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University

REDEVELOPMENT of UNSW CLIFFBROOK CAMPUS

45 – 51 Beach Street, Coogee

STATE SIGNIFICANT DEVELOPMENT APPLICATION (SSD 8126)

OPERATIONAL MANAGEMENT PLAN

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AGSM – General Program Statement

AGSM Mission

AGSM will be known as one of the premier graduate schools of business in the Asia Pacific that shapes innovative leaders and is known as a significant part of UNSW Business School (Where great minds do business).

AGSM @ UNSW Business School has an enviable 40-year history of helping those with a vision to prepare to implement it in a fast changing world. Their MBA (Executive) is a part-time national program designed for ambitious and experienced managers, executives and professionals eager to take their career to a new level.

AGSM MBA (Executive) Program Structure (Residential)

Stage 1 Executive Blueprint

A residential course that sets the platform for a transformational learning experience;
3 day intensive residential

Stage 2 Executive Agenda Year - Strategic Leadership, Innovation, Growth and Transformation

4 x 4 days intensive residential

AGSM Activities

Learning and Teaching - Cliffbrook Campus will accommodate AGSM participants in the purpose built accommodation and classes will run in the flat-floor teaching spaces and syndicate rooms. Outside activities will include short-breaks (breaks up to 20 minutes) in between the class hours of 8.00am and 5.00pm. Some classes will resume after meals until 9pm. Course participants are encouraged afterwards to study individually or in small groups. As most of the AGSM activities will take place in-doors including the dining areas, there will be little if any noise from outside break activities.

Orientation Day is a one day set program at the beginning of each new teaching term where all the new enrolments across the AGSM come together to familiarise themselves with postgraduate study. Typically this involves participants attending morning presentations and afternoon break-out sessions of 10-25 participants. Cliffbrook campus has its own kitchen facilities on site. The majority of catering will occur on site within this kitchen. However, when a larger event (such as orientation day) is held an external caterer may be required to supplement the in house kitchen.

Dining will include breakfast, morning and afternoon tea, lunch and dinner. The type of dining is dependent on the client at the time, but will mostly consist of a buffet style of service in the purpose built dining area.

Other AGSM activities may include site inspections for future clients and photography for marketing collateral or for media promotions.

UNSW – General Operational Statement

UNSW provides event services for internal and external clients ranging from small meetings through to large conventions. The operational aspiration is to deliver professional and clever solutions with enthusiastic service to ensure the success of our client's events.

As part of one of the leading university's in Australia, the comprehensive UNSW property portfolio covers unique and flexible spaces in Sydney's CBD and on the main campus in Sydney's eastern suburb of Kensington. This impressive portfolio is also supported by a full range of event services including expert catering and world-class audio visual facilities operated by skilful technical producers.

This portfolio includes operational management of the current AGSM Conference and Residential Centre at its Kensington Campus consisting of 44 rooms, 5 theatres, and a fully operational commercial kitchen supporting the operations of the centre.

UNSW also manages the CBD Campus at 1 O'Connell Street which is used frequently by the AGSM for events and evening classes as well as hosting various Faculty Away days and innovation sessions. Typically larger events such as the AGSM's recruitment and information sessions are held at the 1 O'Connell Street campus due to their centralised location and access to public transport. These events occur up to 3 times per year and can have up to 100 participants involving a 1 hour presentation followed by 1 – 2 hours of AGSM consultation.

By utilising our experience managing the current AGSM participants and the existing working arrangements and partnerships established UNSW will operate and manage the Cliffbrook Campus in pursuing the University's ambition to:

- Provide a world-class environment for AGSM participants
- Establish a high class venue for UNSW Alumni.

Proposed Building Use and Operation

Proposed Building Management

UNSW will manage the Cliffbrook Campus operations following the completion of the build. The space will operate as an education facility with participant's accommodation primarily for the graduate business school programs with onsite kitchen facilities and only supplement for larger events as and when required.

Proposed Building Uses and Event Types

Cliffbrook Campus will provide space for the following key uses:

- Participant accommodation
- Teaching (Lectures, discussions, tutorials)
- Seminar rooms
- Catering services to support participants and conference programs
- Common spaces for general guest usage
- Gymnasium for participant's use
- Passive outdoor space

Proposed Building Capacity

The proposed building will accommodate 50 participant bedrooms, 2 staff bedrooms and 1 on-site manager's residence.

General Staff: Up to 10 general staff on campus at one time

Academic Staff: Up to 5 academic staff on campus at one time

Proposed Hours of Operation

Internal to all Campus Buildings

The proposed hours of operations are to be dictated by the facility's usage:

Participants residing on campus:

Monday – Sunday all hours. On-site manager on site all hours.

Classes

Formal classes start at 8am and usually finish at 5pm. Some classes however will resume after meals until 9pm. Course participants are encouraged afterwards to study individually or in small groups. The content and structure of courses targeted for Cliffbrook lend themselves to individual or small-group learning.

