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Plan of Management & Security Management Plan

D/2016/1529 S4.55 Submission

One Circular Quay

Yuhu-AWH



YUHUGROUP
AUSTRALIA

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Rev	Originator	Approved	Date
0	Name	Name	Day/Month/Year

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1 Introduction

1.1 Purpose

This Operational and Security Management Plan (OSMP) Rev 05 has been prepared to accompany the proposed Section 4.55 application for amendment of D/2016/1529 Hotel (Tower B) Stage 2 State Significant Development Application as part of the Yuhu-AWH One Circular Quay (OCQ) development.

This plan serves to establish performance criteria for various aspects of the Hotel operations and the requirements for the application for amendment of development, consent. This will include addressing Environmental Planning and Assessment Act 1979 and the Liquor Act 2007 requirements. This will include performance criteria/management plan of the Hotel regarding impacts of late night trading venues in the hotel on the surround neighbourhood in which it is located, and to protect the amenity of existing and future residential properties in proximity of the site. This report will encompass a proposed Plan of Management and Security Management Plan to address the above issues.

1.2 Scope of the Report

The scope of this report is to identify a Plan of Management and Security Management Plan for the Yuhu-AWH 1 Alfred Street, Sydney NSW 2000 development.

Key areas of the report will include the following aspects:

1.2.1 Plan of Management

- The location and context of the hotel venues, including proximity to residential, other sensitive land uses and other late night trading premises;
- The specific nature of the facilities and the proposed hours of operation – including day time;
- The existing hours of operation of surrounding business uses;
- Amenities (the size and patron capacity) including noise mitigation;
- Waste management including deliveries and waste collection;
- Cleaning;
- Signage;
- First Aid facilities;
- Occupational Health and Safety; and
- The accessibility and frequency of public transport during late night trading hours.

1.2.2 Security Management Plan

- Responsible Services of Alcohol (RSA);
- Illegal Drugs (Management on site);
- Public Transport Awareness;
- Standard Procedures including:
 - Door policy and dress codes;
 - Incident register and complaints;
 - Building occupancy;
 - Security / patron intervention/ crowd control procedures;
 - Hold up procedure and policy;
 - Money handling, safe storage and cash movement;
 - CCTV / Surveillance;
 - Evacuation and Emergency Management Plan; and
 - Training.

1.3 Site Location

The site is located on 1 Alfred Street, 19-31 Pitt Street and 31A Pitt Street, Sydney (refer to Figure 1). This land is formally described as 1 Alfred Street Sydney NSW 2000. The site is located on consolidated Lot number 8 DP 1224258.

Figure 1 – Location of Proposed Development



1.4 Approved Development

The approved development consists of two mixed-use towers that accommodate the following:

1.4.1 Tower A

- 190 residential apartments, consisting of:
- 3 x studio apartments;
- 26 x one bedroom apartments;
- 74 x two bedroom apartments;
- 87 x three bedroom apartments; and
- Retail premises on the Ground Floor with a combined Gross Floor Area (GFA) of 421m².

1.4.2 Tower B

- A hotel tower with 182 hotel rooms;
- Retail premises on the Ground Floor with a combined GFA of 336m²; and,
- 6 basement levels containing a loading dock with 5 loading bays and five levels of basement car parking with 195 car parking spaces. In addition, bicycle and motorcycle parking is also provided within the basement.

1.5 Proposed Development under S4.55 Application

Approval is now sought to construct two mixed-use towers that accommodate the following:

