

# **The Squire's Landing**

## **Plan of Management - August 2019 version**

### **Part 1 – Venue Overview**

This Plan of Management relates to The Squire's Landing (The Restaurant).

It is proposed that the Restaurant operate pursuant to an on-premise 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).

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)

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).

|           |  |
|-----------|--|
| Council:  | City of Sydney Council   |
| Operator: | Mantle Group Hospitality   |
| Site:     | Tenancy 5, The Overseas Passenger Terminal, Circular Quay West,<br>The Rocks, Sydney |
| Licence:  | Liquor - On premise licence  |

## **Management of facility**

The management of the premises as a licensed Restaurant will be carried out by the Operator. The Operator proactively complies with this Plan of Management. This Plan of Management will be available, on request, at all times to regulatory authorities. This document is used in the Induction of all Management, Staff and Security personnel.

The Licensed premises is operating under the direct supervision of the licensee or appropriately experienced supervisory staff whenever liquor is being sold and supplied.

Liquor consumption by all patrons is actively monitored by the licensee or staff

At any one time the maximum number of individuals working at the Restaurant is estimated to be 70 people. These people will be employed in Management, various front of house, various back of house and Security positions.

All team members involved in the supply of alcohol at the Restaurant must, on commencing employment and prior to their first shift:

- \* Review this plan
- \* Review the Prevention of Intoxication on Licensed Premises Guidelines issued by Liquor and Gaming NSW
- \* Review the Intoxication Guidelines Fact Sheet issued by Liquor and Gaming NSW
- \* Review the Liquor Promotion Guidelines issued by Liquor and Gaming NSW
- \* Review the key Liquor Licence Details relevant to the licensed premises in particular the conditions of the licence
- \* Review the relevant conditions of the Development Consent issued by the Local Consent Authority for the licensed premises
- \* Review the CBD Entertainment Precinct Plan of Management (Appendix 1)
- \* Review crime scene preservation guidelines (Appendix 2)

A record of the above will be kept on site in the venue's induction log. The log will be maintained by the Administration Officer.

## Key Staff Contact Details

|                        |                                      |
|------------------------|--------------------------------------|
| General Manager name   | Adam McIlveen                        |
| Venue telephone number | 02 8014 5661                         |
| Mobile telephone       | 0431 083 568                         |
| E-mail                 | adam.mcilveen@mantlegroup.com        |
| Venue Manager name     | Antonio Kuo                          |
| Venue telephone number | 02 8014 5661                         |
| Mobile telephone       | 0403 181 608                         |
| E-mail                 | antonio.kuo@thesquireslanding.con.au |
| 2IC Manager's name     | Andrea Stapleton                     |
| Telephone contact      | 0412 725 294                         |

## Venue floor plan

A copy of the floor plan is kept on the premises (see below).

The Plan shows the total licensed areas.

The premises has a maximum patron capacity of 1000.

It is anticipated that the majority of the time when the premises will trade that the internal capacity will be 570 and the external capacity 430.

However, there will be occasions when those figures will vary depending on the nature of the use of the premises for example when functions such as a wedding occurs.

