

# **DOMAGROUP**

## **Plan of Management**

**Hotel and Serviced Apartment Operation including 144 rooms and 60 Serviced Apartments**

**42 Honeysuckle Drive, Newcastle NSW 2300**

**May 2019**

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## **Plan of Management**

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Final

Prepared by Doma Holdings (Honeysuckle) Pty Ltd | 42HD Hotel Operation | May 2019

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Title	Development Manager – Doma Group
Date	May 2019

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## **1. Introduction**

This Plan of Management (PoM) has been prepared for the proposed Mixed Use Development located at 42 Honeysuckle Drive, Newcastle NSW 2300. The POM relates to the hotel and serviced apartments component of the development. Doma Holdings (Honeysuckle) Pty Ltd recognise the need to ensure the safety and security of guests, staff, workers, residents and the greater community in which the proposed development will exist. Safety and security issues of the proposal have been considered carefully to ensure the utmost safety of staff and guests.

## **2. Purpose of Plan of Management**

The PoM is consistent with the principles of Crime Prevention through Environmental Design (CPTED) as described in the *Crime Prevention and the Assessment of Development Applications* guideline prepared by the former NSW Department of Urban Affairs and Planning (now Department of Planning and Environment).

The policies and procedures outlined in this PoM will help to make the premises a safe, efficient and pleasant environment in which to work and visit. Additionally, the safety and security issues addressed in this PoM have been devised to ensure the amenity of neighbouring properties is maintained at all times during the operation of the premises.

All staff at the hotel operation, as part of the induction process, will be required to be familiar with this Management Plan.

## **3. The Site**

The site is described as 42 Honeysuckle Drive Newcastle, situated within the Local Government Area of Newcastle. The site is legally described as Lot 22 DP 1072217.

## **4. Operation**

The POM is a dynamic document which can be updated to respond to changing procedures and practices.

All staff and management at the Doma Hotel's operation will be provided with a copy of the POM and be briefed on the requirements as part of the employment induction process. A copy of the POM will be help on site at all times.

## **5. Operational Hours**

The Hotel component of the development will operate 24 hours a day, 7 days a week.

## **6. Staff Training**

All staff will be trained in relevant security measures. Staff training days will be held on a regular basis to reinforce safety and security procedures for each of the businesses. Training will ensure that in the event of a robbery, theft or anti-social behaviour, staff acts in a manner to best protect themselves. Employees will be encouraged to report any suspicious activity or persons in and around the area to the Management and / or Local Police.

## **7. Incident Report**

An incident register will be held on site. This will monitor any complaints and will be made available to police when requested. All incidents including vandalism and graffiti will be recorded, together with the response time taken to repair or remove the property affected or offending material. The frequency of incidents together with the respective response will be included in the regular site performance reviews to ensure the maintenance of acceptable standards.

Staff must not resist a robbery and are required call the police after the person(s) has left the building, at which time doors are locked. The hotel must stop trading until emergency services arrive.

After a security incident, staff will complete the appropriate incident form and will be provided to Head Office with copies of the CCTV footage of the security incident.

Management will supervise all of the above practices and make sure all measures are adhered to.

## **8. Delivery and Service Vehicles**

The loading and unloading of service and delivery vehicles will occur within the designated loading bay on ground floor within the car parking area. All operations on the site will share the loading bay.

The majority of goods delivered, as well as waste collection will occur during off-peak periods, where possible. This will limit any disturbance to guests on the premises or the amenity of the surrounding area.

Access for deliveries and waste collection will not cause any interruption to the flow of external traffic. It will be desirable for all loading and unloading to be undertaken wholly within the premises with no deliveries, loading or unloading occurring on the street.

## **9. Carpark Operation**

The management of the carpark will be coordinated by an external provider to manage the number of carparking spaces allocated to each of the uses on site. The number of spaces provided to each use will change depending on the required demand.

The minimum required number of carparking spaces as per the development consent will be available to both the hotel and the serviced apartment uses as required. When guests of the serviced apartment and the hotel do not require a carparking space these will be allocated to public carparking for a maximum period of time.

## **10. Noise Management**

Staff will be encouraged to minimise noise whilst on site and always report any negative behaviour. Reports of all noise complaints will be documented in a register and kept on site. Staff will be encouraged to ensure that customers behave in an appropriate manner whilst on the site and do not disturb the neighbourhood when exiting the premises late at night.

## **11. State Health & Safety Regulatory Authority**

Any Notice / document / request that are raised by a State Health & Safety Regulatory Authority Inspector must be immediately communicated to the OHS Manager who will then ensure that all other appropriate personnel are informed. The OHS Manager will then develop an Action Plan / Actions with responsibilities to address the issue raised.

## **12. First Aid Staff Training**

At all times a staff member proficient and appropriately certified in first aid qualification will be on duty to respond to a medical incident on the premises. Appropriate equipment such as Automated External Defibrillator devices and first aid kits will be available with staff trained in their use.

## **13. Cleaning**

Hotel staff will ensure as far as practical that the premises is kept in a clean and tidy condition both internally and externally to the extent of the building that is managed and controlled by the hotel. Cleaning of both internal and external areas of the hotel will be undertaken by cleaning staff. Dealing with Graffiti

The premises will comply with common policy in relation to all Graffiti. Any damage to property by way of Graffiti will be removed from the site within 24 hours of being noticed.

## **14. Money Handling**

An independent security company will be employed to undertake all movement of cash to and from the premises. There will be no cash movements from the premises by the staff at any stage. There will be no movement of monies from the premises by Security Personnel at night. All appropriate safety alarms will be installed at the building including back to base security which involves the Intruder Alarm System being linked to the security company.