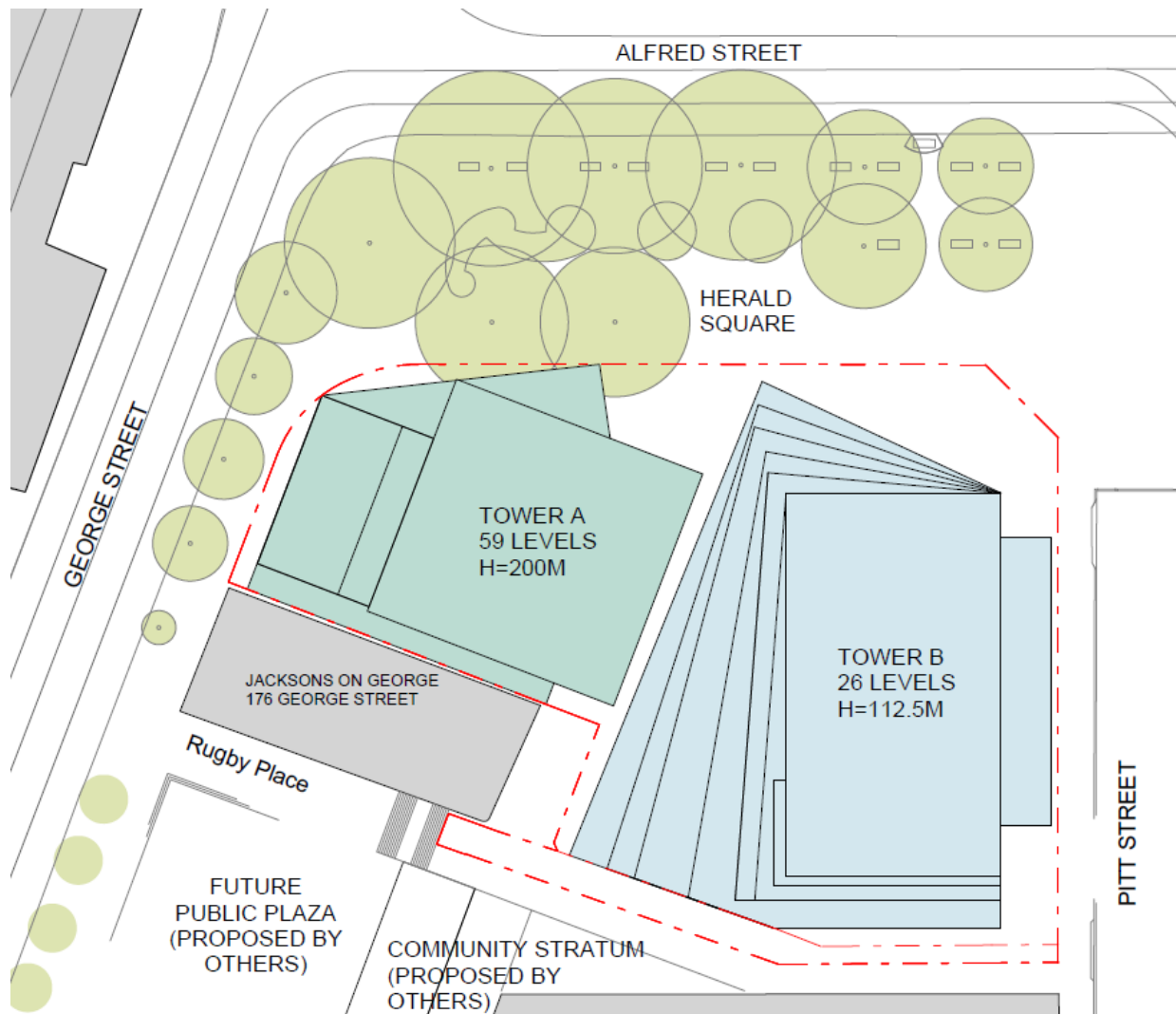
1.5.1 Tower A

- 165 residential apartments (change of -25 apartments from the approved), consisting of:
- 0 x studio apartments (-3);
- 7 x one bedroom apartments (-19);
- 32 x two bedroom apartments (-42);
- 126 x three bedroom apartments (+39); and,
- Retail premises on the Lower Ground and Ground Floors with a combined GFA of 193m² (-228m²).

1.5.2 Tower B

- A hotel tower with 220 hotel rooms (+38);
- Retail premises on the Ground Floor with a combined GFA of 397m² (+61m²); and,
- 6 basement levels containing a loading dock with 4 loading bays (-1) and five levels of basement car parking with 182 car parking spaces (-13). In addition, bicycle and motorcycle parking is also provided within the basement.

Figure 2: Location of Hotel (Tower B) Stage 2 DA



1.6 Adjacent premises & Area Activation

The proposed One Alfred Street Tower B hotel development and premises was approved under D/2016/1529 on 16 May 2017. The site is surrounded by a number of office, commercial, entertainment and hotel buildings including:

- The Ship Inn Pub - approx. 30m;
- Marriott Hotel - approx. 70m;
- Four Seasons Hotel - approx. 100m.
- The Gateway Food Court - approx. 100m.
- Paragon Hotel - approx. 115m.
- The Russell Hotel - approx. 150m;
- Quay Bar - approx. 150m;
- City Extra Cafe - approx. 160m;
- Governor Place Apartments - approx. 160m;
- Fortune of War Pub - approx. 160m;
- Quay West Suites - approx. 175m;
- Graze Restaurant - approx. 190m;
- The Shangri-La Hotel - approx. 200m.
- Harts Pub - approx. 230m; and
- The Australian Hotel - approx. 280m.

