

Plan of Management

Food and Drinks Premises (Restaurant)

Lot 1, 63-67 The Corso, Manly

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Project No.	2021059
Client	Initium Management
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Document Name	Plan of Management

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In the event that this document is not signed, this is not representative of a final version of the document, suitable for assessment purposes.

RELIANCE ON CONSULTANT INFORMATION

As part of undertaking this project, Hamptons has relied on the professional advice provided by third party consultants. No responsibility is taken for the accuracy of the information relied upon by these consultants assisting the project. It is assumed that each of the consultants has made their own enquiries in relation to technical matters forming part of their expertise.



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1. INTRODUCTION

This Plan of Management (PoM) has been prepared by Hamptons Property Services (Hamptons) on behalf of the applicant, Initium Management, to accompany a Development Application that seeks consent to operate a restaurant at Lot 1, 63-67 The Corso, Manly 2095.

This PoM will be attached to the land pertaining to any future development consent and will require implementation by the future tenant of the premises. In the event that the future tenant is not accepting of the terms of this PoM, it would be open to that future tenant to seek amendment to this in accordance with section 4.55 of the Environmental Planning & Assessment Act 1979 (EP & A Act).

Purpose of this Plan

The purpose of this PoM is to describe the operational, security and management details of the business and outline measures that will be implemented to minimise crime and impacts on surrounding properties, as well as to ensure a safe and friendly environment for patrons and staffs.

Objectives of this Plan

The objectives of this Plan are to accompany a development consent that is being sought, which will facilitate:

- Use of the premises as a *restaurant, bar & live entertainment venue* (commercial premises)
- hours of operation between 7:00am to 3:00am, 7 days a week
- alterations and additions to the existing tenancy to facilitate the proposed use, and
- associated business identification signage.

The objectives of this Plan are to ensure that the management and operations of the proposed food and drink premises is maintained at a satisfactory level of amenity and safety, consistent with the standard that is expected by the community, during operational hours.

An application for a liquor licence will be sought to allow for the sale, service and consumption of alcohol on the premises.

Details relating to the number of staff and patrons at any one time on the premises, security and access arrangements and noise and patron management are discussed in this Plan.



2. SITE AND LOCALITY DETAILS

The site is known as Lot 1, 63-67 The Corso, Manly and the legal description is Lot 1 in Strata Plan 67337.

The subject site is located within the Manly Town Centre and is located on a rectangular shaped allotment with a total area of approximately 515m². The site is located on the northern side of The Corso (primary frontage) and also has a secondary frontage to Market Place. The subject tenancy has a frontage to The Corso and is located on the ground and mezzanine floors of an existing multi-storey mixed-use building consisting of two retail tenancies and a retail nook for the sale of pre-packaged foods on the ground floor and backpacker accommodation on the levels above.

The subject site is listed as a heritage item under Schedule 5 of the LEP (I160) and is within a Heritage Conservation Area (HCA); specifically, it is described as a 'Group of commercial buildings' item and is within the 'Town Centre' Heritage Conservation Area.

The building is built to the boundaries of the site and contains no vegetation. The adjoining buildings are generally similar in scale, all of which are identified as heritage items and contain a mixture of uses such as commercial and retail uses. The site is located in close proximity to public transport. The site is located in close proximity to public transport. Bus stops and the Manly ferry terminal are located in close walking distance, while Manly Beach is located 130m to the east of the site.

In terms of the context of the site, the site is located within the local commercial centre of Manly and is dominated by mixed use buildings with commercial uses on the ground floor, coupled with a high degree of pedestrian activity and permeability. The adjoining buildings are generally similar in scale, all of which are identified as heritage items and contain a mixture of uses such as commercial and retail uses. The New Brighton Hotel is located to the north of the site. The locality comprises a mix of commercial, retail and residential development of buildings heights typically of two to four storeys along the Corso, while increasing in height as one moves further away from the street frontage. Business identification signs, under awning signage and open frontages are a predominant feature given the commercial nature of The Corso.

Image 1: Lot 1, 63 – 67 The Corso, Manly as viewed from The Corso



3. OPERATIONAL ASPECTS

Organisational Overview

The premises will be used as a restaurant and may accommodate 534 patrons at any one time.

