



# **OUTLINE – PLAN OF MANAGEMENT**

Transport House Rooftop Function  
Centre

CONTENTS

1. Introduction .....1

2. Plan of Management .....3

3. Security Management Plan .....6

Disclaimer.....9

FIGURES

Figure 1 – Aerial Photograph..... 1

# 1. INTRODUCTION

## 1.1. PURPOSE

This Outline Plan of Management (**PoM**) serves to establish operational parameters for the proposed Transport House Rooftop Function Centre, in accordance with requirements under the *Environmental Planning and Assessment Act 1979* and the *Liquor Act 2007*.

It is noted that a modification application has been prepared to modify Concept SSD-7693 to allow the insertion of a “stage” within the SSD-7693 consent, to enable the construction of a one-storey function centre on the Transport House rooftop via a separate ‘detailed’ design application. Following advice from DPE, this PoM has been prepared to outline future management strategies to be included in future detailed development applications.

This PoM includes criteria for the management of this space in order to mitigate any impacts associated with late-night trading at the site.

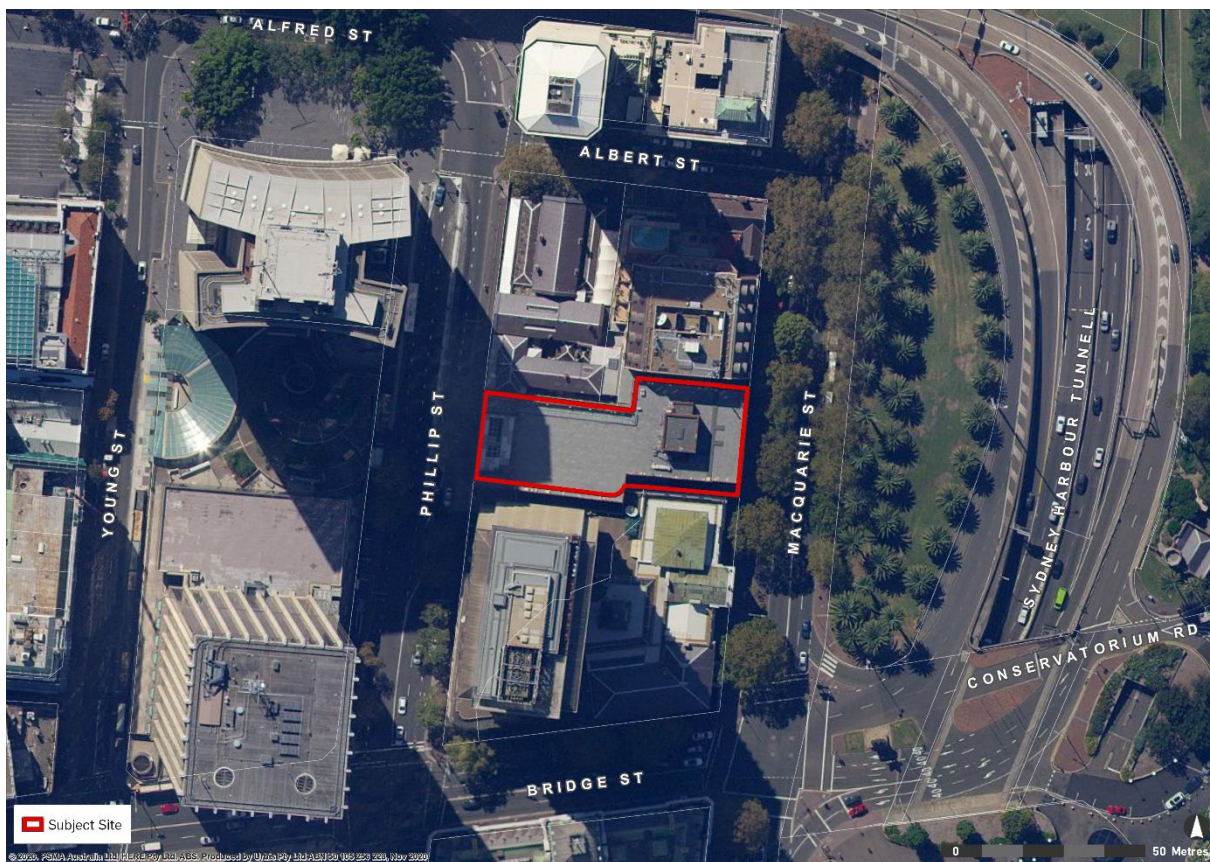
## 1.2. SITE LOCATION

The site is located on the rooftop of 99-113 Macquarie Street, Sydney. The site allotment is irregular in shape, with an area of approximately 1,600m<sup>2</sup> and is legally described as Lot 3 in DP 785393.

