



OPERATIONAL DETAILS (PLAN OF MANAGEMENT)

KENSINGTON LANE HOTEL (BLOCK 3A)



PREPARED FOR FRASERS BROADWAY PTY LIMITED

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Introduction

Central Park is a \$2 billion mixed-use regeneration project incorporating 2,000 residential apartments, 70,000sq.m of “A Grade” commercial space, an extensive 16,000sq m retail facility, hotel and public parklands extending over a 6 hectare site. Central Park is situated within a high profile location in the Southern Precinct of the CBD with 80 million pedestrian and transport movements passing by every year. Less than 150 metres from Central Railway Station (Australia’s busiest railway station) and adjacent two of Australia’s largest Universities (Sydney University and The University of Technology, Sydney), Central Park will form a new southern gateway into the heart of the CBD

The Kensington Lane Hotel represents a unique opportunity to develop a 60 room boutique hotel with associated leisure facilities and restaurants. The buildings are located on the eastern side of the Central Park development site and are bounded by Kent Road (Carlton Street) to the west, Kensington Street (Kensington Lane) to the east, Block 3B to the south and Broadway to the north. The buildings that constitute block 3A are the County Clare Hotel and former Fosters Administration Building. Both buildings represent significant heritage assets and are noted as Heritage Items on the Sydney Local Environmental Plan 2005.

The hotel will include 60 rooms located throughout the Administration building. 2 restaurants will be located on the ground floor of the Administration building facing Kensington Lane, while guest rooms on the ground floor will face Carlton Street. The basement of the Administration building will contain most of the hotels back of house, services and storage areas. A rooftop leisure area and pool will be provided for hotel guests. Within the County Clare Hotel will be the hotel reception, meeting rooms and upper level restaurant.

Ten car parking spaces will be located within the combined Blocks 2 and 5 basement situated across Carlton Street. A valet service will be offered to those guests who require car parking facilities. Deliveries and servicing to the Hotel will be via the loading dock positioned on the south eastern corner of the Administration building, along Kensington Lane.

The content of this Plan of Management is currently in its draft form and will be updated prior to occupation to reflect the specific requirements of the hotel operator. The areas within the Hotel that have been identified as restaurants will be subject to separate Development Applications with the Authority. It is likely that specific operational details and a Plan of Management will accompany any future Development Applications for these restaurants.

Hotel Operator and Building Management

Management of the Hotel and its associated restaurants and leisure facilities will be undertaken by a professional Hotel operator. The General Manager shall ensure all on site operations and activities comply with this Plan of Management to the satisfaction of the Department of Planning and Infrastructure (DPI) and the City of Sydney Council (CofS) within the framework of the relevant acts of parliament governing this type of accommodation.

The Hotel operator shall be responsible for the daily operation of the Hotel including but not limited to the following;

- Appointing a General Manager, supervisors and front of house staff during hotel hours of operation to assist hotel guests, visitors and restaurant users
- Appoint an afterhours duty manager to act as a hotel liaison manager to assist guests with any issues or queries that may arise during their stay
- Maintain accurate records of all guests in order to comply with relevant statutory requirements
- Monitor guests & guest behavior throughout the Hotel
- Carry out scheduled (and if required random) property inspections both inside hotel rooms and of the common property areas throughout the building.
- Ensure ongoing security of the premises, including the registration, issue and monitoring of security passes (swipe cards, keys, code pad key locks).
- Ensure guests are provided with a list of contact numbers for the Manager, Duty manager and other key contacts including emergency services
- Issue duty manager and all staff with contact numbers of Senior Management, preferred tradesmen in event of emergency maintenance, Fire Brigade, Police and local hospital.
- Convene meetings as required between the General Manager and adjacent or surrounding neighbours to address any internal or external complaints or grievances.

Full Time Management

Full time management shall be undertaken by the General Manager (GM). The General Manager shall appoint a team of staff who are on call in his absence. All staff shall be provided with a list of 24 hour/7 day a week contact numbers for the General Manager, Hotel Owners and other hotel support personnel.

During peak times the Hotel will be manned by suitably qualified and experienced staff that will be able to assist with guest check in/out of their room, settling-in, operational, emergency and or reservation enquiries.

The role of the GM (or his delegate) is an important part of the management strategy for the Hotel. The GM shall be a senior member of staff with previous senior experience in operating this type of Hotel and will include (but not limited to the following responsibilities):

- Monitor building security including guest and visitor behaviour
- Dealing with disruptive or socially unacceptable behaviour
- Reporting accidental or deliberate damage to the building/s
- Report any faulty building equipment or services
- Monitor that any firefighting equipment provided is not unlawfully tampered with or abused.
- Monitor deliveries of goods to the Hotel and proper disposal of waste
- Monitor general building cleanliness (housekeeping issues – fire & health hazards)
- Monitor that the building is not used by any guests for any illegal activity
- Monitor that no pets are kept onsite

Emergency Contact

Each guest and member of staff shall be provided with a 24 hour emergency contact telephone number for the General Manager (or his delegate). In the event that a guest or member of staff calls the 24 hour emergency contact telephone number he/she can expect a prompt response (including, if applicable repair or attendance to the issue raised) from the relevant applicable Manager on Duty.

