

ALCOHOL PLAN OF MANAGEMENT (INCORPORATING THE HOUSE POLICY)

The Squire's Landing
Overseas Passenger Terminal, Tenancy 5
CIRCULAR QUAY NSW 2000

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1. INTRODUCTION AND OBJECTIVES OF THIS PLAN

- 1.1. This Plan of Management (**the Plan**) relates to the proposed licensed premises to be situated at Tenancy 5, Overseas Passenger Terminal, Circular Quay (**the Restaurant**). It is proposed that the Restaurant operate pursuant to an on-premises licence (**the Licence**) endorsed with a *primary service authorisation* (**the PSA**) and in compliance with the law including the NSW Liquor Act 2007 (**the Act**) and the Liquor Regulation 2008 (**the Regulation**).
- 1.2. This Plan has been prepared to ensure the Restaurant whilst open to the public operates in compliance with the management requirements of the City of Sydney Late Night Trading Premises Development Control Plan 2007 (**the DCP**). The Restaurant is a Category B low impact premises (iv).
- 1.3. The Restaurant is located within an area surrounded by commercial, retail and residential development. The area is serviced by good public transport (i.e. Circular Quay Train and Ferry Station is a short distance away and the area regularly receives taxi and bus services).
- 1.4. The Restaurant consists of internal and outdoor seating areas with seating for approximately 1295 diners over 2 floors in 2 dining areas, consisting of Level 1 (maximum capacity 735 patrons) and Level 2 (maximum capacity 560 patrons). At any one time the maximum amount of individuals working at the Restaurant is estimated to be 81 people in the following positions:
 - Managers – 1
 - Assistant Managers – 4
 - Supervisors – 6
 - Host - 2
 - Waiters – 15
 - Runners – 10
 - Bar Staff – 20
 - Head Chef - 1
 - Sous Chef - 1
 - Chef de Partie – 4
 - Kitchen Hands – 4
 - Glass Collectors – 8
 - Security – 5
- 1.5. The objectives of the Plan are to ensure that:
 - (a) The Restaurant is managed and operated so as to provide a venue where patrons can enjoy a unique dining experience consisting of reasonably affordable meals and beverages in an atmosphere of safety and comfort;
 - (b) Alcohol is served responsibly at all times when the Restaurant is open for trade; and
 - (c) The operation of the Restaurant does not impact detrimentally upon or detract from the amenity of the surrounding residents and the neighbourhood.
- 1.6. Where there is any conflict between the provisions of this Plan and the Objectives, the conflict will be resolved in such a way so as to best achieve the objectives.
- 1.7. A copy of this Plan will be kept in a readily accessible place at the Restaurant and will be made available to all persons involved in the operation and management of the Restaurant. It will

be made available for inspection by the Police, Inspectors of the Office of Liquor & Gaming NSW (**L&GNSW**) or Council, upon receipt of a request.

- 1.8. The Restaurant shall be under the supervision of a suitably qualified and trained Licensee or Approved Manager, who will be in attendance at the Restaurant during hours of operation to ensure that the Restaurant is managed in accordance with this Plan and its Objectives.
- 1.9. All team members involved in the supply of alcohol at the Restaurant must, on commencing employment and prior to their first shift:
 - (a) review this Plan;
 - (b) review the Prevention of Intoxication on Licensed Premises Guidelines issued by the Liquor & Gaming NSW;
 - (c) review the Intoxication Guidelines Fact Sheet issued by the Liquor & Gaming NSW;
 - (d) review the Liquor Promotion Guidelines issued by the Liquor & Gaming NSW;
 - (e) review the Key Liquor Licence Details relevant to the licensed premises in particular the conditions of the licence;
 - (f) review the relevant conditions of the Development Consent issued by the Local Consent Authority for the licensed premises