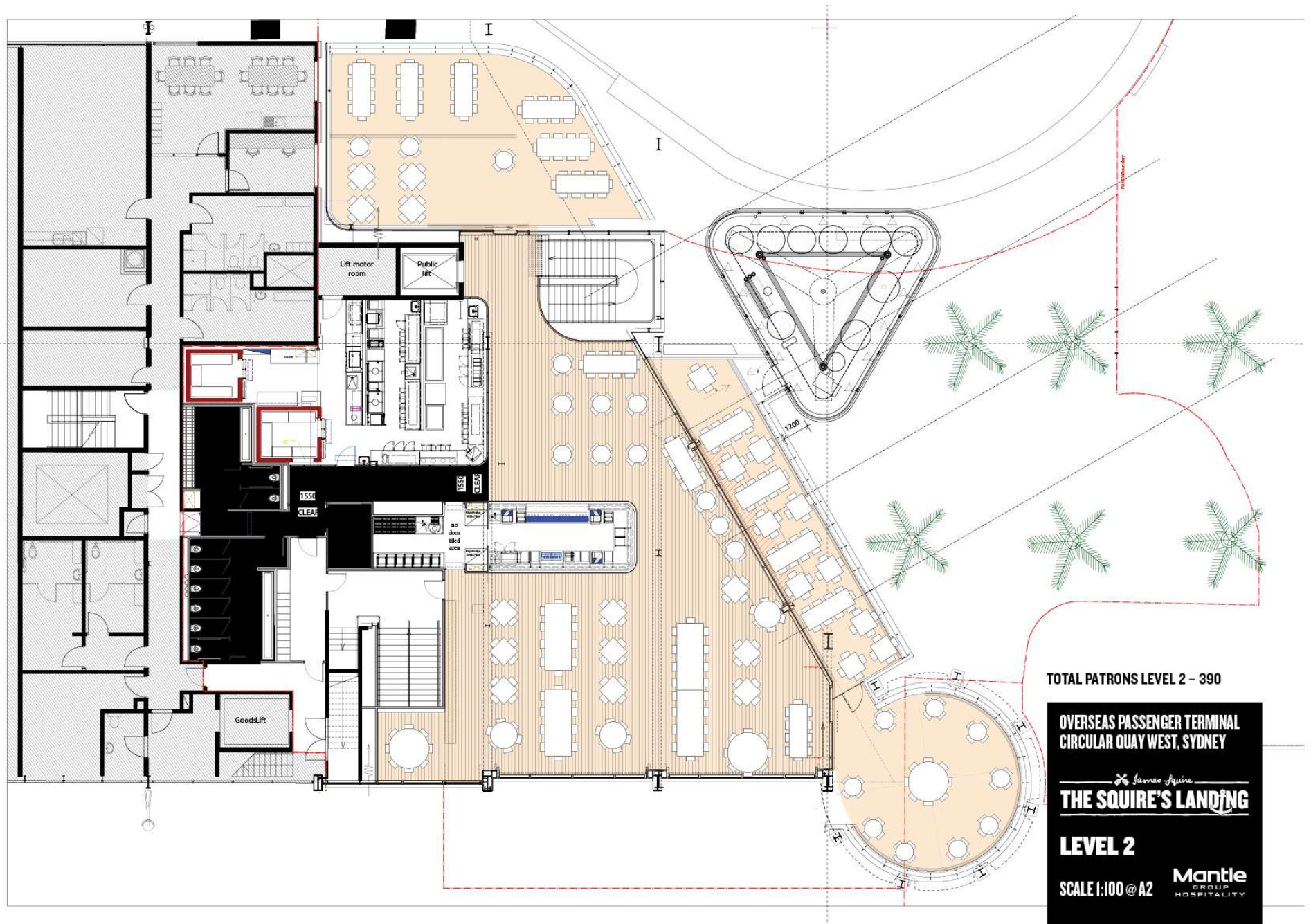
Consequently, the upstairs may have 450 patrons and the downstairs 200 patrons and the external capacity will be 350. Other configurations may also occur.

Another example is that the venue is only permitted to operate on the eastern (wharf side) ground floor area on non-ship days. In this instance, the capacity of the external areas will be reduced but the venue can accommodate more internally.

Nevertheless, the premises must at all times operate within the requirements of the Building Code of Australia and it has received expert advice and will ensure that it does in all circumstances.







TOTAL PATRONS LEVEL 2 - 390

OVERSEAS PASSENGER TERMINAL  
CIRCULAR QUAY WEST, SYDNEY

*Jamoo Square*  
**THE SQUIRE'S LANDING**

**LEVEL 2**

SCALE 1:100 @ A2

**Mantle**  
GROUP  
HOSPITALITY

## Venue licensed trading hours as per DA

### Indoor Areas

- a) 6am to 12 midnight Sunday to Thursday (inclusive);
- b) 6am to 1am Friday and Saturday (inclusive); and
- c) 6am New Year's Eve to 2am New Year's Day (inclusive)

Note 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

### Outdoor Areas

- d) 8am to 10pm Monday to Sunday (inclusive)

Note Notwithstanding (d) above, the use of the outdoor areas of the premises may operate between 6am to 8am and 10pm to 1am Monday to Sunday; and between 10pm on New Year's Eve to 2am on New Year's Day for a trial period of one year commencing from the date of the issue of any Occupation Certificate. The Secretary must be informed in writing of the date of commencement of the trial hours.

