 to any place of different occupancy.

The L10 noise level emitted from the use must not exceed 5dB above the background (L90) noise level in any Octave Band Centre Frequency (31.5 Hz to 8 KHz inclusive) Between 11.00 am and 6.00 am when assessed at the boundary of the nearest affected property. The background noise level must be measured in the absence of noise emitted from the use.

The L10 noise level emitted from the use must not exceed the background (L90) noise level in any Octave Band Centre Frequency (31.5 Hz to 8 KHz inclusive) between the hours of 6.00 am and 11.00am when assessed at the boundary of the nearest affected property. The background noise level must be measured in the absence of noise emitted from the use.

Notwithstanding compliance with (a) and (b) above, the noise from the use must not be audible within any habitable room in any residential property between the hours of 10.00 pm and 7.00am.

Speakers and/or noise amplification equipment will not be installed and music will not be played in any of the outdoor areas associated with the premises including the public domain. Speakers located within the premises must not be placed so as to direct the playing of music towards the outdoor areas associated with the premises.

The sound level of any spruiking generated within privately owned land must not be audible on any adjacent property with a shared boundary.

2.2.3 Noise Complaints

If noise complaints are received, they will be recorded and immediately investigated by the manager on duty at the time. Any action required to address valid complaints will be implemented as soon as possible. The complainant will be contacted by the Manager and advised of the action taken.

2.3 Odour



2.3.1 Compliance with Odour Standards

The restaurant will not carry out any activities according to Schedule 1 of the Protection of the Environment Operations Act 1997 (PoEO Act) and therefore do not require licences from this body. The regulatory control of odour is based on the preservation of the amenity of the area, which includes the avoidance of annoyance from offensive odours. The presence of an odour, although subjective in the degree of annoyance perceived, is recognised by the PoEO Act. The restaurant will not cause or permit the emission of offensive odours from the site as defined under Section 129 of the POEO Act. The NSW Best Practice Odour Guideline (Draft, April 2010) will also be adhered to.

2.3.2 Odour Mitigation Measures

The construction of the kitchen and the fitout and finishes of the premises complies with Standard 3.2.3 of the Australian and New Zealand Food Standard Code under the Food Act 2003. The kitchen air handling system will be designed in accordance with AS1668.1-1998 and AS1668.2-1991 and will not give rise to the emission of gases, vapours, dust or impurities. A filtration/odour control system will enhance the odour mitigation of the air handling system. Food handling procedures will comply with Standard 3.2.2 of the Food Standards Code under the Food Act 2003. Sanitary services will be separated from all food handling area in accord with the provisions of the Building Code of Australia, Part F 3.1, 4.8 & 4.9. Sanitary services will be cleaned regularly and have an odour control system installed. The existing bin room in the building is exhausted to the outdoor area. The bin room is wet area and cleaned regularly. All potential odorous waste will be removed from the premises within 24 hours as part of the trade waste agreement by licensed contractors.

2.3.3 Odour Complaints

If odour complaints are received, they will be recorded and immediately investigated by the manager on duty at the time. Any action required to



address valid complaints will be implemented as soon as possible. The Complainant will be advised of any action undertaken.

2.4 Security and Safety

2.4.1 Minimising disturbance to neighbourhood amenity

Chambers Coffee is located in a mixed use Retail area in Sydney Superyacht Marina. Nevertheless, signs will be placed in clearly visible positions within the premises requesting patrons upon leaving the premises to do so quickly and quietly, having regard to maintaining the amenity of the area.

The management will ensure that the behavior of patrons entering and leaving the premises does not detrimentally affect the amenity of the neighborhood. In this regard the management is responsible for the control of noise and litter generated by patrons of the restaurant and ensures that patrons leave the vicinity of the premises in an orderly manner. Overall, the restaurant will not have any adverse impact to the operating service station.

2.4.2 Signage

In accordance with the Liquor Act 2007 and in order to keep patrons well informed, appropriate signage will be prominently displayed in the venue. The restaurant will display a selection of signage including but not limited to the following:

- . RSA house policy;
- . drug awareness, including zero tolerance to the use of drugs within the premises;
- . drink spiking awareness;
- . drunk, disorderly or violence warning;
- . sale or supply of alcohol to persons under 18 years of age notices; and



. sale or supply of liquor to intoxicated persons warning

2.4.3 RSA

The licensee/manager has completed an approved course in the Responsible Service of Alcohol. The restaurant licensee/manager and staff shall comply with the measures for responsible service of alcohol. Security officers deployed at the premises will provide their RSA certificates, for inclusion in the venues RSA Register. The following operational policies for the responsible service of alcohol shall apply:

The premises will not serve liquor to any person who is unduly intoxicated;

The premises will decline entry to any person who is already unduly intoxicated

The premises will promote the service of non-alcoholic beverages and food;

The premises will not permit intoxication or any indecent violent or quarrelsome conduct on the premises. Any person causing such disturbances shall be refused service and asked to vacate the premises;

Any patron whose behaviours are either extreme or repeatedly objectionable may be barred from entering the premises for a period to be determined by the licensee;

No person under the age of 18 years shall be served liquor on the premises. Production of a document of one of the following classes is, for the purposes of Section 117(1) of the Liquor Act 2007, evidence that a person holding the document is at least 18 years of age, but only if the document bears a photograph of the person and indicates (by reference to the persons date of birth or otherwise) that the person is of or above that age (and only if the document has not expired and otherwise appears to be in force). These are:

. a motor vehicle driver license or riders license or permit issued by the Roads and Traffic Authority or by the corresponding public authority of the Commonwealth, of some other State or Territory or of some other country;



- . a passport issued by the Commonwealth or under the law of some other country;
- . a Photo Card issued under the Photo Card Act 2005.

