

# Plan of Management

## Railway Square Tech Central YHA

### DRAFT

## 1 Executive Summary

Railway Square Tech Central YHA is a purpose designed low-cost hybrid accommodation which comprises 500-beds, targeted to attract short term visitors to Sydney. Accommodation is designated either Private – single, twin, double or family; or Co-living – 4 or 6 beds, all rooms have private ensuite bathrooms. A range of facilities will feature on level 1, Co-working and Co-living spaces, including the self-catering kitchen, café, bar, and property administration areas. The property will be a place where traveller to come together to meet, share stories, learn and live together (short-term) as a like-minded community. The Railway Square Tech Central property will be the flagship for YHA and the preeminent hostel in Australia.

## 2 Background

YHA is a profit for purpose membership organisation that has been operating quality budget accommodation for travellers in Australia for over 80 years. In the early years the organisation was known as the Youth Hostels Association of Australia and Youth Hostelling was known as a clean, safe, and affordable way to travel, access the outdoors and meet like-minded people. Today the organisation is known as YHA reflecting our broad customer base beyond young people. There are approx. 69 YHA hostels in Australia, located in urban hubs like Sydney's Central station and across regional Australia. YHA is affiliated with Hostelling International, and our members have access to over 3000 hostels world-wide and are the sixth largest accommodation group in the world.

YHA Australia's mission statement is:

*"to create a community in diverse spaces, by connecting the curious, inspiring personal growth and creating genuine local experiences in a sustainable way."*

YHA owns and operates two other properties in the City of Sydney; Sydney Central YHA which opened in 1996 with 556 beds; and Sydney Harbour YHA which opened in 2009 with 354 beds. The proposed Atlassian Global Head Quarters will be built on the site of the existing 280 bed Railway Square YHA which opened in 2004.

Railway Square Tech Central YHA will be in the lower 5 floors of the Atlassian Tower and will be owned and operated by YHA Ltd. Staff will be employed by YHA Ltd and will report to the Area Manager, Eastern and South who will be working out of the nearby YHA Support office.

The proposed 500 bed facility will attract short term visitors to Sydney, both domestic and international, travelling for pleasure or for work, or combining work and travel. This includes independent travellers of all ages and families. The location of the site within the Western Gateway precinct will attract tech workers from all over the world and the hostel will provide accommodation and co-working facilities to cater for them.

This property will be YHA's flagship – it will have state of the art facilities and be the benchmark for high quality budget accommodation for travellers in Australia.

### 3 Occupancy and occupancy controls

Rooms will be designated either Private – single, twin, double or family; or Co-living – 4 or 6 beds. The bed configuration in each room will not allow more than the maximum the room was designed for. The maximum occupancy of the room will be on display in each room as required by the City of Sydney. The Property Management System used by the hostel will not allow overbooking of the available beds in a room.

All guests who stay at the hostel will be recorded in the Property Management System with contact details and will be required to show photo ID on first check in.

The plans submitted with the Development Application show a bed layout for each room type and each room type meets the floor space requirements of the City of Sydney. Each accommodation room will have an ensuite bathroom. There will also be an adequate number of bathrooms available on the Level 1 communal area and extra facilities outside of the guest rooms on the accommodation floors.

Accommodation and access for persons with disabilities has been incorporated into the plan and adequate provision has been made.

The Co-working spaces on level 1 will be able to be used by guests and customers who have not booked accommodation. Users of the co-working space who are not guests will be registered on arrival and will be paying to use the space. The number of guests on Level 1 at any one time will be restricted to the final number allowed under the Development Consent.

### 4 Length of Stay

Most guests at the Railway Square Tech Central YHA are expected to stay on average 2 to 3 nights. The maximum length of stay will be 28 days in accordance with the City of Sydney requirements.

### 5 Measures to minimise unreasonable impact to the habitable areas of adjoining premises

The closest neighbours are to the western side of the building. Level 1 contains all the Co-living spaces including the self-catering kitchen, café, bar, co-working space and property administration areas. The admin areas and co-working spaces are located on the western side of the building to minimise any noise to the western neighbours from the more social spaces.