## Venue licensed trading hours as per Liquor Licence

|           | From | To   |
|-----------|------|------|
| Monday    | 10am | 12am |
| Tuesday   | 10am | 12am |
| Wednesday | 10am | 12am |
| Thursday  | 10am | 12am |
| Friday    | 10am | 1am  |
| Saturday  | 10am | 1am  |
| Sunday    | 10am | 12am |

\* See liquor licence for approved trading hours on Good Friday, Christmas day and NYE

## Bars and service areas

|                      |   |
|----------------------|---|
| <b>Name of area</b>  | Ground Floor  |
| Description/boundary | Area containing Bar & Entertainment on Ground Floor |
| Trading hours        | See trading hours                                   |
| Safe staffing level  | Contingent on Venue Offer                           |

### Type of service

|            |     |   |    |
|------------|-----|---|----|
| Wait staff | YES | X | NO |
| Bar Staff  | YES | X | NO |

### Free drinking water

|   |     |   |      |
|---|-----|---|------|
| Available on request                                      | YES | X | NO   |
| 1 Self-service cold water dispense - available at the bar | YES | X | NO   |
| Maximum drink purchases per patron prior to 12am          | YES |   | NO X |
| Maximum of 4 drinks purchased per patron after 12am       | YES | X | NO   |
| No shots, shooters, slammers or bombs after 12am          | YES | X | NO   |
| No doubles (Not apply to genuine cocktails) after 12am    | YES | X | NO   |
| No RTD's after 12am                                       | YES | X | NO   |
| Low Alcohol Beer available                                | YES | X | NO   |

|                      |   |
|----------------------|---|
| <b>Name of area</b>  | Level 1   |
| Description/boundary | Area containing Bar and External decks on the 1st Floor |
| Trading hours        | See trading hours                                       |
| Safe staffing level  | Contingent on Venue Offer                               |

### Type of service

|            |     |   |    |
|------------|-----|---|----|
| Wait staff | YES | X | NO |
| Bar Staff  | YES | X | NO |

### Free drinking water

|  |     |   |      |
|--|-----|---|------|
| Available on request                                   | YES | X | NO   |
| Maximum drink purchases per patron prior to 12am       | YES |   | NO X |
| Maximum of 4 drinks purchased per patron after 12am    | YES | X | NO   |
| No shots, shooters, slammers or bombs after 12am       | YES | X | NO   |
| No doubles (Not apply to genuine cocktails) after 12am | YES | X | NO   |
| No RTD's after 12am                                    | YES | X | NO   |
| Low Alcohol Beer available                             | YES | X | NO   |

## KEY POINTS

The licence permits the sale and/or supply of liquor for consumption on the premise in conjunction with the provision of a meal. The PSA permits guests to be served liquor without consuming a meal. Nevertheless, the primary purpose and business of the licence must remain as a restaurant serving meals to guests

The liquor laws require drinking water to be available free of charge at each point where liquor is sold or supplied on the licensed premises

Any conditions imposed on the liquor licence or any requirements under the Liquor Act 2007 which restricts the times, type or quantity sold, or supplied on the licensed premises are complied with.

Liquor is supplied and promoted in a manner that is consistent with the Liquor Promotions Guidelines issues under section 102(4) of the Liquor Act 2007

Patrons are made aware of the availability of non-alcoholic and low strength alcoholic beverages in the licensed premises.

Any special conditions attached to the CBD Entertainment Precinct Plan of Management are adhered to. Please see Appendix 1.

## Food service [1]

|                |  |
|----------------|--|
| Name of outlet | The Squire's Landing Restaurant  |
| Trading hours  | Food available at all times whilst alcohol is served. Dedicated menu operates from 11am until 10pm |
| Area serviced  | Whole of venue   |
| Type of food   | Modern Australian Dining   |
| Notes:         | Food is available at all times outside formal restaurant hours in a short order menu.              |

Nothing in this Operations, Safety and Security Plan of Management prevents the Operator from amending or extending the above Restaurant hours within the approved operating hours.

Meals may be consumed anywhere in the Restaurant that comply with the relevant government legislation.

## KEY POINT



[1] Having food available for patrons at all times during trading periods is a standard harm minimisation licence condition.

## **House Policy**

The Restaurant's house policy addresses the following:

- \* 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;
- \* Harm Minimisation and the Responsible Service of Alcohol; and
- \* The prevention of intoxication on the Restaurant's licensed premises.

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 practises to ensure the responsible service of alcohol.

It is the Restaurant's Policy to:

- \* Prevent intoxication by recognising the signs of intoxication and refusing service to a patron who reaches the point. Any person who is already intoxicated when attempting to enter the Restaurant will be refused entry.
- \* Ensure that non-alcoholic beverages are available for purchase at all times the Restaurant is open for trade.
- \* Ensure no promotions are conducted at the Restaurant which will result in binge drinking or excessive consumption.
- \* Prevent disruptive and/or anti-social behaviour of patrons within and when leaving the Restaurant.
- \* Prevent drink driving by having safe transport options available including directions to local public transport options.
- \* Management may arrange for taxis for any person of the restaurant if so requested.
- \* Educate staff in respect of Responsible Service of Alcohol and this House Policy.
- \* Ensure the noise from the operation of the Restaurant does not unduly affect any residence or business located in the vicinity.

