

Ubar Plan of Management 2021

1 Central Courtyard,
Macquarie University

Revision Number: 2
Date: 1/6/2020

Overview

General trade

Ubar generally trades from 8am until 10:00pm Monday to Friday except on scheduled event nights when trade is extended to 2am, generally on a Thursday. As per licence conditions alcoholic beverage service commences at midday. Ubar is located at 1 Central Courtyard Macquarie University and offers a range of alcoholic & non alcoholic beverages along with a substantial food offering focussing on pizza, breakfast rolls and bar snacks. Ubar may operate on weekends as per demand. Capacity of Ubar licensed area is 1220 people.

Ubar offers daily activities to attract visitation focussing on activities that encourage social interaction such as trivia, bingo, painting classes and pool to name a few.

Ubar also offers live entertainment such as comedy, bands, open mics and unplugged artists as a background music offering.

Ubar Theme Nights

Theme nights are generally held on Thursday nights during Sessions 1 and 2. They may occur on a fortnightly basis however academic calendar will dictate that frequency of events will change annually.

Theme Night Opening Hours

- Events will run from 2000 to 0100.
- The Bar will cease alcoholic service at 1230, non-alcoholic beverages will be available until 0100
- Front Door will close for entry at 2300
- Venue will be cleared at 0100
- No pass outs during entire event
- Over 18's only

Expected Attendance

- Up to 1200 Guests, the majority will be Macquarie University students.
- 2 Guests per student allowed, to be signed into Ubar register upon entry

Entertainment

Entertainment for each event is booked approx. 2 months in advance. There are a number of student DJ's as well as external artists procured.

Additional Production

Production varies throughout the year, depending on artist, budget and event. If production is brought in by an external supplier Ubar uses Action Sound, details below:

Ph: 02 9764 6622

Website: www.actionsound.com.au

Site and Emergency Contacts

Name	Position	Organisation	Contact Number
Pete Boyle	Acting CEO Campus Life	Macquarie University	0438 152 339
Peter Fasogiannis	Licensee/Event Manager	Campus Life	0404 031 726
Moe Shakourof	Outlet manager - Ubar	Campus Life	0406 845 432
Moe Said	Security	Wrightway Security	0405 551 112
Nearest Hospital	Sydney Adventist Hospital	Sydney Adventist Hospital	02 9487 9000
Emergency Services	Fire, Police, Ambulance	NSW Emergency Services	000
Eastwood Police	If not an emergency	NSE Police Force	02 9858 5944

Please Note: Please ensure in the case of a major incident i.e. Police arrest or ambulance transport, Pete Boyle to receive an SMS about the incident within 15min. Pete Boyle will not be onsite for the event, Peter Fasogiannis is the Senior Manager onsite.

College Contacts

In the event that the Ubar reached capacity before 2230, Bar Manager will contact colleges to inform their students that we are at capacity and not to head to the Ubar.

Name	Position	Organisation	Contact Num:
Various	Evening DM	MUV	0466 774 201
Various	RA Duty Manager	DLC	0439 856 102
Alasdair Murrie-West	Principal	DLC	0420 688 121
David Kents	Duty Officer	RMC	0407 490 290