The site is occupied by a building known as Transport House. The building is a local heritage item (I1870) listed under Schedule 5 of *Sydney Local Environmental Plan 2012*. Surrounding land uses are a mix of commercial, visitor accommodation and residential uses.

The function centre will be located on the rooftop of Transport House.

Figure 1 – Aerial Photograph



Source: Urbis

### **1.3. TRANSPORT HOUSE DETAILS**

At present, the building known as Transport House operates for the use of commercially leased offices and The Hotel School, with access off Macquarie Street and Phillip Street.

### **1.4. ADJACENT PREMISES AND AREA ACTIVATION**

Transport House is located close to similar and compatible land uses. The proposed function centre on the Transport House rooftop will not contribute to any adverse impacts on the operation of surrounding uses, which include:

- Sir Stamford at Circular Quay Hotel (to the north).
- InterContinental Hotel (to the south)
- AMP Quay Quarter – mixed use precinct (to the west).
- Taylors Rooftop Bar (to the west).
- Bar Ombre Rooftop (to the north west).
- Various commercial office buildings.

## **2. PLAN OF MANAGEMENT**

### **2.1. GENERAL OPERATIONAL PARAMETERS**

It is proposed that the function centre will operate in conjunction with the decked area.

Access is intended to be proposed from Level 9 of the Intercontinental Hotel via a corridor link to a lift, which will lower one level to the Transport House roof top floor level.

### **2.2. NEIGHBOURHOOD AMENITY**

At all times, management shall consider the amenity of neighbours and where possible, take measures to ensure that there is no adverse impact on the surrounding area.

Management will take all measures to ensure that the behaviour of patrons and staff when entering or leaving the premises does not detrimentally affect the amenity of the neighbourhood.

### **2.3. OPERATIONAL NOISE**

All sound emissions and noise management practices will comply with City of Sydney Council's requirements, the Protection of the Environment (Operations) Act 1997 and NSW Office of Liquor and Gaming.

Acoustic Logic have prepared a Noise Impact Assessment to minimise any potential noise impacts. No noise limiting devices will be installed, however a series of management initiatives to minimise the impact of noise during after-hours trading will be implemented at detailed design phase.

The assessment indicates that noise emissions from the proposed development can adequately addressed by:

- Managing activities on the terrace, particularly at night in respect of the playing of music and permissible patron numbers. If the proposed residential development is constructed, a minor level of residual impact is predicted based on the reference scheme. It will be feasible to plan and construct the future development so that these residual noise impacts are adequately ameliorated.
- The building envelope is appropriately acoustically rated so that noise emissions to not exceed the recommended criteria. Preliminary calculations indicate this is feasible. Should the future residential building adjacent to the site be constructed, then it is recommended that music noise emissions be limited to 67 dB(A) L10 and 72 dB(C) L10 when measured at the 3m setback to the future residential building. This noise level would allow acceptable noise levels within the future residential dwellings to be achieved with façade systems typical of those installed in the city environment.
- Plant and equipment is selected and treated to comply with the concept consent conditions.

### **2.4. HOURS OF OPERATION**

It is anticipated the function space will operate between 8am – midnight (7 days per week), generate 12 operational jobs and comprise an overall guest capacity of 200 patrons.

### **2.5. RESPONSIBLE SERVICE OF ALCOHOL**

It is existing hotel policy, in addition to being a condition of the Liquor License that all laws are complied with regard to the sale and consumption of alcohol on the premises.

All relevant staff will have completed an approved Responsible Service of Alcohol (RSA) course prior to commencing employment. Management will maintain an up to date RSA Register on-site containing all certificates and will ensure that this register is made available to the Police upon request.

Hotel Management's primary responsibility is the safety and wellbeing of all customers. Hotel Management will continue to:

- Implement a policy regarding the responsible service of alcohol at the premises.
- Remove any person who is identified as being intoxicated.