Emergency numbers for the Fire Brigade, Police, Ambulance, 24 hour GP's and Local Hospital shall also be provided and readily accessible to all guests and staff.

Emergency & Evacuation Procedures

Each guest room within the Hotel shall feature a colour printed emergency evacuation procedure plan fixed to the inside of each hotel room front door. Guest and visitors shall be instructed to make themselves familiar with these procedures. The emergency evacuation plan will also clearly display emergency numbers for the Fire Brigade, Police and local hospitals

The General Manager shall conduct a minimum of two (2) drills per annum to test satisfactory evacuation procedures and ensure all Guests are familiar with the evacuation procedure. These drills shall involve all guests and staff within the building. If a fire or other emergency does occur, alarm bells will ring within the building/s. This will be followed by audible instructions to evacuate. Guests will be asked to move in an orderly controlled fashion to the nearest fire stairs, exit the building and assemble for head-count in the designated assembly areas.

Critical Incident Management Protocols

The General Manager shall establish a suitable framework to record, investigate and resolve any critical incidents that occur within the Hotel, restaurant or leisure facilities.

Firstly, the General Manager shall promptly undertake investigation into the critical incident and register pertinent issues including, but not limited to:

- Bodily harm to persons
- Accidental damage to the property
- Malicious or intentional damage or vandalism Owners property
- Criminal intention or action to person's or property.

Secondly, the General Manager shall take necessary action to remedy, resolve, prevent or prohibit further incidents occurring. A critical incident report form shall be completed for each critical incident that occurs at the Hotel. If necessary the General Manager shall report the critical incident to authorities, including any emergency services and Police.

Contactability (incl. over holiday periods)

The General Manager shall be provided with a list of contact numbers for all the:

- Emergency Services
- Local Hospital
- 24 hour tradespeople
- Owner
- Other relevant support staff

The support staff and General Managers delegates shall be provided with a list of contact numbers for the:

- General Manager
- Emergency Services
- Local Hospital
- 24 hour tradespeople
- Owner
- Other relevant support staff

Maintenance and Cleaning Schedule

Guest rooms will be cleaned on a daily basis by Hotel staff. Guests will be encouraged to contact the General Manager if they have any issue with cleanliness or other in room maintenance issues. The General Manager will be responsible for addressing the issue as soon as possible

Communal areas, including lobbys, restaurants and leisure facilities will be cleaned and maintained on a twice daily basis or more frequently depending on usage by guests and visitors.

Deliveries, Loading and Unloading

Deliveries, couriers and waste removal are proposed to be loaded and unloaded from Kensington Lane. The management of these deliveries and loading will be restricted to outside of peak hour times and where possible coordinated with the General Manager. Deliveries to the restaurants will be coordinated with the operators of those retail tenancies in order to ensure they do not clash with peak hour times nor disturb the quiet enjoyment of neighbours. The frequency of deliveries to the Hotel and restaurants will be determined by the level of occupancy and reservations, however deliveries are likely to occur on a daily basis. Waste collection will be conducted by private waste collection services. Refer to the separate Waste Management Plan, by Arup, for details of collection and frequency.

Car Parking, Guest Arrival & Hotel Valet service

Ten car parking spaces for guests will be provided for this Hotel in the adjacent Block 2 & 5 basement. It is expected that most guests will arrive at the Hotel by taxi or private chauffeured vehicles. Given the proximity to Central train station and other modes of public transport the additional pressure on the road network from guest and visitors will be minimal, see Traffic Report prepared by GTA in support of this Project Application. Guests arriving by taxi or private chauffeured vehicles will typically arrive in a northbound direction along Kensington Lane and be dropped off at the Hotel lobby, refer to architectural plan by Tonkin Zulaikha Greer A-101 for location of passenger drop-off point.

Building Security & Access

Building security and access is an important consideration to the Hotels premises.

The General Manager shall ensure and maintain the security of the building and grounds. All entry and exit points to the building/s shall be secured and only accessible by either swipe card or security registered key access. Access to back of house and service corridors will only be provided to members of staff who require access to these sensitive areas.

Building access shall only be made available to registered Hotel guests. The General Manager shall register the issue of all swipe cards and restricted keys against the corresponding guests file.

