

# Plan of Management

InterContinental Hotel  
117 Macquarie Street, Sydney, NSW 2000

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<b>Licence No:</b>	LIQH400116152
<b>Licence Type:</b>	Hotel Licence
<b>Licensee:</b>	Jennifer Brown
<b>Status:</b>	Post Renovation
<b>Revision Date:</b>	19/5/2022

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## 1. Policy Statement

The InterContinental Sydney is a licensed premise and aims to provide a safe, secure, and entertaining environment for both its patrons and staff.

The licensee has been in the hospitality industry for 30 years and is committed to adhering to national industry, liquor licensing and workplace health safety standards and laws.

The property is managed by IHG Hotels & Resorts.

The plan should also be read as an operational noise and vibration management plan in addition to the plan of management.

## 2. Current Approved Trading Hours

The current trading hours for the premises are:

### All Dining and Function Rooms

- 5am to 3am Monday – Saturday
- 10am to 10am Sunday
- 31<sup>st</sup> December – 6.30am to 2am on the next succeeding day.

### Take away sales

- 5:00am to 11pm Monday – Saturday
- 10am to 10pm Sunday
- 31<sup>st</sup> December – 6.30am to 2am on the next succeeding day.

### Club InterContinental Lounge (Indoor Area)

- 6.30am to 12 midnight Monday – Thursday
- 7am – 12 midnight Friday and Saturday
- 6.30am to 10pm (liquor trading 10am – 10pm) Sunday
- 31<sup>st</sup> December – 6.30am to 2am on the next succeeding day.

### Club InterContinental Lounge (Outdoor Area)

- 6.30am to 10pm Monday – Thursday
- 7am – 10pm Friday and Saturday
- 6.30am to 10pm (liquor trading 10am – 10pm) Sunday
- 31<sup>st</sup> December - 6.30am to 2am on the next succeeding day.

### Consumption on premises

- Noon to 10pm – Good Friday
- Noon to 10pm – Christmas Day with a meal

Alcohol can be delivered to in-house accommodation units and this practice is closely monitored. Alcohol can only be consumed in accommodation units outside of the above trading hours.

### **3. Applicable Liquor Accord**

The InterContinental Sydney is an active member of the Sydney City Liquor Accord.

Meetings are generally held monthly with strong representation from various sectors of the community.

Members are reminded by email and any changes are similarly circulated.

### **4. Responsible Service of Alcohol**

All employees responsible for the sale and service of alcohol are required to obtain RSA certification prior to commencing their employment and are responsible for maintaining it.

A register of RSA holders is maintained by the hotel and any employee whose RSA certification is approaching its expiry date is reminded to update their certification. A regular audit procedure is in place by the Human Resources Department.

The hotel also has licensed managers, who operate off a daily roster.

Employees also receive ongoing training with regards to RSA and in-house policies and procedures.

### **5. Compliance with Liquor Act and Other Laws**

The licensee and management will ensure that the hotel is operated in compliance with the liquor act and other laws by:

- a. Utilising membership with the AHA and Accommodation Australia to remain up to date on changes to the liquor act and associated regulations.
- b. Consulting with the Sydney City Council regarding amendments to local laws and by-laws.
- c. Ensuring that staff are trained in relation to any such amended laws.
- d. Adjusting the Plan of Management and in-house policies and procedures where necessary.
- e. Attending and reviewing office of Liquor and gaming website and associated training courses.

### **6. Minors**

Minors will be, where possible, educated not to enter a restricted area. If minors are found in these areas, management and staff will ensure that they leave immediately.

Only exempt minors will be permitted onto the licensed premises. Exempt minors include:

- a. Attending a Bonafede function in-house
- b. If they are in-house guests and accompanied by a responsible adult in restricted areas
- c. Having a meal in the restaurant and accompanied by a responsible adult.

## 7. In house dining

The hotel provides dining facilities in the restaurant and ground floor lobby lounge bar between 6:00am and mid-night. Room Service is available 24 hours a day.

Club intercontinental will be open from 6.30am to midnight (Monday to Thursday) 7am to midnight (Friday and Saturday) and 6.30am to 10pm Sunday. Outdoor seating will be open 6.30pm to 10am Monday to Thursday, 7am to 10pm Thursday and Friday and 6.30am to 10pm on Sunday.