## **15. Weapons**

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

## **16. Theft**

In the event that theft occurs involving a guest, every effort must be made to assist the guest 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 policy reports must be completed. A list of all items missing must be recorded.

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

## **17. Anti-Social Behaviour**

The premises will adopt a zero-tolerance approach to antisocial behavior at the premises.

Below are the safety measures which are to be put into place:

- Having a well illuminated common areas and car park areas; and
- Deterrent signage alerting guests that the area is under video surveillance.

## **18. Security and Safety**

The security and safety of employees and the general public are highly valued by management and staff of the premises.

All staff will be trained in safe operating procedures and be supplied this Plan of Management as part of their initial training.

## **19. Surveillance**

The building will have a surveillance system installed so that the car park and internal areas of the premises can be viewed if required.

A sign will be placed in a prominent location in the hotel advising that the hotel is under 24-hour camera surveillance and that any anti-social behavior will be reported to the NSW Police Service.

Additionally, the managers of the hotel have the authority to refuse service to any guest/s not behaving in an acceptable manner. If situations were ever to escalate, the policy is to call the Police.

## **20. CCTV Camera**

Management will install CCTV surveillance cameras in and around the premises in strategic locations. All cameras will operate 24 hours a day. CCTV Cameras will remain in working condition at all times. If damage to CCTV Cameras occurs repairs will be undertaken as soon as practicable. CCTV footage of any security incident on the site will be copied and provided to Head Office and made available to NSW Police Service as required.

Management will also ensure that the coverage will be operated with due regard to the privacy and civil liberties of all persons within the development.

Staff will be encouraged to assist with passive surveillance of all areas of the development by providing efficient reporting systems for any security or safety concerns on a 24-hour basis.

## **21. Lighting**

External lighting will be provided around the building and building entries to enable clear vision and will be designed in such a manner so as to prevent concealment and shadowing. The standard of lighting will not only reduce the fear of crime in accordance with Australian lighting standards, but also serves to provide clear identification of activity using the high technology CCTV cameras proposed.

Broken light fixtures and bulbs within the premises and car park will be replaced within 24 hours.

## **22. Clear Sight Lines**

The building has been designed to take into account the need to maximise clear sight lines. The building incorporates the maximum use of natural surveillance and minimises potential obstructions such as physical barriers to ensure clear sight lines.

## **23. Access Control**

The building will utilise an intruder alarm, access control and CCTV system to monitor access within the site and building.

## **24. Restricted Areas**

Access will be restricted particularly in relation to nominated "secure areas" such as the office and back of house areas. This will be achieved by the installation of movement detectors and security hardware (locks, etc.).



## **25. Signage**

Clearly identifiable signage will be installed in and around the building to indicate which areas are open to guests and members of the public and which areas are restricted.

Signage and clear sight lines will assist with the anticipated vehicle and pedestrian flows within the car park and other areas.

## **26. Space Management**

Routine maintenance checks and reporting will be carried out by personnel employed at the hotel to ensure the property is maintained and to reduce the likelihood of crime or vandalism. Landscaping will be maintained in a manner that communicates an alert and active presence.

Furthermore, robust materials are proposed to be used where possible to mitigate against potential malicious damage. Any vandalism or graffiti should be repaired and removed promptly by staff or contractors.

## **27. Toilets**

Common toilets for staff and customer use will be clearly sign posted.

## **28. Landscaping**

The site landscaping is designed not to create pockets or enclosures whereby victims could be entrapped but to help integrate the built form into the site and surrounds. The proposed landscaping scheme avoids vegetation that impedes the effectiveness of outdoor lighting. It will be maintained regularly to communicate an alert and active presence.

## **29. Waste Management**

Staff will separate operational waste and recyclables where possible; this will occur within the hotel waste room within the ground floor waste area. Waste and recycling bins will be clearly labelled and identifiable. The bins and hotel waste room will be cleaned by staff with protective gloves.

## **30. Complaints Handling**

All staff members will undergo complaints training to ensure that they are skilled in being able to appropriately manage complaints or when they are required to be elevated to a Manager. Generally, all complaints will be dealt with by Managers.

Staff will be trained to handle complaints by teaching them the LAST process – Listen, Apologise, Solve and Thank.

Staff are trained to know how and when to turn over complaints to Managers.

As a basic course of procedure if a hotel guest or member of the public becomes irate and threatens someone, the following actions should be followed:

1. A Manager will be requested to address the guests concerns and take appropriate action to resolve the situation.
2. If the guest continues to behave in an unsatisfactory or threatening way the person will be asked to leave the premises.
3. If the person refuses, as a last resort, consider calling the police;
4. This incident or complaint would be required to be noted in the complaints register.

Complaints will be handled by management and staff at the hotel. Guests will also have the opportunity to escalate issues to head office.

### **31. Incident/ Complaints Register**

A register is to be kept, which identifies any incidents that may have occurred or complaints that are considered to be worth noting. The day, time and details of the incident/complaint are to be noted within the register. A copy of the register will be made available to the Police within 48 hours upon request if requested.

The entries within the Incident/complaints register will be used as a basis for the review and amendment to this plan of management as required.

A review of the incident/complaints register will be undertaken annually.

### **32. Consultation**

Doma Hotels are committed to ongoing consultation with adjoining property owners, Police and Council to foster a better understanding of relevant operational issues that may arise at the site and would be available to be contacted to discuss potential issues as they may arise.

Ongoing review of this document may be undertaken to ensure that the Plan of Management remains relevant to the operation of the Hotel and that issues that arise can be managed into the future.