2. HOURS OF OPERATION; OPERATION OF THE RESTAURANT AND LICENCE

- 2.1. The hours of operation of the Restaurant when liquor is proposed to be supplied, are as follows:
 - (a) 10:00 am to 12:00 am midnight seven days per week.
- 2.2. The actual trading hours of the Restaurant may vary from time to time provided trading falls within the hours as permitted by the applicable Development Consent and Liquor Licence
- 2.3. The trading hours are not inconsistent with the trading hours of other restaurants and hotels in the vicinity of the Restaurant, including those listed below:-
 - Cruise Bar, Overseas Passenger Terminal, Circular Quay until 12:00 am Sun-Thurs, 1:00am Fri-Saturday;
 - Ember, Darling Harbour Pier 26, Circular Quay until 11:00 pm Sun-Thurs, 12:00 am Fri-Saturday;
 - Orient Hotel, 89 George Street, The Rocks until 1:00 am Sun-Thurs, 3:00 am Fri-Saturday;
 - Pancakes on the Rocks, 4 Hickson Road, The Rocks open 24 hours, seven days per week;
 - The Argyle, 18 Argyle Street, The Rocks until (late, seven days per week);
 - The Glenmore Hotel, 96 Cumberland Street, The Rocks until 12:00 am Sun-Thurs, 1:00 am Fri-Saturday;

- Observer Hotel, 69 George Street, The Rocks until 12:00 am Sun-Thurs, 2:30 am Fri-Saturday;
 - Munich Brauhaus, Corner of Playfair and Argyle Streets, The Rocks until 12:00 am Sun-Thurs, 2:30 am Fri-Saturday;
 - Caminetto, 13-17 Playfair Street, The Rocks until 10:00 pm Sun-Thurs, 11:00 pm Fri-Saturday.
- 2.4. The conditions attached to the Licence, the obligation to ensure alcohol is served responsibly pursuant to the published L&GNSW Guidelines along with the conditions of Development Consent will be adhered to at the Restaurant at all times.
- 2.5. The Licence permits the sale and/or supply of liquor for consumption on the premises in association with the provision of a meal. The PSA permits guests to be served with liquor without consuming a meal. Nevertheless the primary purpose and business of the Licence must remain as a restaurant serving meals to guests.
- 2.6. The Licence incorporating the PSA will be endorsed with the following conditions:
- A trading hour restriction confining the Restaurant to the hours approved by the Council.
- And;
- *Section 11A of the Liquor Act 2007 applies to this licence. Liquor must not be sold by retail on the licensed premises for a continuous period of 6 hours between 4:00AM and 10:00AM during each consecutive period of 24 hours. The licensee must comply with this 6-hour closure period along with any other limits specified in the trading hours for this licence.*
 - *The business authorised by this licence must not operate with a greater overall level of social impact on the wellbeing of the local and broader community than what could be reasonably expected from the information contained in the Community Impact Statement, application and other information submitted in the process of obtaining the primary service authorisation.*
- 2.7. The patron capacity of the Restaurant will be carefully monitored. Queuing will not be permitted outside the Restaurant. When the maximum capacity of the Restaurant is reached further patrons wishing to dine will give their contact details to the host who will enter those details into a reservation system.
- 2.8. The restaurant will have a dedicated host during peak periods, located at the western entry on the ground floor. This person will be in communication with a staff member on the second level via radio. This will allow the even distribution of patrons over all areas and reducing congestion during peak periods.
- 2.9. All persons involved in the operation of the Restaurant including employees and contractors must familiarise themselves with the conditions of the Development Consent, this Plan and the Licence to ensure those terms are understood and complied with at all times.

3. AMENITY OF NEIGHBOURHOOD

- 3.1. At all times staff and the Licensee/Approved Manager of the Restaurant shall consider the amenity of the Restaurant's neighbours and take all reasonable measures to eliminate the potential for adverse impact on surrounding areas.