- Have a dedicated RSA officer on site at all times.
- Refuse to serve or supply alcohol to any person under the age of 18 years.
- Remove any person identified as being disruptive or displaying violent behaviour.
- Seek to ensure that no harm comes to patrons as a result of the service of alcohol.
- Not serve alcohol to intoxicated patrons on the premises.
- Prevent patrons from leaving the hotel with liquor in opened containers or glasses.
- Refuse service of alcohol to any patrons showing signs of intoxication or drunkenness.
- Encourage patrons to drink responsibly and let them know they will be asked to leave if they become intoxicated, disorderly, violent or quarrelsome.
- Refuse entry to all intoxicated persons.
- Promptly and politely ask patrons to leave when they are showing signs of intoxication or drunkenness.
- Endeavour to develop a very close working relationship with the police and emergency services.
- Ensure the hotel and its employees will not engage in any liquor promotion that is likely to promote irresponsible service of alcohol.
- Not permit intoxication or any indecent, violent or 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 to be determined by the licensee.
- Ensure all staff involved in the sale or supply of liquor or security must hold a valid RSA Competency Card and have it available at all times while on duty.
- Provide free tap water will be available at all times in areas where alcohol is served.
- 24 hours reception will assist all patrons in accessing safe transportation from the premises where possible.
- Ensure the availability of food consistent with the responsible service of alcohol; and
- Provide low alcohol options.

## **2.6. WASTE MANAGEMENT**

A Waste Management Plan will be prepared to support the detailed SSDA application with an emphasis on waste minimisation.

## **2.7. WASTE STORAGE**

Recyclables and general waste will be collected and stored in colour coded bins to ensure waste streams are not inadvertently mixed. All waste storage areas and bins will be provided with clear labels and directions for use in order to maximise appropriate separation of waste streams and enhance environmental outcomes.

## **2.8. WASTE COLLECTION**

Waste collection services for each waste stream will be provided by appropriate licensed contractors. Written evidence will be provided and held on site at all times of a valid and current contractor with a licensed collector for waste and recycling collection and disposal.

Hotel staff will be responsible for overseeing the waste management systems. The staff will be trained and informed about their responsibility to work closely with the private service provider and City of Sydney regarding the schedule for collection and presentation of bins. The staff member will be responsible for maintaining the bin store in a clean and tidy condition at all times and ensuring bins are washed regularly.

## **2.9. DELIVERIES**

Deliveries and waste collection will be via the existing loading dock. Access for deliveries and waste collection will not cause any interruption to the flow of external traffic. All loading will take place wholly within the premises with no deliveries, loading or unloading occurring on the street.

## **2.10. CLEANING OF THE PREMISES AND THE PUBLIC DOMAIN**

Mulpha Hospitality Group will ensure as far as practicable that the premises are kept in a clean and tidy condition both internally and externally. Staff will be employed to clean up the internal and external areas of the building on a daily basis.

## **2.11. SIGNAGE**

All mandatory and statutory signage will be displayed internally and at required entrances. All other external permanent signage is subject to Council and Planning approval.

No commercial signs, including banners shall be displayed on exterior of the premise without prior consent for Council. Signage in compliance with the Liquor Act 2007, including but not limited to signage required for responsible service of alcohol, together with signage requesting patrons when leaving the venue respect the quiet and good enjoyment of the neighbourhood, shall be displayed at appropriate locations within the venue.

## **2.12. FIRST AID STAFF TRAINING**

Management will undertake first aid training of bar staff in order to respond to a medical incident on the premises.

## **2.13. WH&S**

Mulpha group employs a senior Work Health, Safety and Environment Manager who will work with function centre Management to ensure that the Workplace Health and Safety standards are implemented for all uses.

## **2.14. LICENSING ACCORD**

Membership of the proprietor/licensee to a Licensing Accord within the City of Sydney will be requested during detailed design.

## **3. SECURITY MANAGEMENT PLAN**

The following addresses measures to be used for ensuring adequate safety, security and crime prevention both on the site and in the public domain immediately adjacent to, and generally surrounding, the premises.

### **3.1. PREMISES SECURITY**

Security system incorporates electronic monitoring and access control of the building through a system of proximity card readers, Closed Circuit TV (CCTV) system, intercoms and alarm system. All building including vehicle entrances and public areas are monitored with CCTV.

### **3.2. ILLEGAL DRUGS**

Drug use will not be tolerated at any time on the premises. Management will take substance abuse very seriously. Any person selling, purchasing, using or in possession of narcotics or other illegal substances on the premises will be subject to management action, including, if necessary, contacting police.

### **3.3. TRANSPORT AWARENESS**

A variety of public and private transport options are available for patrons, guests and staff from the immediate surrounds of the premises including during late night trading hours. The existing and future transport options within 500 metres of the complex include bus and light rail stops, taxi rank and train station.

In order to increase patron and staff awareness of public transport availability, Management will provide the following:

- Free maps of the local area and extended CBD for guests that detail current location and highlight key public transport facilities in the immediate vicinity (Circular Quay train and ferry etc.).
- Local bus, light rail and train timetables.
- Taxi booking and tracking services available 24 hours a day from reception.