On occasions there will be group activities with guests and friends to foster community spirit and cultural exchange. This may include guest speakers, social events and celebrations.

YHA will always have an adequate number of employees on site to ensure noise control and guest behaviour. Guests will be asked to consider the neighbours and to remain quiet when entering or leaving the building late at night or early in the morning.

Accommodation rooms will be fitted with window coverings to ensure privacy for guests.

### 6 Team Members

#### 6.1 Team levels

Team levels will vary according to the occupancy of the property, however minimum employee levels will ensure that there are always team members on site to ensure safety and comfort of guests. Peak employee levels are expected between 8am and 9pm to cover most checkouts, check ins and the evening service at the F&B outlets. YHA will employ team members across administration, guest

services, housekeeping, maintenance and F&B departments. At all times one senior team member will be designated as the on-site Duty Manager. A General Manager will assume overall responsibility for the property, assisted by the department supervisors.

## 6.2 Training

Team members are trained in the use of all the systems they are required to use in the course of their jobs and crossed trained across departments to ensure adequate coverage. The Duty Managers will all have First Aid training, and all staff will be trained on emergency procedures, including fire, evacuation and bomb threats. Any staff who may serve alcohol will have completed their Responsible Service of Alcohol training.

## 7 Security

YHA is known to be safe, secure and friendly. Security is one of our key points of differentiation amongst budget accommodation providers. The following points details the key areas of security for YHA:

### 7.1 Guest arrival

A team member will be available 24 hours to greet guests. Access to the building will be by lifts accessible either from the lower or upper ground south lobby of the building. Guests known to YHA will be able to check in remotely and receive a key to their device before or on arrival or to check in with guest services on arrival. New guests will be able to check in with a guest services agent so they can be adequately identified. Access to the accommodation floors from the upper or lower ground floor lobby will require floor access and a room card / key. There will be a F&B outlet doubling as a concierge service on the upper ground floor lobby. Overnight contact with Guest Services on level 1 will be by video intercom from the late-night entry on the lower ground level.

### 7.2 CCTV

The hostel will have a CCTV security surveillance system spread throughout the premises located in areas considered to be a potential security risk including

- At the entrance foyers in the lower and upper ground floors
- At the emergency exits
- At all lift foyers
- All common spaces including hallways, internal stairs, co-living spaces, café, bar and co-working spaces.

### 7.3 Room keys

Guests will be issued with an RFID or proximity key on check in, either on their device or as a physical card or fob. This key will allow them after-hours access to the YHA lobbies and the YHA floors of the building, lift access to their room and other guest only areas of the hostel.

Room keys only provide access to the rooms for the period for which the guest has paid. Once the guest has checked out, the key is rendered useless unless it is reprogrammed by YHA staff. The system used by YHA allows management to read all locks to see which key has been used recently on a lock, further increasing security. The relevant readers will be located at the correct height for guests with a disability.

## 7.4 Security Services

YHA will be a party to the Building Management Statement which will ensure that foyers, basements and surrounding areas are secure. Security in the Level 1 Food and Beverage areas will be provided by YHA staff and when appropriate, external security services.

## 8 House Rules

YHA encourages guests to experience what Sydney has to offer by exploring the city. In the bedrooms, co-living areas, common kitchen, lounge, dining, café, bar and co-working spaces guests are encouraged to respect other guests and keep the noise to a reasonable level for the time of day and activities undertaken. In the evenings YHA team members will ensure that the accommodation floors are quiet and conducive to a good night's rest. YHA has a Guest Code of Conduct and this can be found in Attachment 1

### 8.1 Alcohol

YHA propose to operate a bar and café on Level 1. Guests will only be able to consume alcohol purchased on the premises on level 1. YHA intends to apply for an on-premises licence as the primary service offered by the hostel is accommodation and the bar will be primarily serving in house guests. YHA will operate a café on the Upper Ground level opposite the YHA lifts and may choose to serve alcohol at this venue. The appropriate licences will be in place before trading commences. All team members working in these areas will have the appropriate training, including Licensee training for the licensee and manager and Responsible Service of Alcohol for all team members. All team members working in the F&B areas will hold an NSW Competency Card.