## 8. Outdoor Areas

The hotel has an outdoor area that is licensed and is known as Club InterContinental located on level 32 and is used for outdoor dining and evening drinks.

## 9. Lighting

The hotel's main driveway and entrance is at 16 Philip Street, Sydney, NSW 2000 with pedestrian entrance on the corner of Philip Street and Bridge Street, Sydney, NSW, 2000. A hotel group entrance is located at 117 Macquarie Street, Sydney, NSW, 2000.

There are adequate streetlights at all three entrances. The main hotel foyer and driveway lighting that can be controlled manually from a lighting control point located on the ground floor. In addition to streetlights there are also down lights at the front entrance that are manually adjusted. There is adequate lighting at the pedestrian entrance and the group arrival entrance, with lighting controls located on the ground floor.

### Restaurant and Lobby Lounge Bar

Lighting will be provided by both down lights with lighting controls located in each venue. All seating areas will have individual tables have individual lamp lighting.

## 10. Security

Additional security needs are assessed on an as needed basis and contract security is employed when required.

A Director of Safety & Security is employed in a full-time capacity and is generally on site from 8:30am to 6:30pm Monday to Friday. There is one (1) NSW Licensed Security Officer on duty from 6pm seven, (7) days per week.

On Thursday and Friday nights additional contract security officers are scheduled from 5pm and finishing at mid-night when the bar closes.

The hotel employs additional security officers to monitor weddings and other events where alcohol is consumed, if required in the opinion of the Director of Safety & Security.

Security is also provided by CCTV cameras that monitor the entrances of the premises and main public areas of the hotel. Access to the hotel between mid-night and 5:00am is restricted to hotel residential guests only.

### **11. Intoxicated Persons**

Any unduly or intoxicated persons will not be permitted to enter or remain on the premises.

Any in-house guests, who are disorderly and intoxicated, will be escorted to their rooms.

Any patrons who are approaching the point of becoming unduly intoxicated or who display disorderly behaviour whilst on the premises will be refused service and asked to leave the premises.

Any guests in-house who are approaching the point of becoming unduly intoxicated or who display disorderly behaviour whilst on the premises will be refused service and asked to return to their room.

Refusal of service will be conducted in a professional manner, documented in the liquor related incident register and safe transport options will be offered to the guest.

If any patrons fail to leave once refusal of service has been given, both security and police will be notified.

### **12. Incidents/Complaints Procedure**

#### **Incident/Complaints Register**

The complaints/incidents register including pre-designated fields for recording information on all incidents and complaints is always in place.

The register is restricted to authorised staff only for entries and review.

The register includes the recording of the following information at the time of the incident which will be recorded within one hour of the incident/complaint occurring.

- Date and time of incident
- Location within the hotel of the incident
- Type of incident/complaint
- Additional comments or details of the incident/complaint
- Witness details and/or persons of interest details

If required, a more detailed account will be completed within six hours outlining any incidents involving violence, anti-social behaviour, when patrons have been asked to leave, or when an injury occurs that required medical assistance and the type of medical assistance provided.

### **Contact details for complaints**

Contact Number for all complaints is to the hotel General Manager – 02 9253 9000

The security and management take all responsible steps to control the behaviours of the patrons of the Hotel as they enter and leave the premises.

Any complaints made are recorded in the Hotels Incident Register by the hotel management such as:

- Incidents of anti-social behaviour in the Hotel
- Persons that have been refused entry or turned away from the premises by the staff
- Any complaints made directly to management or staff
- Visits by NSW Police and reason for visit
- Any incident that results in a patron of the Hotel requiring medical assistance

### **Complaints Procedure**

#### **Complaints Anti-Social Behaviour, Unruly or Violent behaviour**

Any complaints/incidents involving anti-social, unruly, or violent behaviour is addressed immediately at the time of occurrence and where necessary the manager will liaise with local Police and authorities as required depending on the severity and escalation of the complaint.

All complaints/incident are handled by the hotel management team at the time of the incident including the General Manger, Bar Manager on duty and/or Security Manager or officer.