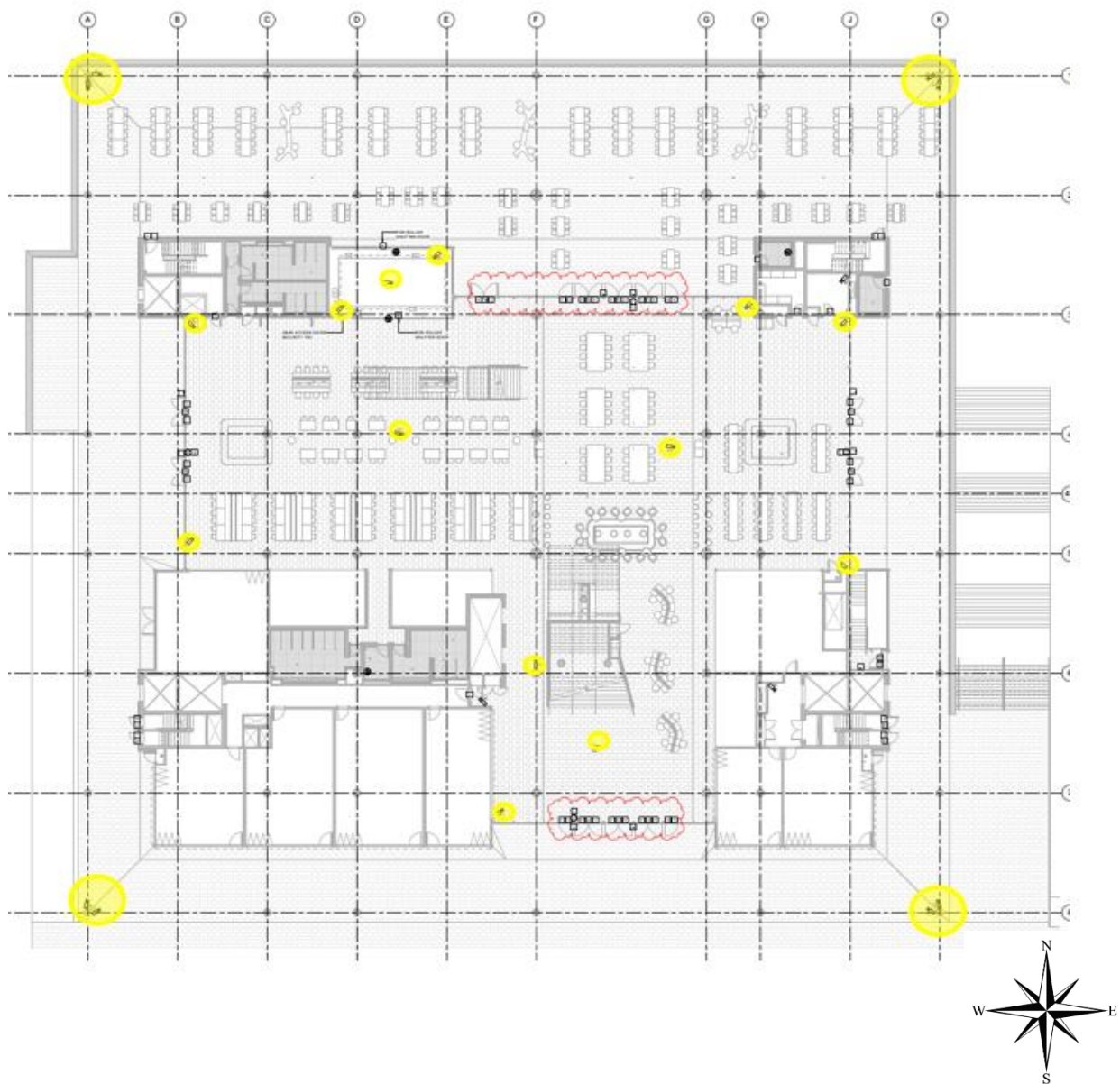
Security & Crowd Control

- Ubar operates on one guard per 100 patron ratio and will be responsible for a designated area of the venue unless on roaming or RSA Marshall duties.
- Wristbands will be issued to all attendees with students and their guests being issued different coloured bands for easy identification. Colours of wrist bands change on a weekly basis to eliminate students re-using wrist bands at the next event. Any patrons found without a wristband will be escorted from the venue.
- No glass will be permitted in the licensed area on event nights and all beverage will be served in plastic vessels.
- The entry will be secured and manned by security allowing only one exit and one entry for patrons during the event. In the event of an emergency/evacuation, security staff will open and supervise all exits.
- At the conclusion of an event eastern exits will be opened and supervised by security to assist in clearing the venue.
- Free Water Stations are available and easily accessible in event site.
- Ubar staff briefing will be completed prior to event addressing RSA, Security, event night information, ID checking, House Policy and minors. All staff trained in the responsible service of alcohol. RSA Competency card check of all staff responsible for the sale and supply of alcohol will also happen.
- Students will only be able to sign in 2 guests each to limit the number of external patrons at the event. ▲
- Any incidents will be recorded in the incident register and security will supply an event report post event
- No pass outs at any time
- No alcohol will be allowed to be brought into or out of the licensed event. Macquarie University campus is an alcohol free zone and will be enforced by security as per Macquarie University Alcohol & Drug Policy
- Security will conduct bathroom checks every 30min and record on security log.
- Additional security support, Police or Ambulance may be requested by Security Manager on duty to Macquarie University Office who will coordinate the request.

