



## **Operational Management Plan – Amended 27.3.20**

### **Proposed Development**

A 1,000L brewery with approximate capacity to brew 150,000L per annum in its present form. In addition, a taproom for 120 patrons to sample beer produced on site with take away sales via packaged goods.

### **Operators Details** (about us, experience as operators, etc. etc.);

#### **Nicholas McDonald - Managing Director**

Nicholas has lived on the Northern Beaches for the past 20 years between Forestville and Curl Curl. An active member of the community and a former president of Manly Breakers cricket club, he appreciates the value active communities bring to the Northern Beaches area.

His professional life has him heavily involved in business. He has acted in a CEO and CFO capacity helping build and sell several online companies within the technology industries.

Also, a keen homebrewer, Nicholas will be applying his business skills to ensure Bucketty's Brewery is both a commercial and social success.

Nicholas has a Diploma of Business Management from Martin College and a current RSA in NSW.

## **Anthony Astolfo - Head Brewer**

Anthony completed my TAFE Certificate III in Food Processing (Microbrewing) where he received an award for Best Industry Performance for 2019.

He started his brewing career 3 years ago at a prominent central coast brewery as a volunteer, helping out within the brewery a couple of days a week. From that he was asked to join full time, working in the brewery, behind the bar, and represented the company at music, food and wine, and beer festivals.

In 2018 he was promoted Brewery Operations Manager position, then in December 2019 he was further promoted to the role of Head Brewer.

Prior to his career in brewing, he worked as a Network Engineer and Network Operations/Engineering Sr. Manager for over 25yrs.

Anthony has also served 6 years in the United States Marine Corps and was honourably discharged at the rank of Sergeant. During this time he was responsible for managing and maintaining sensitive information and communications for the Marine Corps' secure communications networks.

Anthony currently holds a current RSA in NSW.

## **Hours of Operation**

Industrial (Brewery) - 6am to 4pm Monday to Friday

Take away sales - 11am to 11pm Monday to Saturday. 11am to 10pm Sunday

Taproom - 4pm to 12am Monday to Friday. 11am to 12am Saturday and 11am to 10pm Sunday.

## **Staff numbers during each segment of operating hours**

During brewery hours - Two

During takeaway hours – One additional

During taproom hours – Three to four additional

At peak times during Friday night, Saturday and Sunday the maximum number of staff will be 5.

**Noise generation** (bands, patrons, hours, noise in residential areas outside of operation);

Noise will primarily be produced through acoustic un-amplified bands and a provision for amplified music on Saturdays, Sundays and Friday nights.

Bucketty's Brewery will advise patrons when leaving the premises to keep noise to a minimum. We will ensure that staff and patrons coming and going from the premises, in particular leaving, will minimise noise and be aware of noise sensitive neighbours.

Any music emanating from the venue will comply with the Environmental Protection (noise) regulations 1997.

A noise complaints register will be kept by Bucketty's Brewery and all complaints will be recorded and discussed at the weekly staff meeting.

See also acoustic report attached with the DA application.

**Management of occupancy numbers:**

Small numbers in the tap room and take away sales during week.

For Friday and Saturday nights and any event such as amplified music night where anticipated numbers are over 80 we will plan for a minimum of 1 member of staff on the door to monitor the number of patrons.

**Service of Alcohol**

Alcohol be served according to the legal and moral requirements of the breweries liquor license with the safety and well- being of patrons our priority.

An application is to be made to the Independent Liquor and Gaming Authority for the required producer/wholesaler license with drink on premises authorisation in relation to the premises.

Only RSA trained servers will work in the premises.

The brewery is committed to responsible service of alcohol practices and insists servers do not consume alcohol when on duty.

People under 18 will not serve alcohol.

The brewery does not encourage excessive or rapid consumption of alcohol. We do support beer education and the enhanced enjoyment of our beer through the knowledge of how it was made and what ingredients go into making good beer. We intend to run tasting events to encourage responsible enjoyment of beer.

When serving non pre-packaged alcohol, standard drink measures will be served at all times.

When serving pre-packaged alcohol for take away, no sales will be conducted to anyone displaying the effects of alcohol.

Takeaway sales will be conducted over the bar, with cans available through a display door located adjacent to the bar.

Information posters about standard drink measures will be displayed at the bar.