#### **Anti-Social and Unruly behaviour complaint procedure**

1. The incident is immediately reported to the security officer on duty and the manager on duty.
2. Security officer will attend to the incident and will address the nature of the complaint and triage the complaint by assessing the seriousness and nature of the incident to apply the appropriate resolution.
3. The security officer will immediately intervene and request the patrons to cease such behaviour and outline that it is not permitted in the venue and surrounding area. The security officer will assess the patron/s for intoxication and take appropriate measures in accordance with RSA laws and house policy if required.
4. If the patrons continue unruly or anti-social behaviour, they will be required to leave the venue and be escorted off property by the security officer.
5. All details of the incident will be recorded in the complaint/incident register.

### **Violent behaviour compliant procedure**

- 1 The incident is immediately reported to the security officer on duty and the manager on duty.
- 2 Security officer will attend to the incident and assess the violent complaint.
- 3 The security officer will call 000 for police assistance.
- 4 The security office will immediately assess all patrons and/or staff involved in the altercation for any potential injuries requiring medical assistance.
- 5 The security officer will triage any injuries and call for medical assistance via ambulance if required.
- 6 If there is no evidence of injury all patron and/or staff involved in the incident will be assessed by a qualified First Aider.
- 7 If the incident is deemed to be severe the manager will declare the area as a crime scene and cordon off the area until police are in attendance in accordance with appendix A.
- 8 The manager will close sections off or all of the venue as determined necessary to maintain the crime scene and minimise impact to other patrons.
- 9 The manager and security officer will liaise with police to provide all required details of the incident including CCTV footage and statements from relevant parties.
- 10 All details of the incident will be recorded in the compliant/incident register and followed up accordingly by the General Manager and local police.

### **13. Complaint Minimisation and mitigation strategies**

To take a pro-active to approach to minimise and mitigate complaints/incidents occurring at the hotel as follows.

#### **Encourage responsible drinking**

The hotel will prevent intoxication by encourage responsible drinking using the following measures:

1. Providing information on the range of low or non-alcoholic beverages available on the premises.
2. Provide information on standard drinks to track the amount of alcohol consumed.
3. Always have water available free of charge.
4. Offering a selection of food and snacks when alcohol is served during operations.
5. Slowing down service, such as asking patrons if they would like another drink rather than automatically refilling glasses.
6. Rapid consumption of alcohol is discouraged and always monitored.

Entry to the licensed venues is controlled by hotel staff and security with the requirement of all patrons to be seated in the venue and groups are limited to small gatherings only.

### **Refusing service**

If there are reasonable grounds to form a belief that someone is intoxicated because of alcohol consumption, service will be refused to that person and the person will be asked to leave the premises.

### **Troublesome or disorderly behaviour**

Patrons demonstrating troublesome or disorderly behaviours other than intoxication will not be tolerated and will be refused service and may be refused entry or required to leave the venue.

### **Refused customers**

Customers who are refused entry or ejected from a premises will be reminded of their responsibilities and required to leave the premises and vicinity immediately, and stay at least 50 metres away. Patrons will not be permitted to re-enter or remain in the vicinity for 6 hours or not re-enter the premises for 24 hours. The incident should be recorded in the incident register as soon as possible.

### **Ongoing RSA training of staff**

Staff receive ongoing training with regards to RSA and in-house policies and procedures to assist in prevention of future incidents.

### **Problem Handling/Resolution Training**

The hotel conducts quarterly refresher training on problem handling and resolution.

### **Security**

Additional security needs are assessed on an as needed basis and contract security is employed when required.

A Director of Safety & Security is employed in a full-time capacity and is generally on site from 8:30am to 6:30pm Monday to Friday. There is one (1) NSW Licensed Security Officer on duty from 6pm seven, (7) days per week.

On Thursday and Friday nights additional contract security officers are scheduled from 5pm and finishing at mid-night when the bar closes.

The hotel employs additional security officers to monitor weddings and other events where alcohol is consumed, if required in the opinion of the Director of Safety & Security.

Security is also provided by CCTV cameras that monitor the entrances of the premises and main public areas of the hotel.

### **Signage**



Appropriate visible signage is in place throughout the hotel and at points of entry to licensed areas according to the liquor act.

