



Plan of Management and Security Plan of Management



45 Macquarie Street, Parramatta

V Lounge

Submitted to Department of Planning & Environment
On Behalf of Crown International Holdings Group

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1.0 Introduction

This Plan of Management (PoM) and Security Management Plan (SMP) has been prepared by JBA on behalf of Crown Landmark Development Pty Ltd. It relates to the use of level 26 of the approved V by Crown mixed-use development at 45 Macquarie Street (the site) as a rooftop bar.

The purpose of this document is to outline the procedures by which Management and staff will be able to address certain situations of concern, as well as provide information on these processes to the relevant authorities including, but not limited to:

- Parramatta City Council (Council);
- Local Police;
- Local Fire Station;
- The Office of Liquor, Gaming and Racing; and
- The Casino, Liquor and Gaming Control Authority.

1.1 Documents Reviewed

In preparing this advice we have reviewed plans of the proposed bar, as prepared by Allen Jack and Cottier (Drawing 10052).

1.2 Background

1.2.1 Original Approval

On 28 October 2011, the Planning Assessment Commission (PAC) approved a project (MP09_0167) for the construction of a 26-storey mixed use development at 45-47 Macquarie Street and 134-140 Marsden Street, Parramatta. The approved development included:

- 367 residential apartments;
- 2,952m² of retail and restaurant floor space;
- 1,240m² of retail and restaurant floor space;
- 316m² archaeological interpretation centre; and
- Six levels of basement parking accommodating 535 car parking spaces, 86 bicycle parking spaces and 4 motorcycle spaces.

1.2.2 Modification 4

This Plan of Management accompanies the Modification 4 Environmental Impact Statement which proposes a range of minor modifications, as well as the following significant changes. The primary change proposed in Mod 4 is an increase in height of the portion of the proposed development in the south-western part of the site fronting Hunter Street (referred to as Section D) to provide an additional 7 levels. Section D will have a maximum height of 66 metres (19 storeys).

The change which this PoM relates to is in regards to the provision of a rooftop bar at Level 26 of Section C of the building, which is located in the southern part of the site.

2.0 Site Location and Details

2.1 Description of Proposal

The proposal is for addition of a rooftop bar (dubbed 'V Lounge') on level 26 of Section C of the approved mixed-use development at 45 Macquarie Street, Parramatta.

Site location and internal layout plans of the proposed premises are included as part of the package of information that is submitted with Modification 4 to consent MP09_0167.

2.2 Capacity and Proposed Operator

The maximum capacity of the premises at any one time will be 340, which is consistent with the maximum patron numbers as per the BCA Report prepared by BCA Logic, which is being submitted as part of this application.

2.3 Hours of Operation

The bar is proposed to have the same hours of operation for both the internal areas of the bar and the external terrace. The proposed hours of operation are 7:00 am to 12:00 am, seven days a week.

2.4 Staff

V Lounge will employ between 8 and 10 staff at any one time, with more staff to be hired if required. Staff will have valid Responsible Service of Alcohol training, and will have first aid training.

2.5 Responsible Service of Alcohol

Alcohol will be permitted to be serviced within the bar and patrons under the age of 18 will not be permitted within the bar. Further details on relevant Responsible Service of Alcohol practices which will be followed are provided under the relevant section of this PoM (Section 4.1).

2.6 Point of Sale

There will be one point of sale (POS) within the bar, located at the western end of the premises. The space between the customer and the POS is 800mm, which will be at least 1200mm high from the ground. The POS system will ensure that cash is not visible to persons except when transactions are occurring. Staff will be trained in cash handling.

2.7 Amendment to this Plan

This PoM will be reviewed from time to time and amended when necessary, particularly with regard to any conditions of consent as specified as part of an approval. Management is to liaise with the Police and Council in respect of any amendments to the Plan and provide a copy of any amended Plan to the Police and Council.

3.0 Management Measures

3.1 Neighbourhood Amenity

At all times management shall consider the amenity of its neighbours and shall take all reasonable measures to ensure that there is no unreasonable adverse impact on the surrounding area, including occupants of the V by Crown development.

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

The premises shall be conducted in such a manner as not to interfere with, or materially affect the amenity of the neighbourhood by reason of noise, vibration, smell, fumes, vapour, steam soot, ash, dust, waste water, waste products, grit, oil or otherwise.