- 3.2. Matters to be considered include generation of noise, vibration, odours, fumes, vapours, steam, soot, ash, dust, waste water, waste products, grit, oil or otherwise.
- 3.3. Management shall take all reasonable measures to ensure that the behaviour of staff and patrons, upon entering and leaving the Restaurant do not adversely affect the amenity of the neighbourhood, nor the behaviour of contractors servicing the Restaurant.
- 3.4. Because of the style of operation of the Restaurant it is not anticipated that it will be necessary to employ licensed security personnel. However management will meet with Police to discuss and consult on any issues of concern arising from the operation of the Restaurant and if required shall employ sufficient security to address those concerns.
- 3.5. The closure procedure for the Restaurant shall be as follows:-
- 11:30 pm: Management updates staff on time of evening.
 - 11:50 pm: No new guests are allowed to enter the Restaurant and last food and drink service is to cease.
 - 12 midnight pm: The Restaurant prepares for closure (if not already closed by that time).
 - 12 midnight pm: Staff organise final bills for the remaining patrons and inform them that they must be off the premises by 12:45 o am.
 - 12:20 am: The Manager/Licensee will perform a walk around to ensure that any patrons remaining at the Restaurant are escorted from the premises, reminding them to move along quickly and quietly so as not to disturb neighbours.
 - 1:00 o am: The doors to the Restaurant are locked (staff commence clean up duties).

If the Restaurant proposes to close before 12:00 am the above procedure shall also apply but with the nominated times brought forward to correspond with the closure time.

- 3.6. Patrons of the restaurant have access to sanitary facilities located inside the Restaurant. Signage will be within the Restaurant directing guests to the sanitary facilities. Staff will also provide directions to guests (if requested). The cleaning of the sanitary facilities of the Restaurant will be checked and maintained by staff during each trading day.
- 3.7. The Restaurant will be cleaned on a daily basis. A commercial cleaning company will clean the entire restaurant including kitchen, bathrooms, dining rooms, offices, hallways and corridors at the end of each night's service. Periodic deep clean of outdoor floor areas will be undertaken on a basis whereby a high standard of presentation is maintained. Hourly bathroom checks (with associated sign-up sheets) will be conducted from opening to closing daily. Glasses, plates and cutlery will be collected once a guest departs the Restaurant so as to ensure tables are kept clean.
- 3.8. All deliveries to the Restaurant will occur between 5 am and 11 pm Monday to Friday, and between 5 am and 11 pm on all other days. A full-time storeman will be on-site who will facilitate and expedite the dispensation of incoming goods at peak delivery periods. Waste removal will occur as follows:-
- Cardboard: to be flattened and placed in a dedicated paper storage area adjacent to the Restaurant and collected as needed by a licensed paper recycler;

- Styrofoam: empty boxes to be stored in the Restaurant and removed by suppliers upon receipt of further produce;
- Used cooking oil: to be stored in approved receptacle and collected once a week by a licensed recycler;
- Food waste: to be placed in sealed garbage bags and placed in sealed garbage containers and removed by a recognised waste contractor at least weekly; and
- Glass bottles: To be stored within the Restaurant and removed on at least a weekly basis. All rubbish (general waste and recyclables) will be stored in the dedicated bin room

The collection of waste and recycling shall occur between 5 am and 11 pm, Sunday to Saturday, to avoid disruption to the surrounding area.

3.9. The Restaurant has a no smoking policy. The Licensee will ensure the following:

Ensure that smokers are behaving in accordance to the *Smoke Free Environment Act 2000*, in particular the '4 metre law ensuring:

- No smoking signs will be posted at the entrance to the restaurant.
- Staff will be trained on the relevant laws so that they immediately and adequately know how to deal with non-compliance.
- Non-sale of tobacco on the premises.
- Make available information on smoking and passive smoking to guests upon request.
- Make staff aware of the consequences of non-compliance (personal).
- Report non-compliant staff to a duty manager.
- Have policies in place for non-compliant guests.
- Where guests are non-compliant direct them to stop smoking and inform them they are breaking the law.
- Immediately cease food and beverage service to a guest if they are non-compliant.
- Involve the duty manager if a situation is not resolved adequately and keep a record book of such situations.

4. BEHAVIOUR OF PATRONS

4.1. The Licensee will take all reasonable steps to control the behaviour of patrons whilst on the licensed premises and when entering and leaving the Restaurant. Staff shall encourage patrons to leave the vicinity of the Restaurant promptly and quietly to minimise possible noise impacts on the local community.