#### 14. Operational Noise & Vibration Management

In accordance with the consent limits outlined below, the hotel will operate within the limits set and ensure compliance at all times.

##### NOISE CONTROL – PLANT AND MACHINERY F6.

Noise associated with the operation of any plant, machinery or other equipment on the site, shall not give rise to any one or more of the following:

- (a) transmission of “offensive noise” as defined in the Protection of the Environment Operations Act 1997 to any place of different occupancy;
- (b) a sound pressure level at any affected residential property that exceeds the background (LA90, 15 minute) noise level by more than 5dB(A). The background noise level must be measured in the absence of noise emitted from the premises. The source noise level must be assessed as a LAeq, 15 minute; and
- (c) notwithstanding compliance with (1) and (2) above, the noise from mechanical plant associated with the premises must not exceed 5dB(A) above the background noise level between the hours of 12.00 midnight and 7.00 am.

NOISE CONTROL – USE F7. Noise emanating from the premises must not give rise to any one or more of the following:

- (a) transmission of “offensive noise” as defined in the Protection of the Environment Operations Act 1997 to any place of different occupancy;
- (b) the LA10 noise level must not exceed the background noise level in any Octave Band Centre Frequency (31.5Hz-8kHz inclusive) by more than 5dB between 7 am and 12 midnight at the boundary of any affected residence; NSW Government 24 InterContinental Hotel Alterations & Additions Department of Planning, Industry and Environment (SSD 10454)
- (c) the LA10 noise level emitted must not exceed the background noise level in any Octave Band Centre Frequency (31.5Hz-8kHz inclusive) between 12 midnight and 7 am at the boundary of any affected residence; and

- (d) notwithstanding compliance with (a), (b) and (c) above, all noise associated with the premises must not be audible within any habitable room in any residential premises between the hours of 12 midnight and 7 am.

#### MAXIMUM PATRON CAPACITY

In accordance with the consent as outlined in clause F5 the maximum number of persons (including staff, patrons and performers) permitted on the Level 32 IC Hotel lounge is 115 persons. Management will ensure the number of patrons in the premises does not exceed the approved capacity.

#### Amplified Noise Outdoors

There will be no amplified noise permitted on the outdoor deck area at any time, doors leading to indoor area will be kept closed at all times. Patrons will be limited to small groups on the outdoor deck area and noise levels monitored at all times for compliance.

#### Mitigation strategies

Noise is monitored by management and contract security staff including regular patrols outside the hotel to check on noise levels coming from within the hotel.

If noise levels are considered excessive or any legitimate noise complaints are made, then the noise source will identify, addressed immediately and turned down. If the behaviour continues the patron(s) will be asked to leave the premises.

Noisy patrons outside the hotel's premises will be spoken to and asked to quieten down and disperse.

Noise from within accommodation rooms is also monitored during security patrols and noise levels addressed if required and appropriate action taken.

#### Amplified Entertainment and Functions

Any amplified entertainment will be monitored by management, staff, and security to ensure that the event is run in a smooth manner and that all relevant rules and regulations are enforced.

#### Queuing of Patrons

Patrons will not be permitted to queue outside the hotel premises. If patrons need to queue to access a bar or restaurant this will be strictly monitored by contract security.

#### Patron Transport

Hotel management will always endeavour to arrange suitable transport for patrons.

A taxi rank is located at the front of the hotel and management will call and book taxis on a patron's behalf.

Public transport is available with bus, train and ferry services close to the hotel.

#### **15. Impact on Amenity of Surrounding Area**

Any patrons leaving the premises after 10:00pm will be monitored and where appropriate asked to make their way home with a minimum of noise and disturbance to the local area.

Any other disturbing noises will be investigated and rectified immediately.

The venue maintains a close relationship with surrounding residents and businesses.

#### **16. Rubbish Removal & Noise mitigation**

The hotel rubbish removal area is in the basement B2 level in the hotels loading dock on the Philip Street side of the building and omit minimal noise and therefore does not pose any noise disturbance to the local neighbourhood.

The emptying of bins is conducted after 8.00am. The testing of generators is conducted monthly and after 9:00am. These are located on the basement level in the hotels loading dock on the Philip Street side of the building and omit minimal noise.