Seminars:

Monday – Sunday 8:00am – 10:00pm

Maintenance, cleaning and other back of house operations:

As required – all hours

Windows and doors

Ground floor glazing to the eastern parts of the new building to the breakout/ lounge are to be fixed. The lower ground floor door to the syndicate room are to be locked at 5pm and reopened at 8am.

External to all Campus Buildings

All western external areas surrounding the Cliffbrook campus buildings to the mid external fence will not be in use after 10pm. The rear eastern portion of the campus area will be locked from the following times:

- Sunset to 7.30am Monday to Friday; and
- Sunset to 9am weekends and public holidays.

Keypad access to the boundaries eastern most gate shall be provided.

Noise Compliance

To ensure the ongoing good relationship with immediate neighbours UNSW will implement several control methods to minimise noise emissions including:

- Noise policy
- On-going monitoring
- Signage
- Noise complaints register

Noise Policy

The noise policy will form part of all staff's induction process (and notably including the permanent on-site manager) to ensure awareness and be kept on site for referral at all times. It is the responsibility of UNSW staff onsite to:

- Be aware of the permissible noise limits and operating times for the area and ensure that these limitations are complied with
- Be prepared to discuss any issues that may arise with affected parties and seek an amicable resolution wherever possible
- Request participants leave the campus quietly to respect immediate neighbours

On-going Monitoring

To ensure UNSW is continually aware of the noise emissions of the Cliffbrook Campus, it will at random monitor and measure the external noise with a sound pressure level meter during sound sensitive activities. All recordings will be kept on file. The ongoing monitoring will enable UNSW to proactively manage the noise generated by participants and staff.

Signage

It is UNSW duty to notify all participants that their actions upon leaving Cliffbrook Campus may have an effect upon surrounding residents. UNSW will ensure that 'Please respect your neighbours by leaving quietly' signage is located at all exit points.

Appropriate notice and information about the importance of noise and respect to the neighbouring area will be provided to each participant as part of the check in process and will be provided within each room and common areas of the building.

Noise Complaints Register

Cliffbrook Campus will implement and maintain a Noise Complaints Register; The register will enable UNSW to react and investigate all noise complaints and inform the complainant of the action taken to address the complaint.

If a neighbour wishes to make a complaint regarding noise compliance, a Noise Complaint Form will be made available from the facility's reception and given to the complainant and upon completion is to be handed to the manager for both parties to sign. Complaints will also be added to the Noise Complaints Register if received via phone or email. Upon receiving a complaint an investigation into the matter will be conducted and the complainant will then be contacted by the on-site Manager.

Caterer's Responsibilities – House Policy

House policy

The caterer will be required to adopt a House Policy to foster a safe and pleasant environment for all participants. All sale and service of alcohol will be the responsibility of the venue caterer under contract agreement with UNSW. As part of their contractual obligations the caterer operating at the Cliffbrook Campus will need to ensure all catering operations staff must hold a current certificate for the 'Responsible Service of Alcohol' as well as having the ability to hold a Liquor License as issued by the Liquor and Gaming NSW Authority. The appropriate RSA register is to be kept on-site and made available on request.

Incident Register

The caterer will be required to maintain an incident register documenting any incidents or accidents. The register will be made available for inspection by local authorities as required.

UNSW and the caterer are to constantly review the incident register to enable management to adapt procedures accordingly.

Security Management Plan

Electronic security (Access Control and CCTV) will be installed and monitored by the on-site manager and also from the Kensington Campus. The perimeter gates are to be secured after hours with control on entry and exiting by the on-site manager only.

Waste Management Plan – Separate document

Traffic Management Plan – Provided by consultant

Emergency Evacuation Plan

An Emergency Control Organisation will be established with the staff trained on emergency procedures prior to occupation. The on-site Manager and staff will provide primary first response as chief warden and as first aiders for all fire alarms and medical incidents. Security at Kensington will also respond to these alarms and take 10-15 minutes to arrive on site. Security will respond to duress alarm activations, with similar expected response time to site, immediate threats to safety would be escalated to triple '000' primarily. The campus will operate under the UNSW Emergency Procedures, UNSW Major Incident Management Plan and will meet all requirements (where applicable) for Australian Standard AS3745, Planning for emergencies in facilities.

Complaint Management

To complement to the Noise Complaints Register UNSW will also instigate and maintain a general complaints register at the Cliffbrook Campus on-site manager's office. A complaint form will be

made available for any guest or member of the local community who wishes to make a formal complaint.

All complaints, and communications related to complaints, will be recorded in detail. UNSW will ensure that the complaint is thoroughly investigated and a potential solution and/or response is undertaken. Once communication is established UNSW will ensure it is continued until the matter has been resolved.