The management and owners are experienced in running similar venues and committed to providing a safe venue for patrons through implementing a range of measures to ensure that the amenity of the area and its residents are not adversely affected by the proposed trading hours.

The tenancy will employ a total of 20 staff on site at any one time, comprising of chefs, bar tenders, waiters, music artists and security personnel.

The tenant will seek approval to hold a general bar licence with the proposed trading hours for the consumption and serving of alcohol on the premises.

As the tenant is yet to occupy the premises, there are no complaints or actions for the premises, specifically associated with the intended operator. Notwithstanding, the licensee will cordially cooperate and liaise with the NSW Police and the local community regarding the management of the premises.

Hours of Operation

The proposed trading hours are 7:00am to 3:00am, 7 days a week, with liquor being served between 10:00am to 2:00am.

4. MANAGEMENT MEASURES

General Amenity

To ensure that the general amenity of the premises and the locality is maintained, the following measures would be implemented:

- Active Areas and Patron Capacity

The business would operate within the confines of the tenancy. The premises would accommodate a maximum of 534 patrons at any one time. Given the tenancy has one public entry, the staff and management may better control the movement of patrons entering and exiting the premises. A physical end point for the queuing area will be identified and will not extend to neighboring properties. This would also create an active public domain and prompt activity within the site in which patrons would avail of alcohol with their meal, as intended by the liquor license.

- Staffing and Organization Review

The operator employs a minimum of 20 hospitality staff at any given time. The tenancy would be staffed during the entirety of the operating hours and staff would be responsible for the meeting and greeting of customers, the service of food and beverages, handling of payments and receiving reservations over the phone.



- **Waste Management**

The existing building has a designated waste collection area at the rear of the tenancy that is sufficient for the disposal of waste generated by the proposed use.

Management would prevent patrons removing glasses or bottles from the premises.

Management would also take steps to ensure all staff minimise waste in all departments and recycle where possible.

Bins will be provided within the premises for waste disposal. All waste will be stored in approved containers situated at the basement of the premises, before being removed for disposal. Waste collection will continue to occur via a private contractor within standard day time hours.

- **Cleaning of Premises**

Cleaning of the premises will be carried out on a daily basis and include cleaning of the kitchen and amenities. The premises shall be kept in a clean and tidy condition and regularly maintained to the satisfaction of Council, both internally and externally.

- **Cigarette Disposal**

The premises also promotes a no-smoking environment. Therefore, patrons wishing to smoke will be directed to move away from the premise.

Noise and Vibration Management

To ensure that noise generated from the premises is appropriately managed so as to reduce impacts on the locality as much as possible, the following measures would be implemented:

- All external windows and doors are to remain closed between 10pm and 7am or anytime while live music is played (except when required for egress by patrons or staff)
- Signs are to be displayed at the entry/exit of the venue reminding patrons to minimise noise when department the premises, especially after 10pm

Crowd Management and Peak Periods

Given the patron capacity, queuing and waiting areas will be clearly identified and the staff will ensure the queue does not interfere with the pedestrian movement along a public footpath. Crowding outside the premises would not be permitted. The restaurant would primarily rely upon bookings during the evening period. In the event that a large group arrives at the premises without a booking, they would be required to provide a contact detail and asked to vacate the premises, until sufficient space arises. This would be monitored by staff throughout operating hours and, should the venue be full, patrons would be turned away and asked to return at an appropriate time, when space is available.

General Operations

Deliveries and waste disposal occurs during normal business hours within the building. Notwithstanding this, noise will be kept to a minimum when goods are being delivered and when waste is being collected.



As stated previously, the premise will also be obliged to operate in accordance with any relevant conditions of consent imposed by the Council.

Security and Safety

To ensure that the safety and security of patrons and pedestrians is maintained, the following measures would be implemented:

- Identification Policy

A strict identification policy would be enforced to ensure that proper, valid, identification of age is presented upon request before patrons are allowed to accept an alcoholic beverage if there is any doubt about the age of the patron. Management would only accept the following forms of identification:

- a valid driver's license; or
- a valid passport; or
- a NSW photo card; or
- a valid RTA proof of age card.

- Responsible Service of Alcohol Policy/Liquor License

It is the Management's policy to comply with all laws in regard to the service and consumption of alcohol on the premises.