Food waste is disposed of via the Organic re-cycling group and diverted from land fill. The hotel is also planning on installing a food processing machine to decrease the volume of food waste.

Recyclable materials such as paper, glass and plastic are disposed of via a re-cycling contractor and diverted from landfill.

The hotel works in partnership with Citizen Blue for relevant items of re-cycling via "return and earn" scheme whereby a portion of the revenue is donated to charity.

All trade waste such as paint, chemicals, batteries etc will be removed via a licensed contractor. The hotel kitchen grease waste is collected in via the hotel grease trap and is pumped and removed every 4 weeks by an external contract with Cleanaway.

#### **17. Consultation with Community and Industry Groups**

Security Management has developed a good working relationship with local authorities and continues to work with the Police in crime prevention.

The Sydney City Police Local Area Command provides informational sessions and training to hotel's employees. Police are consulted for emergency planning, local situation reports relating

to issues involving the hotel, and there is direct contact between key Police personnel in the area and the hotel's security staff to ensure the timely sharing of information.

The licensee liaises with the council and anyone with a legitimate complaint to address concerns caused by the operation of the hotel. The licensee is a member of the Accommodation Australia, Loss Prevention Association and holds a master security license. The hotel is committed to the implementation and ongoing adherence to industry best practice. To support the licensee's efforts in that regard, the licensee and management will utilise membership of the AHA and Accommodation Australia to keep abreast of developments in industry standards.

#### **18. Crime Scene Preservation**

Immediately after the person in charge of the licensed premises becomes aware of any incident involving an act of violence causing a visible injury to a person on the premises, the person in charge must:

- a. take all practical steps to preserve and keep intact the area where the act of violence occurred; and
- b. retain all material and implements associated with the act of violence in accordance with the Crime Scene Preservation Guidelines issued by the NSW Police; and
- c. make direct and personal contact with the Local Area Commander or his/her delegate, and advise the Commander or delegate of the incident; and
- d. comply with any directions given by the Commander or delegate to preserve or keep intact the area where the violence occurred.

A copy of the NSW Police Crime Scene Preservation Guidelines is contained at **Appendix A**

**Appendix A**



## CRIME SCENE PRESERVATION GUIDELINES – LICENSED PREMISES

### RESPONSIBILITIES OF LICENSEES, MANAGERS AND STAFF

- Immediately contact '000' or local police station.
- Render any required first aid.
- Determine the crime location scene and remove all persons from the area. Cordon off the area with things such as bar stools, tables, tape or consider closing off the area completely for areas such as toilets or hallways. (Remember there may be multiple crime scenes).
- Do not allow any persons to enter this area.
- **DO NOT CLEAN UP ANY CRIME SCENE.** You may be destroying vital evidence.
- Assign a member of staff to guard all crime scenes until the arrival of police.
- Remember some evidence may not be visible to the naked eye such as blood, semen, skin cells, saliva, hair or fingerprints.
- Do not move any items that may have been involved in an offence unless absolutely necessary or someone's safety is at risk (for example, evidentiary items may be contaminated or destroyed due to getting wet. Use disposable gloves to stop transference of your DNA or fingerprints).
- Notify police if any items have been moved or removed from the crime scene. (Items may include bottles, glasses, pool cues, clothing, furniture, weapons or cigarette butts).
- Make notes in relation to the incident. Time, date, location, description of offender/s, vehicle/s involved, weapons used, last known direction of offender/s, any movement of items involved in the incident.
- Obtain any CCTV footage and the security sign on sheets.
- Obtain any details of witnesses and try to keep all witnesses separated so as to maintain the integrity of their evidence. (Try to dissuade witnesses from leaving the premises before police arrive).
- Hand this information to police on arrival.
- Be prepared to make a statement to police regarding the incident.

**Interfering with evidence may constitute an offence, leaving you liable to prosecution or disciplinary action and/or may result in the closure of the premises.**

#### CRIME PREVENTION SUPPORT UNIT

Telephone: (02) 9375 8038

Email [#CPC-ALSU@police.nsw.gov.au](mailto:#CPC-ALSU@police.nsw.gov.au)

#### WHERE CAN I FIND MORE INFORMATION?

The information provided in this fact sheet is for general guidance only. Local police are available to provide further guidance.