CCTV

CCTV is provided throughout the licensed area which is located on the ground floor of 1CC. CCTV is both internal and external facing as per the plan that follows. The CCTV system is managed centrally by Macquarie University Security office which is manned 24/7 with footage recorded for historical access.

The external cameras are pan tilt zoom cameras focused on each entry/exit of the floor, and there are 13 internal cameras directed at entry/exit points, within the bar and the general floor area.



Consideration to neighbourhood Amenity

Ubar provides a safe environment for students, staff and has significant consideration in managing its impact to local residents.

Ubar manages impact to neighbourhood amenity through:

- Monitoring and recording noise levels during events
- Anticipating, acting and responding to noise levels that may impact residents through:
 - Lowering overall sound levels
 - Reducing low frequency (bass) sounds
 - Ensuring all doors to the venue are closed during event hours or after 8pm
 - Monitoring weather conditions and adjusting noise levels as per conditions
 - Setting up event audio in consultation with Risk Assurance Team in a layout that ensures sound does not impact local residents
 - Displaying signage and having staff drive the message on keeping noise to a minimum when leaving the venue
 - Ubar Security will provide transport from Ubar to local student accommodation as well as Macquarie University train station.
 - Any complaints received to Ubar or Campus Security to be communicated to Licensee for immediate review and action.

Minors House Policy

The Licensee and staff each have a legal and moral obligation to not allow alcohol to be sold or supplied to minors under any circumstances. Because of the serious consequences that follow if a strike is recorded against the licence under the Minors Sanctions Scheme, a separate House Policy is **Attachment 1** to this Alcohol Management Plan.

Signage

Department of Justice approved signs at the entry



And the “sell or Supply” sign clearly displayed in each bar area, along with license information.

Large, clear signage indicating the location of food, free water and bars will be displayed in relevant areas.

Staff Responsibilities

The Licensee and alcohol serving staff and engaged security, all must have a valid and current RSA qualification, being a Competency Card for RSA, or an Interim Certificate which has not expired.

The Licensee and staff each have a legal and moral obligation not to allow intoxicated persons into the venue or serve intoxicated patrons alcohol. Any patrons found to be intoxicated will not be allowed to remain on the premises.

It is our responsibility as staff and security to address all signs of intoxication, identified by assessing and monitoring patrons. We will ensure the safety of patrons and staff by demonstrating strategies to conduct RSA. For more details, refer to U@MQ House Policy for Compliance with Secretary's Guidelines on steps to prevent intoxication, a copy of which is **Attachment 2** to this Alcohol Management Plan.

Demonstrated Strategies for Responsible Service

The below will be used to prevent intoxication:

- Have a substantial food offering
- Offer & Suggest non-alcoholic alternatives such as water or soft drink
- Encourage early detection through good communication between staff and security
- Refuse service in a non-confrontational manner, explaining why.
- Free water is available to guests at all times

Removal of Patrons from Licensed Premises

If a patron is intoxicated or disorderly, endangering or annoying patrons/staff or damaging property the following steps will be taken:

- Bar staff will inform security, making sure to not confront the patron directly
- Bar security will approach the patron calmly and politely, and firmly explain our licensing obligations and request the patron leave. Security will state the failure to quit message.
- Security will attempt to encourage a friend to accompany the person home offering to call a taxi or use our shuttle bus service
- Security will ensure the person does not regain entry to the licensed premises and has a safe method of transport home.
- Security and Bar Manager to record the incident as per licensing regulations
- If the person refuses to quit the premises security/management will call Police.
- Security will log in Ubar incident register and also the security log book.

Reporting of Incidents & the Preservation of any Crime Scene

The following incidents must be recorded in the Incident Register:

1. Any incident involving violence or anti-social behaviour occurring on the licensed premises;
2. Any incident in respect of which the licensee is aware that involves violence or anti-social behaviour occurring in the immediate vicinity of the licensed premises and which involve a person who has recently left or has been refused admission to, the licensed premises;
3. Any incident that results in a person being turned out of the licensed premises under s.77 Liquor Act;
4. Any incident that results in a patron of the licensed premises requiring medical assistance.