4.2. The Licensee/Approved Manager and staff shall take all reasonable steps to ensure that persons do not loiter in the vicinity of the Restaurant if they have been refused admittance or after leaving the Restaurant.

- 4.3. Staff are to encourage patrons to drink responsibly. Patrons will be required to leave the Restaurant if they become intoxicated, violent or quarrelsome. Low alcohol beer and non alcohol beverages will be available at all times the Restaurant is open for trade. Free water will be made available to any patron that is suspected of being intoxicated.
- 4.4. There is no expectation that patrons of the Restaurant will queue for entry. Should patrons attend the Restaurant and all seating is being utilised, and the patron wishes to dine at the premises the patron's contact details will be taken by the Licensee/Approved Manager (or in their absence Management) to allow the patron to be notified once a table becomes available.

5. HOUSE POLICY

- 5.1. The Restaurant's house policy addresses the following:
 - (a) Patrons will be required to be of a neat, tidy, clean and presentable appearance to gain entry to the Restaurant. Management reserves the right to refuse entry for non-compliance with any of the above criteria;
 - (b) Harm Minimisation and the Responsible Service of Alcohol; and
 - (c) The prevention of intoxication on the Restaurant's licensed premises.
- 5.2. The Restaurant's House Policy (as set out below) will be made known to all staff.

In the interests of patron and staff safety, the Restaurant will adopt practices to ensure the responsible service of alcohol.

It is the Restaurant's Policy to:

- (a) Prevent intoxication by recognising the signs of intoxication and refusing service to a patron who reaches this point. Any person who is already intoxicated when attempting to enter the Restaurant will be refused entry.
- (b) Ensure that non-alcoholic beverages are available for purchase at all times the Restaurant is open for trade.
- (c) Ensure no promotions are conducted at the Restaurant which will result in binge drinking or excessive consumption.
- (d) Prevent disruptive and/or anti-social behaviour of patrons within and when leaving the Restaurant.
- (e) Prevent drink driving by having safe transport options available including maps to local public transport options including bus, train and taxi options.
- (f) The management will arrange for taxis for any patron of the restaurant if so requested. Management will also advise patrons that there is a taxi rank located at the north end of the Overseas Passenger Terminal if requested.
- (g) Educate staff in respect of Responsible Service of Alcohol and this House Policy.
- (h) Ensure the noise from the operation of the Restaurant does not unduly affect any residence or business located in the vicinity.

- (i) Ensure the operation of the Restaurant does not result in an increase in the litter or odours experienced in the vicinity of the Restaurant.

6. RESPONSIBLE SERVICE OF ALCOHOL

- 6.1. The Restaurant's Licensee/Approved Manager (**the Licensee**) will ensure that at all times alcohol is served responsibly and in accordance with the Act, the L&GNSW published Prevention of Intoxication on Licensed Premises Guidelines and this Plan.
- 6.2. The Licensee/Approved Manager will ensure that all staff involved in the sale, service and supply of liquor have completed an approved Responsible Service of Alcohol (**RSA**) course.
- 6.3. The Licensee/Approved Manager will ensure that copies of Competency Cards and/or RSA certificates for the Licensee and all staff members engaged in the sale, supply or service of alcohol are kept at the Restaurant at all times and to be made available for inspection by request from Police officers, Council Inspectors or OLGR inspectors. Staff must carry their Competency Card with them at all times during restaurant service and will produce it when requested to do so by the relevant authorities.
- 6.4. Restaurant staff will ensure that the service of alcohol is monitored in such a way as to minimise inappropriate behaviour of patrons at and when leaving the Restaurant.
- 6.5. Staff will refuse entry to any person deemed intoxicated, quarrelsome or unruly by taking the following steps:-
 - (a) Tell the person that the law does not allow them into the premises.
 - (b) Tell the person that the law requires them to move more than 50 metres away from the premises and observe or supervise that person's removal to that point.
 - (c) If the person fails to comply the Police are to be called.
- 6.6. Staff will refuse service to any patron approaching intoxication or displaying unruly and/or quarrelsome behaviour by taking the following steps:-
 - (j) Tell the patron that the law does not allow them to continue to be served alcohol.
 - (k) Tell the patron that the law requires them to leave the premises.
 - (l) If the person fails to comply the Police are to be called.
- 6.7. The Licensee/Approved Manager will ensure that all statutory signage required by the Act and/or Regulation is prominently displayed within the Restaurant.
- 6.8. The Restaurant will also take additional steps to prevent intoxication on the licensed premises that will include a written document which:
 - (a) Details the measures in place to prevent intoxication on the licensed premises (including the method of complying with the steps set out in the L&GNSW published *Prevention of Intoxication on Licensed Premises*);
 - (b) Describe how staff are instructed and trained to prevent intoxication on the licensed premises;
 - (c) Is provided to Police and L&GNSW Inspectors upon request.