\* Ensure the operation of the Restaurant does not result in an increase in the litter or odours experienced in the vicinity of the Restaurant.

## **Part 2 – Responsible service of alcohol (RSA)**

### **Registers**

#### **RSA Register [2]**

Person responsible for updating the Register  
RSA Register contents

Location - Administration office  
Administration Officer Ali Gunn  
A copy of the licensee's/manager's RSA card, a copy of Staff RSA card, a copy of nominated Security company's security guards RSA

#### **BLACK OLGR incident Register [3]**

Person responsible for updating the Register  
Types of incidents recorded in the Register

Location - Office  
Manager  
Any incident involving violence or antisocial behaviour occurring on the licensed premises  
  
Any incident of which the licensee is aware that involves violence or antisocial behaviour occurring in the immediate vicinity of the licensed premises and that involves a person who has recently left or been refused admission to the premises  
  
Any incident that results in a person being turned out of the licensed premises – where it is a non-voluntary exclusion of persons from licensed premises under Section 77 of the 2007 Liquor Act  
  
Any other incident of a kind prescribed by the regulations.

#### **SECURITY Company Incident Log**

Person responsible for updating the Register  
Log Contents

Location: Bar  
Security Supervisor  
Incidents involving the security guard making forcible contact with or physically restraining a member of the

public and the security guard inviting a member of the public

## KEY POINTS

[2] RSA register – 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, or alternatively have access to their card via the Service NSW App with a smart phone or tablet, at all times during restaurant service and will produce it when requested to do so by the relevant authorities.

[3] Incident register – As the Restaurant falls within the Sydney CBD Entertainment Precinct an approved incident register must be maintained at all times while trading. Registers will be made available anytime for inspection by request from Police Officers, Council Inspectors or OLGR Inspectors.

## Liquor promotions

The operator will pay due regard to the Liquor Promotions Guidelines.

## Managing patron behaviour

### Preventing intoxication [4]

#### Checklist

|   |   |
|---|---|
| Low-alcohol beer available  | Yes (see bars and service areas)                |
| Non-alcoholic beverages available   | Yes (see bars and service areas)                |
| Free drinking water available   | Yes (see bars and service areas)                |
| Limit on number of drinks per patrons   | Yes (see bars and service areas)                |
| Food available  | Yes (see food service)                          |
| Procedures are in place to help staff deal with patrons who may be showing early signs of approaching intoxication. | Yes (see procedures for dealing with incidents) |
| Staff are trained in these procedures   | Yes (see Part 4)                                |

[4] The liquor laws require licensees/managers to prevent intoxication on licensed premises. The standard harm minimisation licence conditions require low-alcohol beer, non-alcoholic beverages, free drinking water, and food to be available at all times during trading periods.

## Procedures for dealing with intoxication incidents

Type of incident: Intoxicated person trying to gain access to premises

**Responsibility**

**Action to be taken**

Front Line Staff

Stopped before entry

Security

Told they cannot gain entry due to intoxication

Management

Asked to move 50m from Venue.

If they fail to move on the Police are to be called

Type of incident: Refusal of service to persons showing early signs of approaching intoxication.

**Responsibility**

**Action to be taken**

Front Line Staff

Tell the patron they have been refused service and immediately stop service to the patron

Security

Offer to call the patron a taxi (or other form of transportation)

Management

Offer the patron water while they wait for transport and confirm requirement that patron is to leave the premises.

Notify other staff members in other bars that the patron has been refused service in case they attempt to get another drink from elsewhere. Supervise while waiting for transport.

If patron refuses Restaurants offer tell them that they have to leave the premise immediately

If patron fails to leave the premises the Police are to be called

Type of incident: Removal of persons showing early signs of approaching intoxication from the premises.

**Responsibility**

**Action to be taken**

Front Line Staff

Notify security that the patron has been refused so they can escort the patron out

Security

Notify other staff members in other bars that the patron has been refused service in case they attempt to get another drink from elsewhere. Supervise while waiting for transport.