1.7 Venue Hours of Operation

The Tower B hotel will operate short term hotel accommodation facilities as well as a number of ancillary facilities including restaurants, bars and amenities. Venue types, location and hours of operation are summarised as follows:

Table 1- Venue Description and Hours of Operation

Level	Facility Description	Hours of Operation
GF	24 hour hotel check-in desk, concierge and lobby lounge area on the Ground Floor	24 hours a day, 7 days a week;
	External Retail Commercial Space on the Ground Floor - cafes and dining including outdoor seating	7am till midnight, 7 days per week.
1	Pool & Gym Facilities	24 hours per day, 7 days per week;
	Fitness Cafe	6am till 10pm, 7 days per week;
	Day spa and wellness centre; and	
2	Ballroom and Pre-function,	7am till 1am, 7 days per week upon booking
	Conference/Event Rooms	
3	Hotel all Day Dining Restaurant;	6.00 am till midnight , 7 days per week
24	Specialty Restaurant	7am till 2am, 7 days per week
25	Bar	

1.8 Hotel Patronage Capacity

The maximum hotel patronage proposed is as follows:

Table 2 – Hotel and Venue Patronage

Areas	Floor area (m ²)	m ² /person	Population (based on m ² /person)
Ground Floor Lobby	322	15	22
Pool	95	1.5	64
Gymnasium/Yoga	96	3	32
Spa			6
Fitness Cafe	164	1	164
Ballroom	350	1	350
Pre-Function Area	214	1	214
VIP Meeting	75	2	38
All Day Dining (L3)	600	1	600
Specialty Restaurant (L24)	364	1	364
Bar (L25)	420	1	420

1.9 Premise Management Agreement

A premise management agreement between the residential apartment body corporate (Tower A) and Hotel Management (Tower B) will be created to establish responsibility for facilities maintenance, liability, payment of maintenance costs and access rights to shared facilities within the One Alfred Street complex. Yuhu-AWH will draft this agreement and include it in the apartment sale contracts. The agreement will also establish a management plan for the separation and the hotel, residential and retail uses.

1.10 Retail Tenancies

The developer/hotel operator will not be responsible for the approval of the licencing for the serving of alcohol for the external commercial/retail tenancies that adjoin the through site link public domain area of the One Alfred Street Development. However, tenants of each of the retail premises will have certain provisions within their leases to enhance the management of the complex.

2 Plan of Management

2.1 Neighbourhood Amenity

At all times Yuhu-AWH One Sydney Hotel shall consider the amenity of its neighbours and where possible shall take measures to ensure that there is no adverse impact on the surrounding area.

Hotel management will take all measures to ensure that the behaviour of patrons when entering or leaving the premises does not detrimentally affect the amenity of the neighbourhood.

2.2 Operational Noise

The premises will be operated in accordance with noise conditions of the Development Consent as well as any requirements of the relevant licensing authority. All sound emissions and noise management practices will comply with Council's requirements, the Protection of the Environment (Operations) Act 1997 and NSW Office of Liquor.

Key initiatives to minimise noise on terraces and balconies during normal hours and after hours include;

- Management and staff intervention;
 - Installation of noise locks on doors to the terraces / balconies which can be used at night;
 - Patrons will be encouraged
 - respect the quiet enjoyment of the neighbourhood
 - to enter, and leave the premises in a quiet and orderly manner and to
 - consider neighbours when leaving the premises during evening trade periodsvia staff instruction an signage displayed at appropriate locations within the complex.
 - Staff will regularly patrol the entrance to the premises to ensure that no excessive noise is created;
 - Locks to limit noise will be installed on doors to the terraces/balconies which can be used at night if required;
 - Noise limiting systems will be applied to external sound systems and equipment;
 - Passive design noise barriers including screens and curtains will be installed.
 - Patrons will be informed of available local transport via signage and staff instruction to minimise noise and loitering during evening trade hours via signage and staff instruction;
 - Surface finish of the basement access driveway will be low-squeal i.e. no polished or painted concrete;
 - Any grates or protective covers in the basement access driveway will be rigidly fixed in position to reduce percussive noise
 - Patron populations of the bar terrace will be limited between midnight and 6.00am.
 - The L25 bar will incorporate sound absorptive finishes in the space, such as soft furniture,
- There are no time restrictions considered necessary for docks, deliveries or waste collection zones, as they are conducted from the underground basement loading docks.