- 6.9. All staff will receive instructions and training on the contents on the document referred to in 6.8 above before they commence working at the premises.
- 6.10 The Licensee/Approved Manager will become an active member of the local Liquor Accord.

7. PREVENTING UNDERAGE DRINKING

- 7.1. It is the responsibility of every staff member to ensure that alcohol is not supplied to a minor. Any patron suspected of being under the age of 25 years is to be asked to provide approved documentary proof of age before being supplied with liquor. Accepted forms of identification are:-
- (a) A current driver's licence;
 - (b) A NSW Roads and Maritime Services Photo Card;
 - (c) Passport.
- 7.2. Failure by a person to provide suitable identification to a staff member upon being requested will result in alcohol not being served to that person.
- 7.3. If in any doubt as to the age, check. If the patron objects to providing identification, explain that it is a requirement of the Act.

8. PREVENTING INTOXICATION AND DISRUPTIVE OR ANTI-SOCIAL BEHAVIOUR

- 8.1. It is an offence to sell or supply liquor to any person who is in a state of intoxication. A "state of intoxication" is where that person's behaviour, balance, speech and coordination are **noticeably** affected through the consumption of intoxicating liquor.
- 8.2. The Licensee/Approved Manager and staff are to ensure that intoxication is prevented from occurring on the Restaurant's licensed premises by compliance with the Restaurant's House Policy including:-
- (a) Non-alcoholic beverages being available at the Restaurant at all times;
 - (b) Refusal of service to patrons showing signs of intoxication; and
 - (c) Not allowing intoxicated persons to enter or remain on the licensed premises.
- 8.3. Free drinking water will be available to patrons at all times the Restaurant is open for trade.
- 8.4. Any patron exhibiting signs of intoxication are to be refused service and requested to leave the licensed premises. Failure to comply with the request to leave by a staff member will result in the Police being called to remove the patron from the Restaurant.
- 8.5. Patrons exhibiting signs of approaching a state of intoxication are to be advised by staff and offered an alternative to drinking further liquor, such as soft drinks or water. Any person who exhibits signs of approaching intoxication will be monitored and requested to leave the Restaurant if signs of intoxication are subsequently exhibited.
- 8.6. The Licensee/Approved Manager and staff are not to allow disruptive, violent or anti-social behaviour to occur on or in the vicinity of the Restaurant by patrons who are or have been in attendance at the Restaurant. Staff are to ensure that this is prevented by:-

- (a) Not tolerating any conduct or behaviour which a reasonable person would consider undesirable; and
- (b) Identifying potential problems and take steps to prevent this behaviour from escalating.

9. DRINK PROMOTIONS AND DRINKING PRACTICES

- 9.1. Drink promotions such as 'happy hours' will not be banned at the Restaurant however any advertisement of this nature must be conducted appropriately and should not encourage rapid or excessive consumption of alcohol.
- 9.2. Management and staff will ensure that the following drinking practices are not conducted at the Restaurant:-
 - (a) A competition or game in which contestants or players consume liquor on the premises or receive free/discounted liquor as a prize for consumption on the Premises; or
 - (b) The supply of any discounted or free drinks that may encourage the rapid or excessive consumption of liquor or intoxication.