Management

If they fail to leave premises the Police are to be called

### **Other procedures**

| Type of incident               | Responsibility                | Action to be taken   |
|--------------------------------|-------------------------------|--|
| No ID                          | Staff / Security / Management | Ask to leave, notify Security & Management                                   |
| Suspected Fake ID              | Staff / Security / Management | Call Security and/or Management  |
| Violent/ Quarrelsome Behaviour | Staff / Management / Security | Call Management Immediately. Diffuse situation. Management to notify Police. |

### **Preventing underage drinking**

#### **Checklist**

|   |                  |
|---|------------------|
| Proof of age ID checks are in place in the venue  | Yes              |
| Staff check ID for all patrons who look 25 years or younger                                     | Yes              |
| Staff are trained in ID checking procedures   | Yes (see Part 4) |
| Staff are trained to recognise situations when second parties may be supplying liquor to minors | Yes              |
| Procedures are in place to help staff deal with suspected second party supply incidents         | Yes              |

### **Checking proof of age ID [5]**

| Location of checking       | Responsibility              | What is checked                |
|----------------------------|-----------------------------|--------------------------------|
| Entry Doors                | Security/ Front Line Staff  | Date of Birth                  |
| Service Points             | Front Line Staff / Security | Photo matches                  |
|                            |                             | Presenting patron              |
| Anywhere within Restaurant | Management                  | Expiry Date                    |
|                            |                             | Any Damage or Alteration of ID |

### **Procedures for dealing with underage drinking issues and incidents**

#### **Suspected fraudulent proof of age ID**

| Type of incident      | Action to be taken   |
|-----------------------|--|
| Altered Date of Birth | Patron is refused entry, details on licence are to be recorded and police contacted. |
| Non-matching Photo    | Police are notified and given details of the licence                                 |

## **Dealing with suspected second party supply incidents**

### **Type of incident**

Parent, older sibling, older friend, stranger supplying

### **Action to be taken**

Call Security and/or Management immediately. Alcohol to be confiscated immediately. Both supplying and underage patrons asked to leave premise immediately. If they fail to leave premise Police are to be called.

## **KEY POINTS**

[5] Acceptable proof of age documents –Proof of Age Card (issued by another Australian state or Territory, except NSW), Driver's license, Passport, NSW Photo Card (issued by RTA)

## **Illicit Drugs**

No illicit drug is permitted in the Restaurant at any time.

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.

If illicit drugs are found on site they are to be held and handed over to Police.

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.



## **Part 3 – Amenity of neighbourhood**

### **Public policy objectives**

The most important public policy objectives are:

1. To manage the Restaurant so as not to disturb residents, other property owners and visitors to the locality; and
2. Minimise harm associated with potential misuse and abuse of liquor.

The specific objectives are to:

- Ensure the area in the immediate locality of the Site is secure, safe and free from public nuisance caused by patrons of the Restaurant.
- Minimise any nuisance impacts on the nearby residential and commercial uses.
- Ensure that patrons are served responsibly in accordance with industry/company standards and policies for the Responsible Service of Alcohol.
- Monitor the behaviour of patrons who show inappropriate behaviour, both within and outside the site, and encourage appropriate and responsible behaviour.

### **Manage traffic impacts**

The impact of the operation of the Restaurant on the adjoining street system is an important public policy issue. The specific objectives are to:

- Minimise disruption of both pedestrian and vehicular traffic in the local street system.
- Ensure that road conditions are not rendered unsafe as a consequence of loading and unloading operations.
- Ensure all delivery and waste collection vehicles use the loading area. A private contractor will be appointed to collect waste. The removal of glass must only occur between 7am and 8pm weekdays and 9am and 5pm weekends and public holidays.
- Ensure that, during trading hours, waste generated is collected from different areas within the Hotel and moved to the designated waste storage area as required. No waste will be

placed for collection in a public space.

## **Waste Management**

Waste removal will occur as follows: -

- \* Cardboard: to be flattened and placed in dedicated paper storage area 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 inside 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.

## **Minimise noise**

Noise minimisation is an important public amenity issue and the objectives of the plan are to:

- Ensure that the noise criteria of Council and the Independent Liquor and Gaming Authority are met.
- Utilise measures in place to reduce noise – amplifier noise limiters, door closers, Management patrols of external perimeter and neighbouring streets from time to time and venue contact details published.
- Assist patrons to minimise disturbance whilst entering, departing from or using the site.
- Ensure that noise disturbance as a result of Restaurant operations or the actions of patrons of the Restaurant are minimised.
- Ensure any complaint regarding noise is logged in venue complaint register and Venue Manager responds accordingly.

