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OPERATIONAL PLAN OF MANAGEMENT for MIXED USE DEVELOPMENT

ADDRESS

47 The Corso Manly, NSW 2095





QUALITY CONTROL

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1.1. EXECUTIVE SUMMARY AND PURPOSE OF THE PLAN

This Operational Plan of Management (referred also as 'OPM') has been prepared for the proposed mixed-use Development located at 47 The Corso Manly 2095 (referred also as 'the subject site' or 'premises'). The development is located within the local government area of Northern Beaches Council. The OPM is submitted in support of the Development Application for Alterations and Additions to the existing Mixed-Use development, located at the subject site. The ground floor of the current premises is used for retail, with the first floor occupied by four office tenancies.

The new development proposal outlines a comprehensive redevelopment plan for a mixed-use property aimed at enhancing functionality and accessibility while revitalizing the urban landscape. The new proposal encompasses a mixed-use development comprising Class 2 residential, Class 5 commercial/office, and Class 6 retail spaces.

→ Ground Floor:

The ground floor will feature a new retail tenancy on The Corso (noted to be existing – current tenant to remain), strategically positioned to maximize visibility and foot traffic. Additionally, a new food and beverage establishment, designed as a ~~take-away shop~~food and drink premise, will face Market Lane, catering to both local residents and visitors alike. The ground floor will include two bathrooms, one of which will be fully accessible, ensuring inclusivity and compliance with accessibility standards.

→ First Floor Reconfiguration

The first floor will undergo a transformative reconfiguration to accommodate a residential unit alongside three separate office spaces. This adaptive reuse of the existing floor area aims to optimize space utilisation and meet the diverse needs of tenants, ranging from residential comfort to professional office environments.

→ Second Floor: construction of two new residential units

→ The new roof terrace

→ Accessibility Upgrades:

Central to the proposal is the enhancement of accessibility throughout the entire mixed-use development. This includes the installation of a lift to facilitate vertical mobility between floors, ensuring equitable access for all users. Moreover, one bathroom on the ground floor will be upgraded to meet accessibility standards, aligning with regulatory requirements and promoting a barrier-free environment for occupants and visitors.





By integrating new retail and take away/food and drink premises with residential and office spaces, this proposal not only revitalises the property but also contributes to the vibrancy of the surrounding community. Highlighting accessibility demonstrates a dedication to inclusivity and contemporary urban development standards, while preserving the heritage aesthetics of the building. This approach enriches the overall attractiveness and operational efficiency of the mixed-use facility.

This proposal represents a forward-thinking approach to urban development, blending commercial vitality with residential comfort and workplace convenience while prioritizing accessibility and regulatory compliance.

The owner of the property recognises the need to ensure the safety and security of guests/customers, tenants, workers and the greater community in which the proposed development will exist. Safety and security issues of the proposal have been considered carefully to ensure the utmost safety of tenants and guests/customers.

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

CPTED aims to create the reality (or perception) that the costs of committing crime are greater than the likely benefits. This is achieved by creating environmental and social conditions that:

- Maximise risks to offenders (increasing the likelihood of detection, challenge and apprehension);
- Maximise the effort required to commit crime (increasing the time, energy and resources required to commit crime);
- Minimise the actual and perceived benefits of crime (removing, minimising or concealing crime attractors and rewards); and
- Minimise excuse making opportunities (removing conditions that encourage/facilitate rationalisation of inappropriate behaviour).

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





1.2. OPM REVIEW

Prior to commencing work at the premises all staff/tenants will be made familiar with this OPM. Once made familiar everyone required to sign a register stating they have been acquainted with the Plan. The register is to be kept with this plan.

1.3. OPERATIONS UNDER THIS OPM

The Premises are to operate in accordance with this OPM and may be amended following consultation with required authorities. A copy of the OPM and development consent is to be kept on premises and available upon request by persons in a position from Police and Council Officers.





2. THE SITE

The site is located in B2 Local Centre. The site is legally identified as 6/-/DP26171 and is more colloquially known as 47 The Corso Manly 2095.

2.1. OPERATION

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

All staff and tenants will be provided with a copy of the OPM and be briefed on the operational requirements. A copy of the OPM will be kept on site at all times.

2.2. OPERATIONAL HOURS

The Premises will operate as follows:

- Ground Floor – Retail – Monday to Sunday, from 9 am till 5 pm.
- Ground Floor Food and Drink Premise (Café) – Monday to Sunday, from 7 am to 5 pm
- First Floor – Offices – Monday to Friday, from 8 am till 6 pm.
- Residential units on the First and Second Floors – n/a
- Terrace roof – the Terrace roof can be utilised by the residents, any day of the week, Monday through Sunday, between 7 am and 11 pm.





3. SECURITY AND SAFETY

The security and safety of tenants, guests/customers and the general public are highly valued by the owners of the property.

3.1. SURVEILLANCE

3.1.1 CCTV CAMERA SYSTEMS

CCTV surveillance cameras will be installed in and around the premises in strategic places. The system installed will utilise automated recording technology, long video storage capacity, video motion detection and advanced camera technology. In turn this will ensure the CTTV will allow clear video resolution and coverage.

The premises management will ensure the system is maintained in good working order. If it is discovered at any time that the equipment is not in full operating order all reasonable steps will be undertaken to repair the system as soon as practicable.

3.1.2 LIGHTING

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

Broken light fixtures and bulbs within the premises and car park will be replaced within 48 hours.

3.1.3 CLEAR SIGHT LINES/VISIBILITY

The Little National Hotel has been designed to maximise clear sight lines. The building will incorporate the maximum use of natural surveillance and will minimise potential obstructions such as physical barriers to ensure these clear sight lines.