Any lost or stolen cards will be de-activated. Guest room keys will be security registered solely to the Guest and therefore not able to be copied to other persons.

The Hotel and reception area will be situated adjacent to the front entrance door on the ground floor of the County Clare Hotel. The strategic location of the reception will ensure passive and active surveillance of guests and visitors in and out of the Hotel.

The General Manager shall record the CCTV cameras installed within the buildings. These cameras shall be monitored via 24 hour recording equipment and are also accessible by the General Manager via internet link. (Add additional text from CPTED report re CCTV)

Registration of Grievances and Guest Dispute Procedure

Any tenant, at any time, can contact either the General Manager to register and discuss a grievance against another guest or an issue regarding the operation of the building/s. Serious grievances or complaints must be lodged in writing.

The Manager shall establish a suitable framework to record, investigate and resolve grievances, complaints or disputes.

Firstly, the Manager shall promptly undertake investigation into the grievance/complaint and talk direct to all concerned or involved parties.

Secondly, the General Manager shall convene a meeting, at a convenient time and location between all concerned parties to provide a forum to air their grievances in a controlled and monitored environment. At this meeting all parties shall be encouraged to discuss their viewpoint and consider the other's standpoint. The Manager shall attempt to resolve the grievance to the satisfaction of all parties and make a ruling within the framework of the Hotel operators' policy.

External Complaints Handling Procedure

Any complaints received from non hotel guests and neighbours will be dealt with by the General Manager or his delegate and treated seriously. Irrespective of the severity of the complaint a regime of escalation will be prepared in order to ensure that if further complaints were received they did not manifest in to large scale problems that detrimentally impact on the Hotel operation.

Guest Behaviour – Hotel Rules

Guest behaviour shall be monitored by the General Manager (or his delegate) within the framework of the Hotel house rules, operational requirements and statutory constraints

The Hotel Rules will be made available to each guest and will be available in printed format in each guest room. The final set of rules have yet to be decided but they will include the following general concepts.

The rules will cover items such as:

- Check-in and check-out times
- Emergency and Management contact details
- Rights and responsibilities
- Communications
- Payments
- Rules of occupancy
- Refund policy
- Health & Safety
- Building Facilities
- Security
- Local information
- Acknowledgement and complaints handlings forms

Subject always to the House Rules, the following issues shall be monitored and controlled by the Manager:

- Noise shall be kept to a minimum at all times. It is a requirement of this Plan of Management that tenants do not disturb the peace, quiet and comfort of other guests or neighbours. Any excessive noise or disturbance shall be reported to the General Manager for action.
- Smoking in any part of the building/s is strictly prohibited. This includes all rooms, indoor areas, fire stairs and entry foyers. This rule applies to every person entering the building.

- The General Manager with the assistance of his staff will promote a responsible attitude towards the consumption of alcohol. All common areas are alcohol free unless approved by the General Manager.
- No person is encouraged to indulge in any form of gambling in any part of the building/s.
- Illegal drugs and substances are strictly forbidden in all parts of the Building. The General Manager will inform the appropriate authorities if guests are found possessing, dealing or using illegal drugs or substances.
- Any guests engaged in theft or vandalism will be required to immediately vacate the building/s with the appropriate authorities notified. Criminal charges may be laid.
- The Anti-Discrimination Act deems discrimination unlawful on several grounds including sex, race, age, sexual activity, impairment, religion, political belief or activity. If guests think that they have been subjected to any form of discrimination or vilification they should immediately notify the General Manager and an appropriate course of action will result.
- Depending on the level of severity any guests displaying anti-social or unacceptable behaviour shall be given a verbal warning. If such unacceptable behaviour persists the General Manager shall reserve the right to remove the guest or visitor from the premises.

Management of Internal and External Common Areas

The General Manager will ensure that the House Rules are adhered to by all Hotel guests and visitors. External areas will have CCTV surveillance which will be monitored by staff. The external common area, will be accessible by guests using an access control system and will be locked during the hours of (10pm to 8am, 7 days a week, TBC). The consumption of alcohol in this area is strictly at the discretion of the General Manager. The Manager also has complete discretion over the hours that the external area can be accessed by guests.

Internal areas, including the lobby, corridors and meeting rooms will be monitored and controlled by the General Manager to ensure all guests are afforded the opportunity to enjoy their stay at all times. The complaints procedure will be used to ensure the common areas are utilised effectively and not cause unnecessary disturbances to guests and visitors. Back-of-house (bike storage, waste rooms and other storage areas) will also be monitored by CCTV to ensure the safety of all guests and staff. All back of house areas will only be accessible to designated staff who hold the required level of security clearance to access these areas. Lift access throughout the building will be controlled via swipe card or security registered key access.