## **Security /Safety**

The specific measures to be taken to achieve the objectives, in relation to Restaurant safety and security and the surrounding locality, are -

- Retain a responsible security company, employing only licensed operators to provide Class 1C under Security Industry Act 2007 security and patrol services to the Restaurant

The Licensee shall: -

- Keep necessary written records of incidents in a compliant log available for inspection by the relevant regulatory authority. 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.
- Keep written records of activities and incidents in an appropriate log book available for inspection by the Operator, Council and the Police
- . Ensure all Security personnel fill in a timesheet (start and finish times) which is to be initialled by the manager/licensee on duty.
- . Ensure Security reports to the manager/licensee to obtain a briefing on any specific duties to be addressed on prior to commencing duty.
- Review security performance regularly as required.
- Ensure weekly communication between the Venue Manager and the head of Security to discuss relevant security issues or incidents from the previous week's trade.
- . Ensure all licensed security personnel have communication devices to communicate with each other at all times.
- Ensure Security is available in the event of public nuisance arising from patrons of the Restaurant. The Assistant/Duty Manager at any time is to be responsible for patron security. The duties of that person are to include supervising patron behaviour, both inside and within the vicinity of the Restaurant, in conjunction with Security when they are in attendance.
- Ensure Security advises any disturbance to the Assistant/Duty Manager, if necessary, by use of radio at the time of the event or in person and then in writing following the event.

- Ensure that Security undertake regular patrols of the Restaurant and the area immediately surrounding the Site from midnight until 30mins after the closing time or until the last patron has left the premises, whichever is the later, on Friday and Saturday nights, to monitor the behaviour of patrons leaving the Restaurant and report incidents accordingly
- . Security personnel will be dressed in readily identifiable uniforms displaying identification as a security officer and be appropriately licensed.
- Security personnel will be appropriately rostered depending on trading times and conditions as well as the Restaurants offer at the time.
- . Security will co-operate with the Police and any other private security personnel operating in the vicinity of the premises.
- . Ensure upon commencing Security will regularly during routine patrols check to ensure all emergency exit doors are kept closed.
- . Security will patrol 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.

### **Procedure for patron entry and queuing of patrons**

During peak periods a host will be located at the western entry on the ground floor. This person will be in communication with key staff and security to ensure the even distribution of patrons over all areas of the venue.

If the venue reaches capacity the host is to stop entry and create a queue for patrons wishing to enter. The host is to work with security and key staff to ensure that queuing patrons: -

- \* do not disturb or create conflict with members of the public
- \* do not create a hazard or obstruction
- \* do not disturb the quiet enjoyment and amenity of the neighbourhood
- \* allow persons to exit the premises

\* enables NSW Police, council and other regulatory authorities and emergency services unimpeded access to the premises

### **No Smoking Policy**

The licensee will ensure that smokers behave in accordance with the Smoke Free Environment Act 2000, in particular the 4-metre law ensuring:

No smoking signs will be posted in accordance with the Smoke Free Environment Act 2000

Have policies in place for non-compliant guests

Involve the Duty Manager if a situation is not resolved adequately and keep a record in on site incident register of such situations.

### **Cleaning**

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. Periodic deep cleans of outdoor floor areas will be undertaken on a basis whereby a high standard of presentation is maintained.

### **Sanitary Facilities**

Patrons of the Restaurant will have access to sanitary facilities located inside the Restaurant. The cleaning of the sanitary facilities of the Restaurant will be checked and maintained by staff during each trading day.

### **Crime Scene Preservation**

As per The Sydney CBD Entertainment Precinct Plan of Management the Restaurant to the best of its ability will preserve crime scenes according to the Crime Scene Preservation Guidelines - See Appendix 2 and Appendix 3

## Complaints Register and Procedure

### Complaints log

The operator is to keep a written log of complaints and events so that matters can be brought to the attention of the responsible parties. This is located in the administration office. The register will have printed page numbers to ensure it is an accurate record of disturbances.

Complaints should be directed to the Operator in the first instance.

At all times during the operation of the Restaurant, the Assistant/Duty Manager is to address any complaint regarding aspects of the operation of the Restaurant. Complaints will be acted upon immediately if necessary.

All other complaints are to be responded to by the Venue manager within 10 days or referred to other authorities, such as the Police or Local Government, if required.

In the event of an incident of a serious nature, the manager must contact the Applicant immediately and the incident must be reported to the NSW Police. For the avoidance of doubt an Incident is of a serious nature if it involves violence causing injury or requires the intervention of the NSW Police or an emergency service.