The shop will strictly follow the restriction of the liquor licence requirements to only sell alcohol in the approved hours if the application is approved. No alcohol will be sold beyond the hours.

2.4.4 Harm Minimization

The licensee/manager and employees will take all reasonable steps to prohibit any liquor promotion or activities that are likely to promote irresponsible service of alcohol. This is inclusive of such promotions or discounting of alcoholic drinks that could encourage the misuse or abuse (binge drinking or the excessive consumption) of liquor.

The licensee/manager will maintain a register, containing copies of certificates showing the satisfactory completion of Responsible Service of Alcohol courses undertaken by the venue personnel and security contractors and that register is to be made available for inspection on request from a NSW Police officer or special inspector.

The licensee/manager will, as a minimum, apply the management policies and practices on harm minimization and Responsible Service of Alcohol.

The management policy will be regularly updated to reflect any changes to legislation, industry standards and/or management policy.

Low-alcohol beer and non-alcoholic beverages will be available at all times when full-strength liquor is available. The pricing structure of low-alcohol beverages will reflect the lower wholesale cost of those beverages.

All alcohol will only be sold to the customers who are ordering food with alcohol.

Food will always be available whenever liquor is being consumed on the premises. Free tap and ice water will be offered to each table. Soft drinks, tea



and other non-alcoholic beverages will always be available when the restaurant is open.

2.4.5 Surveillance Cameras

CCTV surveillance cameras shall be strategically installed, operated and maintained throughout the premises with particular coverage to:

- (i) Principal entrance/s and exits;
- (ii) All areas within the premise occupied by the public (excluding toilets);
- (iii) Staircases in multilevel premises; and
- (iv) The area within a 10m radius external to the public entrance(s) to the premise.

Suitable and clearly visible signage shall be displayed at the principal entrance(s) to the premise and in a prominent position on each floor accessible to the public, in lettering not less than 50mm in height with the words "Closed Circuit Television in use on these premises".

All CCTV recording equipment and cameras shall be of high grade digital quality capable of establishing the population and identification of patrons, offenders and incidents within the depth of field view of the cameras. In this respect each surveillance camera shall be capable of recording a minimum rate of 10 frames per second and at high resolution.

CCTV recording discs or hard drive recordings shall be retained for 28 days before being re-used, destroyed or deleted. Time and date shall be auto recorded on the disc or hard drive. The CCTV recording equipment shall be capable of reproducing a CD, DVD or other appropriate digital copy of recorded footage on demand of Council or Police Officers either immediately or within 12 hours of the request being made. Copy discs must be handed to Council, Police Officer or Special Inspectors as required.

All CCTV recording devices and cameras shall be checked daily to ensure the equipment is operating correctly. The Licensee shall record this daily checking activity in the security/incident register book that meets the standards required



by the Licensing Police and Council. If it is discovered at any time that the equipment is not in full operating order all reasonable steps must be taken to repair the system as soon as practicable. Where the system will not be functioning in full operating order for a period of longer than 24 hours the manager/licensee is to notify the relevant Local Area Commander of the NSW Police.

All CCTV recording devices and cameras shall be operated at all times when the premises are open to the public and, where premises do not operate 24 hours a day, continuously for at least 1 hour prior to opening and closing times of the premises.

The CCTV recording device shall be secured within the premises and only be accessible to senior management personnel so as to maintain the integrity of the recorded footage. When the premises is operating there must be at least one staff member present at the premises who is authorized to access the CCTV system and able to immediately review recordings and produce copies.

Camera views are not to be obstructed



Appendix 1

Regarding the information normally requested by the Licensed Premises Unit, the below measures will sufficiently address the concerns of the Unit:

1. Measures addressing issues relating to intoxicated, antisocial or disruptive patrons and attempts to discourage them becoming involved in activities which can harm themselves or others:

➤ All staff of Chambers Coffee will be regularly trained to recognize the customers are intoxicated through their speech, balance, coordination, behaviour & etc.

➤ Ask the intoxicated patrons to leave the premises immediately and refuse to offer any alcohol.

➤ Contact police for assistance in removing the person if necessary.

➤ Clear sign of house policy to customer regarding the restaurant's RSA policy.

➤ The patrons who are considered to have risk to harm themselves or others will be retain by the security officer in the premises as a prevention and police will be contact by the restaurant at the earliest manner.