3.2 Noise

Internal Noise

The premises will be operated in accordance with any noise conditions imposed by Council as part of any development approval as well as any requirements of the relevant licensing authority.

External Noise

All sound emissions and noise management practices will comply with Council's requirements and the Protection of the Environment (Operations) Act 1997.

Signage will be installed to remind customers to minimise their noise as they leave the premises with respect to nearby residents.

Patrons Leaving

Staff will inform patrons of available local transport and remind guests of their residential surrounding and to consider neighbours when leaving the premises.

3.3 Waste Minimisation and Management

The proposal will be consistent with Waste Management Guidelines and condition of the development consent.

The operator will ensure that any spoils from the disposal of rubbish are mopped up promptly and rubbish from the bar is removed from the bar frequently and on an as-needs basis. The operator will take the following steps in order to minimise and manage wastewater.

- Separation of recycling will take place within the bar prior to disposal in garbage bins, by means to waste bins.
- Food will be prepared fresh to as to minimise food wastage at the end of each business day.
- Food produce will be ordered as required and on a regular basis to prevent food from expiring.

The removal of wastes and recyclable materials shall be made by Council or a recognised contractor. Waste is to be minimised by separation of trade waste

putrescible waste, with recyclables being collected by a recognised contractor. All trade and putrescible wastes must be stored on site at all times and will be collected in accordance with the waste contract.

3.4 Cleaning of Premises

Management will ensure so far as practicable that the premises are kept in a clean and tidy condition both internally and externally. Staff will clean the bar as well as the internal and external areas of the premises daily, prior to and following daily use. This will be closely monitored by management.

3.5 Signage

All mandatory and statutory Office of Liquor, Gaming and Racing signage (OLGR) will be displayed internally and at required entrances. All other external permanent signage is subject to Council approval.

3.6 Occupational Health and Safety

Management and staff will work together to implement specific procedures to ensure that safety of patrons, staff and visitors to the premises.

As part of this commitment, managers and staff will monitor all thoroughfares within the premises to ensure that they are kept free from obstructions; particularly the designated fire exits.

The safety of staff, patrons and visitors is of paramount concern and management and staff should be fully conversant with their responsibilities with regard to the safety of the public within the premises and in the surrounding areas.

3.7 Residential Interaction

The site is located on the intersection of Macquarie Street and Marsden Street in central Parramatta. The area around the site is lined with restaurants, cafes and licensed premises. The proposed use is consistent with surrounding uses and will not contribute to any adverse impacts to the operation of surrounding uses.

The proposed bar will be located on level 26 of Section C of the V by Crown development and will be accessible by the Section C lift core. During the proposed operating hours of the proposed bar, one lift will be used exclusively by patrons to the rooftop bar. This lift will be programmed to not stop at any other floors during the period that it is used by patrons of the bar. This designated lift will use separate lift request buttons to the other lifts, and will be well signposted to ensure patrons are aware of which lift they are required to use.

During the proposed rooftop bar operating hours, the other lifts will be used exclusively by residents. Bar patrons will not be able to use these lifts, which will be enforced by swipe card access.

The following additional points are noted in regards to the lift use:

- Access to the rooftop bar lift will be separated from the access buttons of the remaining lifts, so as to prevent unintentional mingling between residents and patrons, which may result from a call button in the same location. This direction for patrons of the bar will be well signposted.
- Although the remaining lifts will be for the use of residents only, all residential floors (including basement car parking) will only be accessible by use of a swipe card.

- During the hours in which the proposed bar on level 26 is not operational, access to all floors from all lifts will require swipe card access.

The main residential lift core of the approved building, which only provides access to residential areas in the building, will not be accessible by users of the bar. This lift core will require swipe card access.

The above measures are seen to be adequate in the minimisation of any impact on residential amenity, in regards to the co-mingling of residents and patrons.

4.0 Operational and Security Management

4.1 Responsible Service of Alcohol

It is the Management's policy, in addition to being a condition of the Liquor License that all laws are complied with in regard to the sale and consumption of alcohol on the premises. Management will adopt and promote the *"New South Wales Liquor Industry Code of Practice for the responsible promotion of liquor products"* as its "House Policy". A copy of the Code will be prominently displayed at the premises and will be readily available to all staff involved in the sale and supply of liquor.