The liquor license and all legal signage will be displayed at the bar.

All names of RSA trained bar staff will be displayed.

And incident register shall be maintained, and any incident recorded.

**Security** (drunk and disorderly customers);

Drunken patrons will not be permitted to enter the premises.

Alcohol will not be served to any person who is intoxicated or drunk.

Servers will follow RSA training procedures when refusing service.

Drunken patrons will be asked to leave the premises (after appropriate safe transport options are offered).

A register will be kept of instances where a person is refused service and/or asked to leave the venue.

### **Underage drinking**

Alcohol will not be served to persons aged under 18.

Servers will ask for proof of age whenever necessary or whenever in doubt.

Only photo IDs will be accepted as 'proof of age'.

A register will be kept of instances where underage persons attempt to purchase or consume alcohol at the brewery.

### **Alcohol and children**

Bucketty's Brewery is committed to limiting alcohol exposure to children and young people and it expects that it's adult visitors role model safe drinking practices at all times while at the brewery.

Bucketty's Brewery will demarcate alcohol consumption areas from non- alcohol consumption areas and where possible reduce the visibility of alcohol consumption to children and young people.

Children will be supervised by responsible adults at all times whilst on premises.

### **Alcohol alternatives**

Tap water is provided free of charge.

Bucketty's Brewery is committed to selling good, mid and low strength alcohol beer which will be sold at a discounted price to full strength options.

Food will be available via a company owned food trailer to be parked at the rear of the site during tap room opening hours. Fried chicken and associated poultry meals will be available in entrée and main sized portions. To ensure all patrons are aware of the food offering we'll have menus of the available options on all tables as well as signage at the bar.

### **Safe transport**

The brewery understands and accepts its responsibility to the safety of our customers and staff.

Bar staff shall encourage brewery visitors to make alternate safe transport arrangements if they are considered to exceed .05 blood alcohol concentration (or .00 if probationary driver).

Bucketty's Brewery is also intending to start a courtesy bus in conjunction with the other local brewery's to ensure patrons are able to return home safely.

Directions and schedules of the nearby B line will be offered whenever possible.

Telephone calls will be made free of charge to arrange a taxi or other transport.

Contact telephone numbers for taxi services will be clearly displayed.

Qualified RSA staff will monitor patron's consumption.

Bar servers will be provided water free of charge by the brewery.

### **Smoke free**

The brewery has a smoke free policy within the venue that is reviewed regularly in conjunction with this Alcohol Management Policy. Signs will be erected near the entry to the premises instructing patrons to smoke outside the 4m exclusion zone of the property boundary. Staff will regularly monitor patrons to ensure they adhere to our smoke free policy, should a patron ignite a cigarette we will politely request they leave the premises, directing them to smoke beyond the exclusion zone or extinguish their cigarette immediately.

### **Drugs**

Under no circumstances does Bucketty's Brewery tolerate the use of drugs by any of its staff or patrons. Our staff will be instructed to keep an eye on the bathrooms and make sure no more than one person is in a cubicle at once as well as keeping an eye out for patrons displaying signs of being under the influence of drugs.

**Maintenance:**

All gas appliances to be serviced annually  
Hot liquor tank to be serviced annually.

All taps and beer tubing to be cleaned weekly.

**Bucketty's Brewery Management Policy**

Key responsibilities of the management are to:

- Ensure all brewery operations are OHS compliant
- Meet visiting police, cooperate and assist with any enquiries
- Compliance in respect of persons under 18 years of age on premises
- Recording any incidents in the incident register
- Ensuring strict compliance with all sections of this policy in accordance with legal requirements

**Fire Safety:**

Bucketty's brewery has clearly marked exit signs and fire fighting equipment. Multiple escape routes and training for staff training as to what to do in case of an incident.

**Waste Disposal:**

The brewery will use 3<sup>rd</sup> party waste management provider UPM for all general and recycling waste, to be collected twice per week from the designated garbage area.

In addition, all spent grain and hops will be stored in suitable sealed bins until collection by local farmers for recycling as livestock feed. We commit to ensure rubbish is safely stored and does not reach an overflow problem.

**Occupational Health and Safety/health safety policy:**

- Undertake a full risk assessment for the brewery and taproom
- Keep and update facilities checklist
- Keep and operation operation checklists
- Keep a full incident register