2. Reasonable steps taken to prohibit or restrict activities that could encourage misuse or abuse of liquor

➤ Have quality food available whenever liquor is served.

➤ Provide low alcohol beer and non-alcohol beverages at all times.

➤ Refuse to sell alcohol to customers who are considered to approach intoxication.

➤ Encourage patrons to drink responsibly and let them know that they will be asked to leave if misuse or abuse of liquor



3. Deny entry or service to anyone who is already intoxicated.

- Staff will be provided regular training in skills of denying entry of service to intoxicated people.
- The restaurant will call the police if people refuse to leave the premises who are already intoxicated.
- Display sign of house policy at the entry regarding RSA.

4. Details for minimizing and managing waste that is generated on site and how and when waste will be collected.

- The recycle waste and general waste will be placed in the designated bins separately.
- The shop encourages customers to dine in and order responsibly to minimise the food waste.
- All suppliers are required to take back the packaging for recycling.
- The private waste collection company will pick up the waste outside the business hour.
- Glass must not be emptied or transferred from one receptacle to another anywhere in a public place. All glass must be emptied/transferred inside the building on the premises and removed in containers.

5. Measures taken to minimise internal and external noise impacts on adjoining properties and how such measures will be implemented.

- Staff and duty managers will advise patrons reduce their voice inside or outside the premises.
- People will be advised to leave quietly and not remain outside the premises when leaving.
- Duty manager will take immediate action if complaints of noise are received.



6. Steps taken to manage patron behaviour when leaving the premises at night.

- Staff will be monitoring the patron behaviour when leaving the premises.
- CCTV has been installed to record the behaviour and will be kept for at least 1 month.
- Patrons will be advised to leave quietly and not remain around the premises.
- Staff will report to the manager and licensee any behaviour they considered will be affecting the neighbors when people leaving.

7. Measures taken to manage large groups of people during the trading periods.

- Large group of people will be advised the waiting time and not allowed to wait outside the premises
- No alcohol will be served beyond the licensed hours. If any member of the group are considered intoxicated, the group will be advised to leave.
- The group of people should not remain around the premises after service.
- The group of people will be asked to leave if considered to generate noise which will affect the neighbours.
- All people will be advice to leave the premises quietly.
- People will be advised the transport options closed to the premises.

8. Queue management

There will be a few waiting seats inside the restaurant for small amount of people waiting to be seated if the patron inside the premises has not reach the maximum allowed to avoid queuing outside the premises.



Customer queuing outside the premises will be advised the approximate waiting time to be seated and advised to be back later. Should the customer decide to wait outside the staff will instruct the customers to queue in a line and remain quiet, not obstructing the pedestrian traffic or interrupting the neighbors.

9. Management method for large group at peak hour

Large group of people will be advised the waiting time and not allowed to wait outside the premises.

No alcohol will be served beyond the licensed hours. If any member of the group are considered intoxicated, the group will be advised to leave.

The group of people should not remain around the premises after service.

The group of people will be asked to leave if considered to generate noise which will affect the neighbours.

All people will be advice to leave the premises quietly.

People will be advised the transport options closed to the premises.

10. Crime scene preservation

Immediately after the person in charge of the restaurant becomes aware of an incident involving an act of violence causing an injury to a person on the premises, the person must:

(a) Contact '000' or local Police Station;

(b) Render any required first aid;

(c) Determine the Crime Scene and remove all persons from the area. Take all practical steps to preserve and keep intact the area where the act of violence occurred. Cordon off the area utilising bar stools, tables or tape. Consider closing off the area completely for areas such as toilets, hallways or bars;



- (d) Do not allow any persons to enter this area;
- (e) Do not clean up any crime scene. You may be destroying vital evidence;
- (f) Assign a member of staff to guard all Crime Scenes until the arrival of Police;
- (g) Remember some evidence may not be visible to the naked eye such as blood, semen, skin cells, saliva, hair or fingerprints;
- (h) Do not move any items that may have been involved in an offence unless absolutely necessary;
- (i) Notify Police if any items have been moved or removed from the Crime Scene. (Items may include bottles, glasses, pool cues, clothing, furniture, weapons or cigarette butts);
- (j) Make notes in relation to the incident. Time, date, location, description of offender(s), vehicle(s) involved, weapons used, last known direction of offender(s), any movement of items involved in the incident;
- (k) Secure any CCTV footage and the Security Sign on sheets;
- (l) Obtain any details of witnesses and try to keep all witnesses separated so as to maintain the integrity of their evidence. (Try to persuade witnesses from leaving the premises before Police arrive);
- (m) Hand this information to Police on arrival;
- (n) Be prepared to make a statement to Police regarding the incident.



The Chambers Coffee will maintain the code of practice and security management plan if the proposal is approved. The management is experience in managing food premises. And the code of practice & security management will ensure the restaurant will not creative any adverse impacts on the local amenity.

Director Name: Shawn Ren

Chambers Coffee

Director Signature:

A handwritten signature in black ink, consisting of several overlapping horizontal and vertical strokes, appearing to read 'Shawn Ren'.

Date: 04/12/2018