10. ILLICIT DRUGS

- 10.1. No illicit drug is permitted in the Restaurant at any time.
- 10.2. Any person found using, supplying or possessing an illicit drug shall be immediately removed from the Restaurant and if necessary, the Police called to escort the offender from the Restaurant.
- 10.3. For the purposes of this Plan, "illicit drug" includes any drugs made illegal by the laws of the State of New South Wales or the Commonwealth of Australia.

11. TRANSPORT

- 11.1. The Licensee/Approved Manager and management shall endeavour to promote the use of alternate forms of transport to the Restaurant as follows:
 - (a) Staff shall arrange (without charge) for taxis to collect any patron from the Restaurant if requested to do so.
 - (b) Patrons are to be advised if necessary of the availability of taxis, the walking distance to the nearest train station (i.e. Circular Quay Station) and the location of the nearest bus stop (Argyle St near Harrington St). Maps to all forms of public transport (bus stops, train stops and taxi ranks) will be provided to patrons upon request.
 - (c) If further specific information is requested regarding public transport, for example, bus time tables, the patron is to be advised of the number for Transport Info Line which is 131 500 and its website www.131500.com.au. The website is configured to be used with smart phones. Management will also, upon request, research any information regarding public transport.
 - (d) The proximity of, and the availability of, public transport options is to be made available at the Restaurant.

12. CLOSED CIRCUIT TV AND SECURITY

- 12.1. The Restaurant will improve safety and security in the locality by the associated increase in activity (i.e. pedestrian movement) and natural surveillance (i.e. through the number of staff to be engaged at any one time). This is achieved by the presence of a modern and well patronised restaurant where its operation provides moderate activity, passive surveillance (by customers, staff and management) and technical surveillance (by way of the installation of a sophisticated CCTV system). Accordingly, the Restaurant will provide increased neighbourhood safety and security to the public who are located within or travel through the area.
- 12.2. The Licensee will install and maintain closed circuit TV cameras to provide surveillance of the interior of the restaurant well as the entries to the restaurant and the vicinity of the premises to a minimum of approximately 10 metres from each entrance.
- 12.3. The License shall maintain a closed circuit television system on the premises in accordance with the following requirements:-
 - (a) The system must record continuously from 8:00 pm until at least one hour after the premises are required to close,
 - (b) Recordings must be digital in format and at a minimum of 6 frames per second,
 - (c) Any recorded image must specify the time and date of the recorded image,
 - (d) The licensee must:
 - i. keep all recordings made by the CCTV system for at least 28 days, and
 - ii. ensure that the system is accessible by at least one member of staff at all times it is in operation, and
 - iii. provide any recordings made by the system to a police officer or inspector within 24 hours of any request by a police officer or inspector to provide such recordings.
- 12.4. All bar staff and restaurant staff will be required to have Responsible Service of Alcohol (RSA) certificate in accordance with the legislative requirements.
- 12.5 Security are to be provided on the following basis:
 - a) The restaurant will maintain the following minimum number of security personnel on the following nights:
 - b) On Fridays – a minimum of three (3) security personnel will be employed from 5pm until 10pm. At least one guard will be employed until 30 minutes after closing of the venue.
 - c) On Saturdays – a minimum of three (3) security personnel will be employed from 6pm until 10pm. At least one guard will be employed until 30 minutes after closing of the venue.
 - d) On Sundays – a minimum of two (2) security personnel will be employed from 5pm until 9pm.
 - e) On Mondays, Tuesdays, Wednesdays and Thursdays – no guards are required, unless a major event attracting large crowds to the precinct is expected.