All team members will ensure that liquor is served in a responsible manner in full compliance with the NSW Liquor Act and Regulations as current at the time of opening. In support of this YHA will:

- Ensure all team members are adequately trained and supported in the responsible service of alcohol, housekeeping, incident reporting, security and hazard control.
- Ensure that complimentary water is available at all times
- Ensure that non-alcoholic, light and mid strength options are available
- Encourage patrons to monitor and control their consumption of liquor
- Deter rapid or excessive consumption of alcohol
- Have food options available each evening
- Not promote any activities that will encourage binge drinking

### 8.2 Drugs

YHA policy is that the use, sale or possession of any illegal drugs or any suspicion of such acts being performed in or about a YHA property or any person found using drugs shall be immediately reported to the police.

### 8.3 Visitor Policy

Guests staying at the property may invite visitors to join them on Level 1. All visitors must leave when the bar closes at night. Visitors to the hostel must obey all YHA house rules and abide by the YHA Guest Code of Conduct and leave the premises whenever requested to do so by the Duty Manager.

Any guest inviting a visitor to the hostel must accept full responsibility for them and their behaviour. In the event of any serious misconduct by the visitor of a guest, the guest may be also asked to leave the property and be asked to pay for damages, if required.

The F&B outlets, co-living and co-working spaces on level 1 will be able to be accessed by people not accommodated at the property. It is intended that there will be a secure line between the lift lobby and these spaces so that non guest arrivals can be managed.

#### 8.4 Practice of safe sex

Sexual Health Signs will be provided in the communal bathrooms and toilets. Condoms will be available for sale 24 hours via a vending machine.

#### 8.5 Mental Health Support

Travellers often experience Mental Health issues and require support when away from their home environment. Hostel staff will receive Mental Health First Aid training and information on mental health support services will be available to guests who require it.

### 9 Waste Minimisation

YHA will be proactively reducing waste to landfill by:

- Considering packaging when making purchases
- Provide recycling receptacles for at least paper, cardboard, glass, PET plastics, aluminium cans, organics, batteries and encouraging guests to recycle whenever possible.
- Staff will be trained in ways to minimise waste to landfill
- Guest rooms will provide bins for waste and recycling.

Waste will be collected from guest room during the housekeeping service and removed to the basement waste collection area each day.

Waste from level one will be sorted and removed to the basement waste collection area several times throughout the day, depending on occupancy.

Collection of waste and the management of the waste collection area will be addressed in the Building Management Statement.

### 10 Transport to and from the hostel

#### 10.1 Guest and visitor arrivals

The property is located at the transport hub of Sydney. Guests are a short walk from local and intercity trains and buses, Sydney light rail and taxis.

In keeping with the location of the property, no guest parking will be provided by YHA. The area is serviced by at least 5 parking stations within a 5 to 10 minute walk. Bicycle racks will be located adjacent to the building and staff will be able to access bicycle parking in the end of trip facilities.

#### 10.2 Deliveries and trades

YHA will share the basement loading docks with Atlassian and the building tenants. The Building Management Statement will regulate movements to and from the loading dock. YHA will advise the loading dock manager of any expected deliveries or tradespersons that requires access via the basement. Regular deliveries are expected of linen, F&B supplies and Housekeeping supplies. YHA has a storeroom in the basement for acceptance of those deliveries to act as a staging area before they are moved into the YHA levels of the tower.