An **Acoustic Assessment Report Entertainment Noise from Tower B Hotel** has been prepared. The venues may operate live entertainment at times. Entertainment noise generated by the development during the hours of trade was assessed from the nearest offsite residential receivers as well as future onsite buildings within the development. Compliance is generally predicted to be achieved with recommendations provided for the instances of non-compliance.

There are no time restrictions considered necessary for docks, deliveries, or waste collection zones as they are conducted from the underground basement loading.

2.3 Waste Management

A waste management plan has been prepared for the development with the emphasis being on waste minimisation. Management principles that are in place are to encourage the most efficient use of resources,

to reduce environmental harm, and to provide for the continual reduction in waste generation in line with the principles of ecological sustainable design (ESD).

Key initiatives include:

- The establishment of at source segregation through waste management practices including consideration for:
 - Glass;
 - Co-mingled recyclables;
 - Paper and cardboard;
 - Soft Plastics;
 - Cooking oil and grease waste from cooking activities;
 - Garden/vegetation waste; and
 - Residual materials.
- Methodologies for the sorting, separating and storage of waste as well as transporting and disposing of waste.
- Training and induction for all staff and contractors on the site.

2.3.1 Waste Storage

Recyclables and general waste will be collected and stored in colour coded bins to ensure waste streams are not inadvertently mixed. All waste storage areas and bins will be provided with clear labels and directions for use in order to maximise appropriate separation of waste streams and enhance environmental outcomes.

All waste storage rooms will be designed according with the provisions stipulated by the City of Sydney Waste Policy. Staff from the food and beverage tenancies will manually transfer waste and recyclables via the services lifts in basement bin store in wheeled bins or trolleys.

2.3.2 Waste Storage Areas

Waste storage requirements and management practices for common waste storage areas are as a minimum in accordance with City of Sydney Waste policy. Waste Storage will be broken up in to the following key areas

- A central waste storage area will be provided for the commercial and residential waste with a visual divider provided to separate the two;
- A central storage area for hotel waste;
- A bulk storage room will be provided for the commercial, residential and hotel areas. This room will be primarily be for hard rubbish and large recyclables;
- Waste collection and temporary storage rooms

2.3.3 Waste Collection

Waste collection services for each waste stream will be provided by appropriate licensed contractors. Written evidence will be provided and held on site at all times of a valid and current contractor with a licensed collector for waste and recycling collection and disposal.

Hotel Tower B waste collection frequency is summarised as follows for the various waste streams. The frequency of waste collection may change subject to stakeholder preferences/capability, bin sizes, and numbers.

Table 1 – Waste Collection Frequency

Waste Stream	Collection Frequency	Licenced Collector
Hotel general waste	5 x weekly	Private contractor
Hotel recycling waste	2 x weekly	Private contractor
Residential general waste	5 x weekly	Council / Private contractor (as required)
Residential recycling	3 x weekly	Council / Private contractor (as required)
Commercial general waste	5 x weekly	Private contractor
Commercial recycling	3 x weekly	Private contractor
Metal waste	As necessary	Private contractor
Electronic waste	Collection scheduled as necessary	Council / Private contractor (as required)
Hard rubbish	Collection scheduled as necessary	Council / Private contractor (as required)

2.3.4 Waste Amenity

Management systems and constructed elements of the development will be designed so as to enhance outcomes for building amenity in particular in the following areas:

- Visual aspects – The waste management and central storage areas will not be visible externally or from the exterior of the building;
- Noise – All systems and waste movement methodology will comply with the Protection of the Environment Operations Act 1997; and
- Odour - Any putrescible waste awaiting collection will be sorted in a manner that meets City of Sydney Waste Policy. All waste storage areas will be provided with mechanical ventilation. General and organic waste will be collected daily.

2.3.5 Deliveries and Waste Collection

Deliveries and waste collection will be to/from the loading dock via the building vehicle entry ramp on Pitt Street. Access for deliveries and waste collection will not cause any interruption to the flow of external traffic. All loading will take place wholly within the premises with no deliveries, loading or unloading occurring on the street. The basement deliveries and collections will be managed by a dock master.

Deliveries to the complex will predominantly comprise food supplies and business operational requirements (laundry and the like). Deliveries will be made by light commercial vehicles and will occur via the basement loading dock. All deliveries and collections will be managed by a dedicated dock master to ensure efficient vehicle movement and goods distribution.