All staff involved in the process of serving patrons alcohol 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 and OLGR inspectors.

Management's primary responsibility is for the safety and wellbeing of all customers. Management and staff will:

- implement a "House Policy" regarding the responsible service of alcohol at the premises;
- recognise that it is against the Law to serve any person to intoxication;
- recognise that it is against the Law to serve or supply alcohol to any person under the age of 18 years;
- ask any person who appears to be younger than 25 years for identification;
- recognise that it is against the Law to allow disruptive or violent behaviour to occur on the premises;
- only display responsible promotions of liquor on the premises, in accordance with the Office of Liquor, Gaming and Racing *Liquor Promotion Guidelines*.
- seek to ensure that no harm comes from patrons as a result of the service of alcohol;
- not serve alcohol to intoxicated patrons on the premises;
- refuse service of alcohol to any patrons showing signs or 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;
- provide free water at all times to patrons from jugs located at the bar and upon request from staff members;
- provide ancillary food for purchase;
- provide low alcohol drinks, soft drinks and water on request;
- refuse entry to intoxicated persons; and
- promptly and politely ask patrons to leave when they are showing signs of intoxication or drunkenness.

4.2 Illegal Drugs

Management will take substance abuse very seriously from patrons and staff. Any employee proven to be selling, purchasing, using or in possession of narcotics or other legally controlled substances off premises or within the company business will be dismissed. Any patron found to be selling, purchasing, using or in the possession of narcotics or other legally controlled substances on the premises will be asked to leave and / or the local police will be contacted.

4.3 General Security Procedures

Management will regularly monitor inside and outside the premises with an aim to prevent patrons antisocial loitering in the area as well as taking action to minimise noise and antisocial behaviour. Security can be posted at the ground level if necessary.

4.4 Incident Register / Complaints

An Incident Register will be required to be completed on all incidents that necessitate action by an emergency service, fire brigade, police and maintenance called in after hours. As well, an executive of the company is required to be informed. Any complaints received will be documents and followed up by the Management.

4.5 Hold Up Procedure

The primary advice is to remain as calm as possible. Other advice is as follows:

- activate alarm devices as soon as possible;
- try to stay calm and assess the situation;
- unless otherwise ordered, “continually observe the bandit making a mental note of the bandit’s appearance”;
- pay particular attention to scars, tattoos, firearm or weapon, plus any unusual or prominent features;
- note his / her conversations including any indecent language, accent nicknames or speech peculiarities;
- look to see if a motor vehicle is being used and note any occupants;
- obey the instructions of the bandit, do not be over co-operative;
- move slowly. Only do this with safety. Advise of any sudden movements you have to make;
- do not put up a fight;
- do not discuss the incident with anyone other than police or senior Management; and
- observe the direction taken after the bandit leaves the premises.

4.6 Money Handling

Management will remove money from cash points periodically as appropriate. There will be no movement of monies from the premises by management at night. All appropriate safety alarms will be installed including back to base security which involves the burglar alarm system being linked to the security company.

4.7 CCTV

Management will install CCTV surveillance in strategically placed locations. The surveillance tapes will be kept for a period of at least 30 days for viewing by the police if required.

4.8 Theft

In the event that theft occurs involving a customer, every effort must be made to assist the customer in any way possible, i.e. forms, police report, telephone calls. All personal information must be recorded on the Incident Report Form in case any items are recovered at a future time.

Incidents involving staff members must also be documented on the Incident Report Form and any necessary police reports must be completed. A list of all items missing must be recorded.

The theft of any property from the premises must be reported to the police for insurance purposes. All thefts must be documented clearly and concisely on an Incident Report form.

4.9 Weapons

Weapons of any type, i.e. knives, firearms, etc., will not be permitted at any time, unless in the hands of authorised police.

4.10 Evacuation Plan and Emergency Closing

A detailed plan of the site an evacuation plan will be provided during training and in some circumstances it may become necessary to close the establishment i.e. fire, flood, power failure, bomb scare and other major emergencies. Approval must be sought from the Manager on duty prior to closing.