The law holds the server and the manager on duty responsible for serving alcohol to intoxicated persons and minors. Management and staff are responsible for adhering to all policies on alcoholic beverage service. It would be Management's responsibility to educate staff in order to help ensure the safety of customers.

Prior to the serving of alcohol, the Licensee and other staff involved in the supply of liquor will be required to complete a Responsible Service of Alcohol Course, approved by the Authority. Copies of the Licensee's and other staffs' completed course certificates will be kept in an on-site register. The Licensee would ensure that the register is made available for inspection on request by New South Wales Police Officers or Special Inspectors.

The Management's primary responsibility is for the safety and well-being of all customers. The Licensee and staff would:

- encourage patrons to drink responsibly and let them know they will be asked to leave if they become violent, quarrelsome or show signs of intoxication;
- provide low alcohol beer and non-alcoholic beverages at all times; and
- all staff will be under strict instructions to ensure that liquor is not sold and supplied to persons under the age of 18 years and that minors do not gain access to liquor by way of being supplied with it by a person 18 year or over.



- Evacuation Plan and Emergency Closing

A detailed plan of the site would be provided during training and, in some circumstances, it may become necessary to close the establishment (i.e. fire, flood, power failure, bomb scare and other major emergencies). Approval would be sought from the manager on duty prior to closing.

- Weapons

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

- Incident Reporting

An incident report form would be required to be completed on all incidents that necessitate action by an emergency service, fire brigade, police and maintenance called in after hours. An incident report would outline the following:

- Incident date and time;
- Name, contact address details of the people involved in the incident;
- Nature of the incident;
- Name of staff on duty; and
- Action taken to resolve the incident.

The Review Process to Continuously Improve the Plan of Management

Management shall consider the amenity of its neighbours and shall take all reasonable measures to ensure that there is no frequent, undue, nor adverse, impact on the surrounding area.

Management would take all measures to ensure that the behaviour of staff and patrons, when entering or leaving the premises, does not detrimentally affect the amenity of the neighbourhood. Signage will be placed within the premises, requesting patrons to 'Consider their Neighbours' and leave the premises quickly and quietly. Upon leaving, patrons are advised to respect the neighbours and leave quietly towards public transport options. Staff would be briefed on available transport options within the vicinity of the site so that they may relay this information effectively to patrons. Taxi contact numbers will also be offered to patrons. Frequent bus services are located within close proximity to the premises on Pacific Highway.

The use shall be carried out in such a manner so as not to interfere with, nor materially affect, the amenity of the neighbourhood by reason of noise, vibration, smell, fumes, vapour, steam, soot, ash, dust, waste water, waste products, grit, and oil.

5. COMPLAINT HANDLING AND DISPUTE RESOLUTION

This section of the Plan aims to provide a structured approach to resolving complaints, disputes and incidents that is fair and equitable, and will lead to solutions that are acceptable to all parties in a professional and timely manner.



Procedures for Receiving Complaints

Should a complaint be submitted, management must follow the procedure stated below:

- act in good faith in dealing with, and resolving, the complaint
- investigate the complaint to ensure that the complaint receives proper consideration resulting in a determination by:
 - seeking all relevant information from the complainant
 - obtaining all relevant information from employees.
- communicate to the complainant regarding the determination in relation to the complaint as soon as practicable and, in any event, not more than 45 days after receipt of the complaint;
- No action will be taken on anonymous complaints except in exceptional circumstances.

Recording the Complaint - Complaints and Disputes Register

A Complaints and Disputes Register will be established, maintained and kept up-to-date. The Register shall note any significant complaint made by the Police, Council, surrounding business owners, or residents and will endeavour to fully address any reasonable concerns of such persons. The complaint/incident register will outline the following:

- Complaint date and time
- Name, contact address details of the people involved in the incident
- Nature of complaint /issue
- Action taken to investigate the complaint (Detail the date and means by which the complaint was resolved).

Management will endeavour to fully address any reasonable concerns of people in the surrounding area or other third parties without the involvement of the Council or the New South Police Service, within a timely manner.

6. MANAGERS AGREEMENT

The Manager or licensee will maintain an understanding of the Plan of Management and its responsibilities.

Name: _____

Signature: _____