There are no time restrictions considered necessary to minimise neighbourhood noise annoyance for deliveries or waste collection provided as they are conducted from the underground basement loading docks.

2.4 Cleaning of the premises and the public domain

The Hotel Operator will ensure as far as practicable, that the premises are kept in a clean and tidy condition both internally and externally. Staff will be employed to clean up the internal and external areas of the building on a daily basis. This will be closely monitored by the Hotel Operator.

2.5 Signage

All mandatory and statutory signage will be displayed internally and at required entrances. All other external permanent signage is subject to Council and Planning approval.

No commercial signs, including banners shall be displayed on exterior of the premise without prior consent for Council. Signage in compliance with the Liquor Act 2007, including but not limited to signage required for responsible service of alcohol, together with signage requesting patrons when leaving the hotel respect the quiet and good of the neighbourhood, shall be displayed at appropriate locations within the Hotel.

2.6 First Aid Staff Training

The Hotel operator will undertake first aid training of hotel staff in order to respond to a medical incident on the premises.

In addition, all security officers and a number of employees will be first aid trained and qualified. The Security officers will be first responders to all medical incidents. They will have access to and be trained in the use of key equipment including defibrillators and trauma kits which will be located in the complex.

2.7 OH&S

The Hotel operator will ensure that the Occupational Health and Safety standards are implemented for all uses. Each use will operate in accordance with the relevant legislation and local standards, adopting strict management practices in all uses.

3 Security Management Plan

The following section establishes the venue operation measures that will be implemented to ensure adequate safety, security and crime prevention both on the site of the premises and in the public domain immediately adjacent to, and generally surrounding, the premises.

3.1 Premises Security

To ensure the One Alfred Street premise is managed responsibly and to maintain a secure environment for all persons and to protect the property, hotel staff, visitors and residents, the following security measures will be implemented and maintained:

3.1.1 Tower A Residential Security

The apartment building security system shall incorporate electronic monitoring and access control of the building, 24 hours per day from the buildings security control room, through a system of proximity card readers, Closed Circuit TV (CCTV) system, intercoms, alarm system and interfaces with the lifts. Lighting (automatic light/movement sensor and timed) is to be installed in all public and communal spaces and building entrances and public areas will be monitored with CCTV.

The apartment building lobby entry will be the primary point of entry/exit for pedestrian guests and visitors accessing from George Street with of a direct sight line to the concierge reception desk. The Lobby door will be accessible 24 hours per day via proximity card access for residents. The apartment lobby will be staffed during standard business hours.

3.1.2 Tower B Hotel Security

The hotel security system shall incorporate electronic monitoring and access control of the building, 24 hours per day from the buildings security control room, through a system of proximity card readers, Closed Circuit TV (CCTV) system, intercoms, alarm system and interfaces with the lifts and the hotel room key management system. Lighting (automatic light/movement sensor and timed) is to be installed in all public and communal spaces and building entrances. Public areas will be monitored with CCTV.

The Porte Cochere lobby entry will be the primary point of entry/exit for hotel guests and patrons with a direct sight line to the hotel reception desk and concierge desk. The Main Lobby door will be accessible 24 hours per day. A secondary lobby entry/exit door is also provided on the side of the lobby and will be accessible to guests by access control. Hotel staff will access the premises via a dedicated staff entry locked door controlled with proximity card readers on the west side of the building. The southern entry will be manned and provide additional security in busy periods.

3.1.3 Basement Security

Access to the basement will be via a single building vehicle ramp entry on Pitt Street. The basement ramp will be secured with a roller shutter intercoms and proximity card readers.

CCTV will be installed in the basement car park, corridors and at all external access points (pedestrian and vehicular). The combined basement generally is compartmented between different floors to control vehicular movements based on a Need-to-Go basis. The hotel vehicle parking is separate from the residential vehicle parking and these areas are separate again from the loading and services dock areas. The apartment residents require additional compartmented areas within their part of the basement including secure loading and unloading areas so that personal effects are protected at all times.

3.1.4 Public Domain Security

The proposal will provide a high level of site security at the public domain interface.

CCTV and lighting are proposed in accordance with industry practice. Any landscaping and vegetation in this area will be selected based on it being able to support the principles of Natural Surveillance.