### **3.4. GENERAL SECURITY PROCEDURES**

Management will regularly monitor inside and outside the premises with the aim to ensure that a safe environment for patrons and staff is maintained at all times.

### **3.5. DOOR POLICY AND DRESS CODES**

Management reserves the right to refuse entry if guests:

- Are drunk and disorderly.
- Do not meet the dress code requirements. These requirements will be displayed on appropriate signage as required and be available via the website.

### **3.6. INCIDENT REGISTER AND COMPLAINTS**

An Incident Report Register will be retained, and an entry completed where an incident necessitates action by an emergency service, fire brigade, police and maintenance.

The Rooftop Bar management team will maintain and record all incidents in an incident book. Incident records will be included in the Incident Book when any incident that could cause alarm or concern to members of the public occurs. Observations as to whether or not any persons identifiable as having been patrons at the Function Centre immediately prior to the incident were involved will be noted. Entries are to be made as soon as possible after such incidents and to include notes of the actions taken by the security staff.

At the end of each shift, any incidents that have occurred and the actions taken will be brought to the attention of the manager/licensee who shall ensure the details of incidents reported are recorded in the Incident Book kept by the venue.



At all times Management will be available on site if a patron wishes to discuss or report an incident. Any complaints received will be documented and followed up by Management. In addition, an executive of the company will be informed of all incidents or complaints.

### **3.7. BUILDING OCCUPANCY**

Management will be responsible for monitoring occupancy levels at all times as indicated by the occupancy permit. Management will:

- Monitor occupancy numbers via physical count and CCTV analytics; and
- Count customer numbers for management reporting purposes.

### **3.8. CROWD MANAGEMENT**

The operation of the venue is generally not anticipated to generate queuing or require crowd management. However, staff and security will ensure that frontages of the building are monitored to ensure that there is no unorderly queuing. Qualified security will be utilized to control all entries as necessary.

Management will reserve the right to ask any patron acting unsociably or undesirably to cease their behaviour and if required, leave the premises, failing to do so the police will be called to avoid confrontation.

### **3.9. SECURITY/PATRON INTERVENTION**

If the removal of a patron(s) is deemed necessary and appropriate in the circumstances of a security patron intervention, the removal will be carried out in accordance with Transport House's Security Operational Procedures and Directives.

Transport House's Operational Procedures are designed to avoid or minimise the risk of injury to Security Officers, the patron and other people present.

An incident report for any notable security related incident containing all relevant details will be completed as soon as practicable after the incident. Any force used in a removal must be lawful, justifiable and proportionate. Management may also notify the Police for assistance in removing any customer from the premises if required.

### **3.10. EVACUATION / EMERGENCY MANAGEMENT PLAN AND EMERGENCY CLOSING PLAN**

A detailed evacuation plan is in place and is part of all new staff orientation training and it is a requirement for all staff to re-train on evacuation and emergency procedure every 6 months.

- The prime concern of Management is the total safety of patrons, staff and neighbours.
- Management maintains up to date safety procedures and equipment at all times.
- Management ensures that a current list of emergency telephone numbers are near all phones at all times and maintains an Emergency response team communication platform at all times.
- Management ensures that all staff are aware and trained in the fire safety and emergency requirements and procedures to be followed in the event of a fire or emergency at the premises.
- An appropriately qualified fire equipment maintenance contractor is contracted to provide an ongoing service to maintain all fire prevention and control of equipment at the premises and ensure all relevant Codes are complied with and any recommendations outside of the code which emphasise the safety of patrons will be implemented.

In some circumstances it may become necessary to close the hotel, for example fire, flood, power failure, bomb scare and other major emergencies. Any emergency incidents are managed by the Chief Warden under the framework of the corporate Emergency Management Plan.

Management will liaise with Police and other emergency services should there be an emergency and will deploy resources and liaise with guests if required. Approval will be sought from the General Manager prior to closing. The hotel and relocation arrangements are in place with neighbouring hotels to accommodate. In the event of a confirmed emergency a warning system is deployed and the local emergency service is

automatically notified by the systems as well as communication as directed by the Chief Warden. The emergency management and evacuation plan will take effect.

### **3.11. SECURITY TRAINING**

Management will take the following actions to ensure the safety and security of its staff and patrons:

- Management and staff will be trained in effective communication strategies and techniques to enable personnel to diffuse potentially aggressive situations.
- Management and staff will be trained in Safety Principles which are designed to ensure that the risk profile for security, other staff and the public are effectively minimized.
- Management and staff will receive refresher training on a yearly basis to ensure all personnel are competent as well as continuing to be up to date with industry / legislative requirements.