### Venue security patrols [6]

|                             |   |    |   |
|-----------------------------|---|----|---|
| Name of security company    | Urban Security and Risk Management      |    |   |
| Master License              | 000 102 162                             |    |   |
| Area Manager                | Brad Chivers                            |    |   |
| Telephone contact           | 0404 197 500                            |    |   |
| Email                       | Brad@usrm.com.au                        |    |   |
| Area serviced               | Ground Floor/ Public Amenity/ Entrances |    |   |
| Condition of licence?       | YES                                     | NO | X |
| Minimum safe security level | Contingent on venue offer               |    |   |
| How is security deployed?   | As per operational requirements         |    |   |
| Day and time of patrolling  | As per operational requirements         |    |   |
| Area serviced               | First Floor                             |    |   |
| Condition of licence?       | YES                                     | NO | X |
| Minimum safe security level | Contingent on venue offer               |    |   |
| How is security deployed?   | As per operational requirements         |    |   |
| Day and time of patrolling  | As per operational requirements         |    |   |



[6] All security staff employed by the venue must hold a recognised RSA card.  
Our full Security Plan of Management can be seen in Appendix 3

### **Closed circuit TV**

| Camera location            | No. of Cameras |
|----------------------------|----------------|
| Ground Floor Internal      | 10             |
| Ground Floor External      | 15             |
| Ground Floor Back of House | 21             |
| Level 1 Internal           | 11             |
| Level 1 External           | 5              |
| Level 1 Back of House      | 9              |

#### Data Retention for Security Camera system

|                          |                              |
|--------------------------|------------------------------|
| Number of Days:          | 30                           |
| Name of service provider | Element Security             |
| Contact name             | Scott                        |
| Telephone contact        | 02 8515 7913                 |
| Email                    | scott@elementsecurity.com.au |

The Restaurant will maintain a CCTV system which meets the following minimum requirements:

A camera must be located at the main entrance to the venue and positioned to record any person entering through this entrance. The CCTV recordings of this camera must be sufficient to enable an individual to be identified, beyond reasonable doubt, when:

- \* the person represents not less than 100% of screen height, and
- \* there is an unobstructed view of the person's face.

In addition, CCTV cameras must be maintained throughout the premises with camera coverage to specifically record images of the following areas:

- \* all other public entrances and exits, whether or not in use at the time,
- \* staircases,
- \* all portions of the floor area accessible to the public where entertainment is provided,
- \* toilet external entrances,

- \* all public accessible areas within the premise excluding toilets and accommodation rooms,
- \* the footpath area directly adjacent to the premises, and
- \* courtyard areas.

The CCTV recordings of the cameras referred to in sub condition (2) of the DA must be sufficient to enable the recognition of a person. A viewer must be able to say with a high degree of certainty whether or not an individual shown is the same as someone they have seen before, when:

- \* the person represents not less than 50% of screen height, and
- \* there is an unobstructed view of the person's face.

Camera views are not to be obstructed by temporary or permanent structures, signage or other impediments.

Camera recordings must meet the standards set in sub condition (1) and (3) of the DA at all times.

Recordings must:

- \* be in digital format and record at a minimum of 10 frames per second, and
- \* commence one hour prior to opening and operate continuously until at least one hour after closure.

The correct time, date and camera identification must be automatically embedded on all recordings.

The Licensee must ensure that no person is able to delete or alter any recordings within the 30 day retention period.

At least one person on site while trading must be capable of accessing the CCTV system and review recordings and produce copies.

Immediate access to the CCTV system is to be granted to NSW Police, OLGR Inspectors or other regulatory officers upon request.

CD, DVD or USB copies of CCTV footage must, upon request, be provided within one working day to NSW Police, OLGR Inspectors or other regulatory officers upon request.

The CCTV system must be checked each day at the commencement of trade. If the system is not fully operational the Local Area Commander or delegate must be notified within 2

hours. The daily check of the CCTV system must be recorded in the incident register.

## **Entertainment**

|                                    |   |
|------------------------------------|---|
| Type/name of regular entertainment | Live acts including but not limited to, Soloist / Duos /Tribute acts, comedy nights and stage performers. |
| Location                           | Ground Floor and Level 1  |
| Day and time of entertainment      | Monday to Sunday  |
| Noise Restrictions                 | Regular conditions pertaining to noise on DA  |
| Number of security staff           | Contingent upon venue offer.  |

## **Fire safety**

The restaurant will be patronised by people who may not be familiar with the building as a whole. To ensure fire safety, the following measures are proposed:

- Designated Fire Wardens will be trained to manage the safe evacuation of all persons, including those who might have mobility difficulties, in accordance with an appropriate evacuation plan.
- Display emergency evacuation plans and annual Fire Safety Certificate in a conspicuous location.
- Maintain all fire safety equipment in accordance with BCA and Council requirements.
- Undertake annual inspections for compliance of fire safety equipment/ essential services and prepare annual Schedule 15A returns to Council.