3.2. ACCESS CONTROL

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





3.2.1 HIGH RISK AREAS

The premises have been designed to minimise the potential for the creation of a hostile environment. Therefore, access will be designed to restrict certain areas which are designated “secure area”, for example this includes the storage rooms. The secure area will be achieved through the implementation of security hardware such as locks.

3.2.2 SIGNAGE

Clearly identifiable signage will be installed in and around the premises to indicate which areas are open for visitors and which areas are restricted to occupants only.

Business identification signage can be installed for use by tenants in the retail and office sections of the premises. All signage must comply with Exempt Development Criteria or obtain CDC or DA/CC approvals if it does not meet these criteria. Tenants bear individual responsibility if Council officers identify any potential non-compliance in this matter.

A sign at the entry of the premises advising surrounding residents of the area to forward any complaints regarding the operation of the premises to the nominated Premises Management. The sign will include a phone number and state that complaints can be made 24 hours a day / 7 days per week. All reasonable endeavours will be used to answer the telephone.

3.2.3 SECURITY

High quality door and window locks are to be fitted to all openings. The locks will comply with the BCA.

3.3. SPACE MANAGEMENT

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

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





3.4. TOILETS

Common toilets for tenants and visitors use will be clearly sign posted.

3.5. HOLD UP PROCEDURE

3.5.1 IN THE EVENT OF AN ARMED ROBBERY

Primary advice to tenants, residents and visitors is to remain as calm as possible. Other advice is as follows:

- Contact 000 as soon as possible after incident;
- Everyone is instructed to comply with the demands of the offender's;
- Assess the situation and remain calm;
- Focus on the offender/s making mental notes of their "appearance" with particular attention to;
 - Any distinguishing features such as clothing, scars, tattoos;
 - Weapon if used, such as firearm, bladed weapon; and,
 - Any language, accent, nicknames or speech peculiarities;
- Move slowly. Only do this with safety. Advise of any sudden movements you have to make;
- Observe the direction taken after the bandit leaves the premises;
- Look to see if a motor vehicle is being used and note any occupants; and
- Separate staff involved to ensure they do not discuss the incident with anyone other than the Police and Senior Management.

3.5.2 MONEY HANDLING

There will be no movement of monies from the premises at night.

3.5.3 THEFT

In the event that theft occurs involving a customer/visitor/resident, every effort must be made to assist the guest in any way possible, i.e. forms, police report, telephone calls. All personal information must be recorded on the Incident Report Form in case any items are recovered at a future time.

Incidents involving staff members must also be documented on the Incident Report Form and any necessary police reports must be completed. A list of all items missing must be recorded.





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

3.5.4 WEAPONS

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

3.5.5 ANTISOCIAL BEHAVIOUR

The premises will adopt a zero-tolerance approach to antisocial behaviour at the premises. Below are the safety measures which are to be put into place:

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





3.6. STATE HEALTH & SAFETY REGULATORY AUTHORITY

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

3.7. FIRST AID

FIRST AID APPROPRIATE EQUIPMENT SUCH AS AUTOMATED EXTERNAL DEFIBRILLATOR DEVICES AND FIRST AID KITS WILL BE AVAILABLE WITH STAFF TRAINED IN THEIR USE.

3.8. CLEANING AND MAINTENANCE OF COMMON AREAS

3.8.1. CLEANING

The tenants and residents will ensure as far as practical that the premises is kept in a clean and tidy condition both internally and externally to the extent of the building. For Offices and retails - cleaning of both internal and external areas of the premises will be undertaken by relevant tenant. It should be noted that this is generally limited to the ground and first floors and that the management and clearing of the residential units upper floors will be managed by their residents.

3.8.2. DEALING WITH GRAFFITI

The premises will comply with common policy in relation to all Graffiti. Any damage to property by way of Graffiti will be removed from the premises as soon as practical.

3.8.3. COMMON AREAS

- The common areas are to be maintained to orderly and clean standard once per fortnight by professional cleaning contractors.
- Fire safety equipment and features are to be inspected regularly by appropriate authorities as per state legislation requirements.
- Painting of common areas is to be assessed regularly and repainted as required.

3.8.4. PEST CONTROL

Regular pest control measures will be implemented to ensure the complex is free of threats. A Pest Management Plan is to be in place prior to occupation. This plan is to be established by a licenced





contractor. Once in place the company will be responsible for year-round monitoring, documentation, and communication with management.

Only environmentally responsible methods will be accepted by management.

3.9. FIRE SAFETY

The building will be required to be upgraded comply with current fire safety standards. The includes fitting with building with the required smoke detectors, extinguishers, emergency lighting and hydrants as required by legislation and NSWFS.

An evacuation plan has been prepared and is posted in obvious locations in common areas and behind each bedroom room door, providing step by step written instructions detailing necessary actions for evacuation in case of a fire emergency. The plan details the following:

- Evacuation routes detailing paths of travel and the locations of the building's exits.
- Assembly point details (where occupants should gather).
- A detailed plan of action to be taken after activation of a fire alarm.

3.10. DISABILITY ACCESS

The building will be upgraded to ensure the Disability Access compliance.





4.0. EMERGENCY CONTACTS AND ADDITIONAL PROCEDURES

As set out in the Fire Safety requirements the building will have relevant signage for emergency procedures. On this signage will be noted the contact numbers in priority. The first being '000'.

Also provided are the numbers and location of the nearest Hospital, Doctors Surgery and Police Station.

5.0. NOISE MANAGEMENT

The premises should not become a source of 'offensive noise' impacting adversely on the acoustic amenity of neighbouring businesses.

The premises management is committed to being a responsible and good neighbour to local businesses.





CONCLUSION

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

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