Particular emphasis on security management is to be placed on the through sit public link and in Rugby Place laneway. The Hotel operator will ensure that the Though Site Link and Public areas around the building are monitored on a continual basis. Regular security patrols will be conducted during and after hours in conjunction with the management of the overall complex

To preserve the amenity of the precinct, the public domain and through site link will be maintained by the Hotel Operator. This includes daily rubbish removal, regular cleaning, maintenance of vegetation and infrastructure as well as prompt removal/rectification of graffiti and other forms of vandalism.

3.2 Crime Prevention through Environmental Design (CPTED)

A separate CPTED report has been prepared by Arup. The report concludes that the Once Circular Quay Hotel development and surrounding area generally provides very good CPTED measures and characteristics, particularly in regards to natural surveillance due to the extensive use of open space, well trafficked areas and high permeability between the spaces.

Refer to Arup Report titled Security and Risk Management Report Rev 1 Dated 15 July 2016 provided in **Attachment 1**.

3.3 CCTV / Surveillance

The Hotel operator will operate and maintain a 4/7 digital video surveillance system. This system will be complete with cameras and recorders to monitor and record all entrances to the premises and public areas as well as activities within the complex. Live and recorded video shall be accessible within the security system software. CCTV footage will be made available to Police services upon request. CCTV recording devices will be stored within the security control room on the premise and is only accessible to senior Hotel management personnel to maintain the integrity of the recorded footage.

Signage will be provided to advise guest, patrons and the public regarding the use of CCTV on the premises.

3.4 Responsible Service of Alcohol

It is Yuhu-AWH's policy, in addition to being a condition of the Liquor License that all laws are complied with in regard to the sale and consumption of alcohol on the premises. Management will adopt and promote the "New South Wales Liquor Industry Code of Practice for the responsible promotion of liquor products" as its "House Policy".

A copy of the Code will be prominently displayed at the premises and staff will be trained in accordance with these provisions.

All relevant staff will have completed an approved Responsible Service of Alcohol (RSA) course prior to commencing employment. Management will maintain an up to date RSA Register on-site containing all certificates, and will ensure that this register is made available to the Police upon request.

Yuhu-AWH's and the hotel operator's primary responsibility is for the safety and well-being of all customers and will:

- Implement a "House Policy" regarding the responsible service of alcohol at the premises;
- Recognise that it is against the Law to serve any person to intoxication;
- Have a dedicated RSA officer on site at all times during venue operation;
- Recognise that it is against the law to serve or supply alcohol to any person under the age of 18 years;
- Recognise that it is against the law to allow disruptive or violent behaviour to occur on the premises;
- Seek to ensure that no harm comes to patrons as a result of the service of alcohol;
- Not serve alcohol to intoxicated patrons on the premises;
- Shall prevent patrons leaving the function rooms with liquor in opened containers, glasses or the like;
- Refuse service of alcohol to any patrons showing signs of intoxication or drunkenness;
- Encourage patrons to drink responsibly and let them know they will be asked to leave if they become Intoxicated, disorderly, violent or quarrelsome; intoxicated persons;
- Refuse service of alcohol to any patrons showing signs of intoxication or drunkenness;
- Promptly and politely ask patrons to leave when they are showing signs of intoxication or drunkenness;

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- Endeavour to develop a very close working relationship with the police and emergency services;
- Not engage in any liquor promotion that is likely to promote irresponsible service of liquor;
- Not permit intoxication or any indecent, violent or quarrelsome conduct on the premises. Any person causing such disturbance shall be refused service and asked to leave the premises. Any patron whose behaviour is either extreme or repeatedly objectionable may be barred from entering the premises for a period to be determined by the licensee;
- Ensure that the Manager on Duty (MOD) and food and beverage staff have a suitable and valid RSA certification;
- Train all MOD's in the removal of intoxicated patrons;
- Provide tap water available at all times in areas where alcohol is served;
- Provide 24 hours reception and porter/concierge services to assist all patrons in accessing safe transportation from the premises where possible; and
- Allocate RSA marshals when external security is utilised on the premises. During periods where no security are required, the manager on duty will be responsible for overseeing the responsible service of alcohol and is empowered accordingly to cease the service of alcohol at any time.

3.5 Illegal Drugs

Drug use will not be tolerated at any time on the premises. Management will take substance abuse very seriously. Any person selling, purchasing, using or in possession of narcotics or other illegal substances on the premises will be subject to management action, including, if necessary contacting police.

3.6 Transport Awareness

A variety of public and private transport options are available for patrons, guests and staff from the immediate surrounds of the premises including during late night trading hours. The existing and future transport options within 200 metres of the complex include bus and light rail stops, Laxi rank, train station and ferry terminal. Basement car parking is provided for the residential apartments and valet, parking is available for the hotel accommodation guests.