- f) On Fridays and Saturdays from midnight until close, at least one uniformed security personnel from the Restaurant will continually patrol the area in the vicinity of the Circular Quay West entrance to ensure that patrons of the premises do not loiter or linger in the area or cause nuisance or annoyance to the neighbourhood. This security guard(s) are to maintain radio communication with Restaurant management.
- g) All licensed security personnel are to have communication devices to communicate with each other at all times.
- h) For the purposes of this plan the term “vicinity” is western entrance area known as Circular Quay West and the area to the immediate north and south of this entrance. The security and management will direct patrons towards the taxi rank to the south of this entrance.
- i) The licensee shall require any security personnel employed at the hotel to:
 - j) Be dressed in readily identifiable uniform displaying identification as a security officer and be appropriately licensed.
 - k) Fill in a time sheet (start and finish times) which is to be initialled by the manager/licensee on duty.
 - l) Report to the manager/licensee to obtain a briefing on any specific duties to be addressed on the evening before commencing duty.
 - m) Make a written note with details of any incidents which resulted in injury or which may have involved the committing of a crime or which required intervention by security personnel within the premises or in the vicinity of the premises, including details of time/date, persons involved and a description of the incident. The details should be entered in the Incident Book or, where it is not practical to do this immediately, should be written in a notebook and copied into the Incident Book at the end of the shift.
 - n) Ensure that persons entering the premises are suitably attired in accordance with the restaurant’s dress code which shall require patrons, at least, to be neatly dressed in casual wear, footwear and to be clean.
 - o) Prevent any person detected as intoxicated from entering the premises and bring to notice of the licensee or manager any person on the premises who may be in, or approaching a state of intoxication.
 - p) Prevent patrons leaving the premises with glasses or other opened drinking containers.
 - q) Monitor patron behaviour in, and in the vicinity of, the premises until all patrons have departed, taking all practical steps to ensure the quiet and orderly departure of patrons.
 - r) Collect any rubbish on the street or footpath in the vicinity of the premises that may be associated with the business.
 - s) Co-operate with the Police and any other private security personnel operating in the vicinity of the premises.

- t) Upon commencing duty and thereafter, regularly during routine patrols, check to ensure that all emergency exit doors are closed and kept closed.
- u) Patrol all internal toilet areas at random intervals, notifying the licensee or management of any suspected illegal activity or if the toilet areas need attention in regard to cleanliness. If there are no female security personnel on duty, then prior to entry into the female toilet areas, an announcement is to be made of the incoming patrol by knocking on the door and clearly stating that these toilets are about to be inspected by a male security person.
- v) In the event of an incident, clearly identify themselves as security and attempt to rectify the problem.
- w) Make a written note with details of any incidents in the Restaurant's Incident Register, as required by this Plan of Management. The details should be immediately entered in the Incident Register or, where it is not practical to do this, written in a notebook and copied into the Incident Register at the end of the shift.

13. COMPLAINT RESOLUTION

- 13.1. The Licensee/Approved Manager will implement a complaint handling policy to address any complaints received from residents or other business operators located in the vicinity of the Restaurant. This policy will seek to resolve the complaint without the involvement of the Council or NSW Police.
- 13.2. The complaint handling policy will require a log book to be maintained that records the time, date and nature of each complaint together with a name and address of the complainant. Further, the log book will record the practices adopted by the Licensee and/or staff to resolve the complaint.
- 13.3. Any complaint received at the Restaurant is to be responded to by the Licensee/Approved Manager (and in their absence by Management) within two (2) working days of its receipt. The Licensee/Approved Manager is to be available to meet with the complainant(s) at a reasonable time and mutually suitable date with a view to resolving any concerns regarding the operation of the Restaurant.
- 13.4. In the event that a complaint is of a nature that local Council and/or Police should be made aware of it, Management will communicate to local Council and/or Police the details of the said complaint.
- 13.5. In addition to the above, the Restaurant will maintain an incident register at all times and record any incident at the Restaurant whereby medical assistance was required or the incident involved violence or anti-social behaviour. The incident register will detail the date and time of the incident, where the incident occurred and a full description of persons involved (including names where obtainable). The Restaurant shall comply with the Police standard crime scene preservation guidelines.

14. MODIFICATION AND MAINTENANCE OF THE TERMS OF THIS PLAN

- 14.1. The Licensee/Approved Manager will review and update this Plan when it is deemed warranted. At the time of updating this Plan, the Licensee/Approved Manager will arrange for a copy of the updated Plan to be provided to the local Licensing Police.