## 11 Fire safety and emergency procedures.

### 11.1 Emergency Management and Evacuation Plan Staff Training

Team members are trained in the use of security cameras, intercoms and general security. Team members receive emergency procedures training on at induction and an ongoing basis including robbery, bomb threat and civil disturbance procedures. Emergency procedures' training includes what procedures to be implemented if a suspicious article or person is found. Fire wardens are trained annually in fire safety and evacuation. A fire drill will be conducted at least once per year. Team members receive training annually in use of portable fire equipment.

### 11.2 Maintenance

Emergency systems are maintained as part of a maintenance contract by a qualified company. All equipment will be tested and checked in accordance with the relevant Australian Standards. Any faults are documented and rectified immediately. These checks take place, weekly, monthly and bi-annually depending on the required frequency.

### 11.3 Furnishings and fittings

Combustible furnishings and fittings, such as lounges, desks, and display boards are not permitted in public corridors and egress routes from sleeping rooms as they may restrict the safe means of egress from the building and reduce the level of fire safety in the building.

Mattresses, curtains and furniture will be of materials that resist the spread of fire and limit the generation of smoke and heat.

The premises will be checked regularly to ensure that fire safety and essential fire safety measures in the building are maintained and that all required exits and egress paths are clear and free of instructions.

### 11.4 Public Liability

YHA will maintain a public liability cover of \$20 million for the Railway Square Tech Central YHA.

## 12 Ongoing Maintenance

### 12.1 Air Conditioning

Maintenance of the air conditioning system will be carried out by a qualified company on a monthly basis. Filters will be changed monthly, belt tension, condenser units and BMS system fault indication checked. Any reactive faults reported will be dealt with within 24 hours.

### 12.2 Emergency systems

Emergency systems are maintained by a suitably qualified organisation as part of a maintenance contract. All equipment is tested and checked in accordance with the relevant Australian standards. Any faults are documented and rectified immediately. These checks take place weekly, monthly and bi-annually depending on the required frequency.

Following page – Attachment 1



# YHA GUEST CODE OF CONDUCT

YHA hostels are open for all travellers, regardless of race, gender, age, sexual orientation, religious beliefs, political persuasion and physical or mental impairment. However, all guests staying in YHA properties are expected to behave in a manner that does not prevent other guests from enjoying their stay. The expected behaviour by guests is classified into the criteria below and these comprise the YHA Guest Code of Conduct.

## Communal Living

As you will be sharing hostel facilities and perhaps a room with other guests, you will treat other guests with respect at all times, allowing them the quiet enjoyment of our facilities and services. YHA will not accept:

- sexual, racial or religious harassment
- guests with a notifiable, infectious disease that could present a health and safety risk to others (except in ensuited private rooms)
- excessive noise
- excessive consumption of alcohol and/or being under the influence of illegal substances
- disruptive or aggressive behaviour
- poor personal hygiene likely to cause offense
- the filming or photographing of any person on YHA premises without their consent
- guests allowing an unauthorised person to access guest only areas of the hostel.

## Illegal activities

No guest shall undertake any unlawful activity on YHA premises and YHA may notify the police of any such activity. This would include:

- sale or possession of illegal substances
- wilful damage to YHA property or the property of others
- sexual or physical assault or intimidation, including toward staff
- theft of personal belongings, including labelled food left in guest kitchens
- fraudulent activities and/or breaches of privacy
- smoking and/or vaping in a non-smoking area
- interference with hostel fire protection measures.

## Hostel guidelines

To operate effectively for all guests, YHA hostels have a range of operational procedures which all guests are expected to follow. These include:

- presenting photo identification at check-in
- adhering to checkout times
- accepting liability to provide compensation for any damages or costs incurred by YHA as a result of their direct actions, including activation of the fire alarm
- payment in advance for accommodation

At times, the hostel staff may be required to issue further instructions to guests. YHA guests are expected to comply with any reasonable request made by hostel staff. Aggressive and/or threatening behaviour towards staff will not be tolerated.

## Failure to meet the YHA Guest Code of Conduct may result in the following:

- the manager requesting the guest to leave the premises
- suspension of their YHA membership
- refusal of entry to other YHA hostels.