In order to increase patron and staff awareness of public transport availability the Hotel will provide the following to hotel guests and patrons:

- Free maps of the local area and extended CBD for guests that detail current location and highlight key public transport facilities in the immediate vicinity (Circular Quay train and ferry etc.);
- Local bus, ferry and train timetables;
- Porter & concierge services available at the primary entrance of the hotel 24 hours a day to assist with taxi, shuttle bus and private transfer services;
- Taxi booking and tracking services available 24 hours a day from the concierge; and
- Shuttle bus time table and booking services available from reception.

3.7 General Security Procedures

Hotel management will regularly monitor inside and outside the premises with an aim to ensure that a safe environment for patrons and staff is maintained at all times. The hotel management Security department is a 24/7 operation with a security officers allocated around the property. Hotel management Security Service Officers will be trained and qualified in all relevant aspects of security including first aid, OH&S and emergency procedures.

3.8 Door policy and dress codes

Yuhu-AWH One Sydney reserves the right to refuse entry if guests:

- Do not meet the dress code requirements. These requirements will be displayed on appropriate signage as required and be available via the Yuhu-AWH Hotels website;
- Are drunk and disorderly.

3.9 Incident Register and complaints

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An Incident Report Register will be completed where an incident that necessitate action by an emergency service, fire brigade, police and maintenance. Refer to Appendix B - Indicative Template of an Incident Register.

The hotel will maintain and record all incidents in an incident book when an incident causes alarm or concern to members of the public, with an observation as to whether or not any persons identifiable are patrons at the Hotel immediately prior to the incident. Entries are to be made as soon as possible after such incidents and to include notes of the actions taken by the security person.

At the end of each shift, staff shall bring any incidents that have occurred and the actions taken to the attention of the manager/licensee who shall ensure the details of incidents reported are recorded in the Incident Book kept by the hotel.

At all times Hotel Management will be available on site if a patron wishes to discuss or report an incident. Any complaints received will be documented and followed up by the Management. In addition, an executive of the company will be informed of all incidents or complaints.

3.10 Building Occupancy

Yuhu-AWH One Sydney will be responsible for monitoring occupancy levels at all times as indicated by the occupancy permit. Yuhu-AWH Management will:

- Monitor occupancy numbers via physical count and CCTV analytics ; and
- Count customer numbers for Management reporting purposes.

Management will ensure that the behaviour of patrons entering and leaving the premises does not detrimentally affect the amenity of the neighbourhood. Patrons will be advised to leave the premises quietly and quickly.

Appropriate signage will be placed within the clearly visible location within the premises to this affect.

Management will be responsible for the control of noise; loitering and litter generated by the patrons of the premises and shall ensure that patrons leave the premises and area in an orderly manner.

3.11 Security/Patron Intervention

If a removal of a patron(s) is deemed necessary and appropriate in the circumstances of a security patron intervention, the removal will be carried out within Yuhu-AWH's Security Operational Procedures and directives including:

Yuhu-AWH's Tactical Options which are designed to avoid or minimise the risk of injury to Security Officers, the patron and other people present.

- An incident report for any notable security related incident containing all relevant details completed as soon as practicable after the incident.
- Any force used in a removal must be lawful, justifiable and proportionate

Management may also notify the Police for assistance in removing any customer from the premises if required.

3.12 Hold Up procedure / policy

Staff will be provided with training with regard to the holdup procedure and policy. The procedures are as follows:

- Activate alarm devices as soon as possible;
- Try to remain calm and assess the situation;
- Unless otherwise ordered, continually observe the offender making a mental note of their appearance;
- Pay particular attention to scars, tattoos, firearm or weapon, plus any unusual or prominent features;
- Note his / her conversations including any indecent language, accent, nicknames or speech peculiarities;

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- Look to see if a motor vehicle is being used and note any occupants;
- Obey the instructions of the offender, do not be over co-operative;
- Move slowly. Only do this with safety. Advise of any sudden movements you have to make; and
- Do not put up a fight;
- Do not discuss the incident with anyone other than police or senior management; and observe the direction taken after the offender leaves the premises.

3.13 Money Handling & Cash movements

Yuhu-AWH Management will move money and handle cash as per standard operating policy and procedure.

The building is fully monitored via 24/7 CCTV with active and passive security systems that assist in the application of the standard operating policy and procedure.