## **Anti-social/violent behaviour**

Dealing with anti-social/violent behaviour in vicinity of venue

| <b>Location</b> | <b>Responsibility</b> | <b>Action to be taken</b>   |
|-----------------|-----------------------|---|
| Entrances       | Security              | Patrols at regular intervals<br>Asking patrons to leave and dealing with any potential problems proactively |

## **Local community [7]**

Procedures for dealing with impact of venue on local community

| <b>Issue</b>                     | <b>Responsibility</b> | <b>Strategy</b>   |
|----------------------------------|-----------------------|---|
| Noise and Disturbances to public | Licensee              | Consultation / engagement with public and adjust procedures accordingly |

## **KEY POINT**

[7] Maintaining contact with neighbouring residents will help to identify any problems before they escalate. When issues do arise, it is important they are dealt with quickly and in a way that benefits both parties.

#### **Part 4 – Management / Staff training [8]**

##### **Checklist**

|                                 |  |
|---------------------------------|--|
| Management meetings held every  | Fortnight - a record of minutes kept on file and managed by the Venue Administrator  |
| Staff receive information about | Liquor laws<br>RSA<br>Venue operating Procedures (Security, ID checks)<br>Local Liquor accord initiatives<br>Other information as required |
| Staff have access to resources  | Plan of Management<br>Mantle Policies / Procedures & Standards<br>DA and Liquor Licence"   |

##### **KEY POINTS**

[8] The venue is committed to ongoing training of staff to ensure everyone is kept updated on RSA, new information about the liquor laws, venue initiatives, and venue operating procedures. These meetings also encourage the exchange of ideas between venue management and staff. A record of these training sessions is kept on file and managed by the Venue Administrator.

#### **Part 5 – Transport**

##### **Safe transport options [9]**

###### **Taxi**

|              |              |
|--------------|--------------|
| Operated by  | Premier Cabs |
| Phone Number | 13 10 17     |

###### **Sydney Buses**

|              |               |
|--------------|---------------|
| Operated by  | Transport NSW |
| Phone Number | 13 15 00      |

###### **Sydney Trains**

|              |               |
|--------------|---------------|
| Operated by  | Transport NSW |
| Phone Number | 13 15 00      |

###### **Sydney Ferries**

|              |               |
|--------------|---------------|
| Operated by  | Transport NSW |
| Phone Number | 13 15 00      |

##### **KEY POINT**

[9] Educating patrons and staff about the safe transport options available in your local area will assist in reducing drink driving. The proximity of, and the availability of, public transport options is to be made available at the Restaurant.

## **Part 6 – Working with local stakeholders**

### **Key contacts**

#### **Licensing Police**

|                    |                 |
|--------------------|-----------------|
| Contact name       | LSC Juan Murari |
| Stanford Telephone | (02) 8220 6399  |
| Email              | TBC             |

#### **OLGR Liaison officer**

|              |  |
|--------------|--|
| Contact name | TBC  |
| Telephone    | (02) 9995 0834   |
| Email        | TBC  |
| Website      | <a href="http://www.olgr.nsw.gov.au">www.olgr.nsw.gov.au</a> |

#### **Local Council**

|              |  |
|--------------|--|
| Contact name | City of Sydney Council   |
| Telephone    | (02) 9265 9333   |
| Email        | <a href="mailto:council@cityofsydney.nsw.gov.au">council@cityofsydney.nsw.gov.au</a> |

#### **Local liquor accord**

|                     |   |
|---------------------|---|
| Local liquor accord | City North Liquor Accord  |
| Accord Coordinator  | Fiona Speed   |
| Mobile              | 0488 777 752  |
| E-mail              | Admin @ cnla < <a href="mailto:membership.cnla@gmail.com">membership.cnla@gmail.com</a> > |

### **Modification and maintenance of the terms of this plan**

The Licensee/Approved Manager will review and update this plan when its 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.

APPENDIX 1 - CBD ENTERTAINMENT PRECINCT PLAN OF MANAGEMENT

APPENDIX 2 - CRIME SCENE PRESERVATION GUIDELINES

APPENDIX 3 - URBAN SECURITY PLAN OF MANAGEMENT