Any incidents will be reported within a reasonable timeframe. These reports will be in an OLGR approved register and will include information that is as thorough as possible. This will include:

- Date
- Time
- Location
- Name of patron/patrons and contact details
- Name of witness/witnesses and contact details
- Name of staff member reporting incident and signature
- Incident details such as
 - Intoxication
 - Inappropriate conduct
 - Violence
 - Patron/patrons injured
 - Staff injured
 - Property damage
 - Police called
 - Patron/patrons asked to leave, barred or suspended
 - Other notable incidents

Any further details of the incident and actions taken

Part A – Incident Log

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PART A - INCIDENT LOG				
Date	Time	Location	Reported by	
Incident details (please tick appropriate boxes)				
<input type="checkbox"/> Violence/aggression	<input type="checkbox"/> Intoxication	<input type="checkbox"/> Injury	<input type="checkbox"/> Theft	<input type="checkbox"/> Complaint
<input type="checkbox"/> Fail to quit	<input type="checkbox"/> Refuse entry	<input type="checkbox"/> Illicit drugs	<input type="checkbox"/> Minors	<input type="checkbox"/> Inappropriate conduct
<input type="checkbox"/> Self exclusion	<input type="checkbox"/> Refuse service	<input type="checkbox"/> Gaming	<input type="checkbox"/> Other _____	
Person description _____				
Incident summary _____				
Full report? <input type="checkbox"/> No <input type="checkbox"/> Yes If yes, incident report # (Part B) _____			Signature _____	
			Date _____	

Part B – Incident Log

1784833

PART B - INCIDENT REPORT				
Incident log # (from Part A)	Date of incident		Time of incident	
Location of incident	Reported by			
Witnesses	Phone			
Incident details (please tick appropriate boxes)				
<input type="checkbox"/> Violence/aggression	<input type="checkbox"/> Intoxication	<input type="checkbox"/> Injury	<input type="checkbox"/> Theft	<input type="checkbox"/> Complaint
<input type="checkbox"/> Fail to quit	<input type="checkbox"/> Refuse entry	<input type="checkbox"/> Illicit drugs	<input type="checkbox"/> Minors	<input type="checkbox"/> Inappropriate conduct
<input type="checkbox"/> Self exclusion	<input type="checkbox"/> Refuse service	<input type="checkbox"/> Gaming	<input type="checkbox"/> Other	
Details (if known)	Person 1 (P1)	Person 2 (P2)	Person 3 (P3)	Person 4 (P4)
Name				
Phone				
Age & sex				
Build/height				
Hair				
Clothing - top				
Clothing - bottom				
Shoes				
Other eg tattoos, piercings				
Weapon				
Injury				
Additional persons should be described in incident report below				
Incident report				
Action taken				
THIS SECTION MUST BE COMPLETED FOR ALL REPORTS				
Police notified?	<input type="checkbox"/> No <input type="checkbox"/> Yes	Date	Time	Event #
Staff signature				Date
Licensee/approved manager signature				Date

Crime Scene Preservation

The Licensee shall ensure that immediately after the Licensee or a staff member (including any member of security) becomes aware of any incident involving an act of violence causing an injury to a person on the licensed premises, the following procedure is adhered to:

- (a) The licensee and or staff (including security) is to take all practical steps to preserve and keep intact the area where the act of violence occurred, retain all material and implements associated with the act of violence in accordance with the Crime Scene Preservation Guidelines issued by the NSW Police, as published from time to time on the website of Liquor & Gaming NSW.
- (b) The licensee and/or staff member is to make direct contact with the Local Area Commander or his/her licensing delegate and advise the Commander or delegate of the incident; and
- (c) The licensee and/or staff member is to comply with any directions given by the Commander or his/her delegate to preserve or keep intact the area where the act of violence occurred.

Food & Beverage

Ubar offers a Pizza menu during all hours of licensed

operation. Menu includes: (subject to change)

MARGHERITA (V)

fior di latte, Italian mozzarella, cherry tomato & basil

MEAT LOVERS

Italian mozzarella, chorizo, ham, bacon and BBQ sauce

PERI CHICKEN

Italian mozzarella, chicken, mushroom, spanish onion, capsicum, rocket and peri peri sauce

GARLIC, HERBS & CHEESE

Garlic, herbs, fior di latte

VEGETARIAN (V).

fior di latte, Italian mozzarella, char grilled eggplant, capsicum, sundried tomato, spanish onion, & fetta

PROSCIUTTO

fior di latte, serrano prosciutto, rocket, shaved grana padano, extra virgin olive oil & balsamic glaze

SUPREME

Italian mozzarella, ham, capsicum, spanish onion, chorizo, olives, oregano