3.14 CCTV/ Surveillance

Yuhu-AWH Management will install and maintain a 24/7 digital video surveillance system. This system will be complete with cameras and recorders to monitor and record all entrances to the premises and public areas as well as activities within the complex. 30 days of CCTV footage will be stored at any one time as per license conditions.

3.15 Evacuation / Emergency Management Plan and Emergency Closing Plan

A comprehensive Emergency Management Plan will be in employed on the site which will be prepared in compliance with Australian Standards A detailed evacuation plan will also be prepared for the complex and will be part of the training for all staff.

In summary:

- The prime concern of the management will be the total safety of patrons, staff and neighbours;
- Management will ensure that up to date safety procedures and equipment are implemented at all times;
- Management will ensure that a current list of emergency telephone numbers are near all phones at all times;
- Management will ensure that all staff are aware and trained of the fire safety and emergency requirements and the procedures to be followed in the event of a fire or emergency at the premises;
- An appropriate qualified fire equipment maintenance contractor will be contracted to provide an ongoing service to maintain all fire prevention and control of equipment at the premises and ensure all relevant;
- Codes are complied with and any recommendations outside of the code which emphasize the safety of patrons will be implemented;
- If required Yuhu-AWH One Sydney will form an Emergency Control Organisation which consists of key personnel across the site to manage any required emergency; and
- Searching of patrons personal belongings will only be conducted by hotel employees should it be verbally permitted by the guest or by emergency services and in the company of a witness.

3.16 Crowd Management

The complex is generally not anticipated to generate population densities that require ongoing crowd management. However, staff and security will ensure that the building frontages and tenancies within the complex are monitored to ensure that there is no unorderly queuing in front of the buildings or within the through site link. Qualified security personnel will control all entries as necessary.

External security resources will be incorporated as standard procedure into large events if active crowd control is required.

Management will reserve the right to ask any patron acting unsociably or undesirably to cease their behaviour and leave the premises if required. Failure to do so will result in police being called to avoid further confrontation.

3.17 Evacuation Plan

In the event of fire alarm activation or any other emergency, Security personnel will be immediately despatched to assess the situation. A Security Services Manager will concurrently attend the Surveillance Communication Centre and assume the role of Chief Warden. At this location the Chief Warden has access to CCTV, Fire and Emergency Warning Intercommunication System graphics (EWIS located in the complex), telephone, radio and the Building Integrator system.

In the event of a confirmed emergency, a warning system is deployed and the local emergency service is automatically notified by the systems, as well as communication as directed by the Chief Warden. The emergency management and evacuation plan will take effect.

3.18 Emergency closing procedure

In some circumstances it may become necessary to close the complex, for example fire, flood, power failure, bomb scare and other major emergencies. In this instance, the emergency is monitored by the security team that is staffed 24/7. Any emergency incidents are managed by the Chief Warden under the framework of the corporate Emergency Management Plan. Hotel management will liaise with Police and other Emergency Services should there be an emergency and will deploy resources and liaise with guests if required.

Approval will be sought from the Executive Manager on duty prior to closing.

3.18.1 Activation of Flood Barriers

The development will incorporate flood barriers to prevent flood waters from entering the ground floor areas of the hotel and the basement. The flood barriers will be automatic and will be activated by stormwater or flood water sensors. Hotel management will develop emergency evacuation and closing procedures that avoid egress paths that are impacted by the flood barriers during flood events.

3.19 Security Training

Yuhu-AWH's training has been developed in consultation with internal and external stakeholders, industry experts in health and safety, the use of force, tactical options and the law. The training and associated documentation is regularly reviewed and benchmarked against best practice.

Yuhu-AWH One Sydney will take the following actions to ensure the safety and security of its staff and patrons:

- Management and staff will be trained in effective communication strategies and techniques to enable personnel to diffuse potentially aggressive situations;
- Management and staff will be trained in Safety Principles which are designed to ensure that the risk profile for each Security Officer, other staff and the public is effectively minimised; and
- Management and staff will receive refresher training on a yearly basis to ensure all personnel are competent as well as continuing to be up to date with industry / legislative requirements.

4 Amendment to this Plan

If, in circumstances where experience shows that it is reasonable or desirable to modify any provision of this Plan for the better management of the Hotel, that modification shall be made to the plan only with the consent of Council, which consent shall not unreasonably be withheld.

Yuhu-AWH

Attachments

Attachment A: Arup CPTED Report dated 15 July 2016