



Operational Plan of Management

Artisan Food and Drink Industry

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1. Introduction

This Plan of Management has been prepared to accompany the development application (DA) submitted to Northern Beaches Council for the proposed change of use from an existing warehouse to an artisan food and drink industry, internal fit out and mechanical ventilation at 1/1 Minna Close, Belrose, being Lot 1 within Strata Plan 60821.

The purpose of this Plan of Management is to:

- Provide guidelines and management practices for the day-to-day operation of the business
- Establish performance criteria for various aspects of the operations of premises having regard to the relevant matters under relevant regulations and legislation
- Detail the operational specifics of the business
- Provide guidelines and management practices for the day-to-day operation of the development
- Ensure that the ongoing operation of the subject site will not adversely affect the amenity, safety and wellbeing of visitors to the site, surrounding premises or the wider community

A copy of this Plan shall be kept at the Premises at all times and immediately produced for inspection upon request by Police or Council Officers. A copy of the Liquor Licence and Development Consent will be kept with this Plan and produced upon request by Police or Council Officers. All staff involved with the sale or supply of liquor or security shall be made familiar with this Plan of Management. This Plan of Management will be reviewed on a yearly basis or as required.

1.1 Purpose of Plan

The Management Plan has been prepared to consider relevant safety and security issues in order to ensure the safety of staff and patrons using the premises and associated impacts including noise, operating hours and access.

1.2 Performance Review

The Plan of Management will be regularly reviewed at not less than yearly intervals to reflect any operational changes that need to be implemented.

Staff will be actively encouraged to add their suggestions for the continued improvement of the Management Plan and the safety of the subject site and immediate precinct.

1.3 Amenity of neighbourhood

The staff and management of the premises shall consider the amenity of their neighbours and shall take all reasonable measures to ensure that adverse impacts to nearby areas do not occur. The behaviour of the patrons will be managed by the management and security team ensuring that patrons enter and leave the space in a safe and respectful manner.

The premises shall operate in a manner so as not to significantly affect the amenity of the neighbourhood by reason of noise, odour or waste.

1.4 Concept/Vision

Our vision is to be of service to those residents and business owners of the Northern Beaches LGA and surrounding areas by creating a functional artisan food and drink industry within the Belrose Business Park precinct.

2. Site Profile

Site and Location:

The subject allotment is described as 1/1 Minna Close, Belrose, being Lot 1 in Strata Plan 60821. The site is zoned SP4 Enterprise under Warringah Local Environmental Plan 2011.

The site is located on the southern side of Minna Close, north-east of the intersection with Narabang Way. The site is irregular in shape with a curved 94.52m northern frontage to Minna Close. The property has existing vehicular access from Minna Close with access to car parking both in the basement and above ground, including relevant loading/unloading on-site.

The site is occupied by a two-storey warehouse with basement carparking. The locality maps below show the location and area of the site:

Locality Maps



Source: Nearmaps 2025

3. Operational Details

Proposed Land Use

- Artisan Food and Drink Industry (Coffee roasting and production facility)

Building Works

Lower Ground (Artisan Industry and Warehouse) – 925sqm

- Coffee roasting and production area
- Storage/racking
- Coffee tasting/workshop area

Upper Ground (Café and Office) – 206sqm

- Internal works and provision for cafe.

Level 1 (Office) – 196sqm

- No change to existing.

External Works

- Penetrations to the roof for mechanical ventilation requirements.

Hours of Operation

The proposed hours of operation are to be restricted to:

Monday to Friday – 6:00 am to 10:00 pm

Saturday and Sunday – 7:00am to 5:00pm

Staff

Five (5) full time employees plus casuals on as needs basis.

Carparking

The tenancy has access to car parking as follows:

- Ten (10) visitor at-grade parking spaces;
- Twenty-Four (24) parking spaces located in the basement car park for Lot 1.

Loading and Unloading

Deliveries to and from the site shall be scheduled to limit impacts to the local road network and surrounding premises; these will typically occur between 6:00am-4:00pm Monday to Friday. The delivery schedule will ensure vehicles are able to move through the site efficiently with no queuing or vehicular conflicts on site, or within the adjoining roadways.

Waste Management

The proposal will have a designated waste area. Waste will be separated, stored and recycled where possible. The waste will be collected as required by a commercial contractor.

Pedestrian Access

The pedestrian entry point to the site is via existing main building entry located off Minna Place. The main entrance will be adequately signed and have sufficient lighting. Once customers have entered the premises, access to the unauthorised areas will be restricted.

Cleaning, Maintenance and Waste Management

The proposal will have a designated waste area. Waste will be separated, stored and recycled where possible. The waste will be collected as required by a commercial contractor. A regular cleaning and maintenance regime is to be implemented in line with food and safety requirements. The cleaning and monitoring of rubbish will be undertaken by staff and the management team.

Wastewater

A Trade Waste Agreement will be obtained from Sydney Water prior to the discharge of trade wastewater to the sewer system.

Service of Alcohol

The business will take the Responsible Service of Alcohol very seriously and recognise the negative effects on staff, community and guests that our service can have if not managed correctly. The premises will be run in accordance with the "House Policy" available within Appendix 1.

Security and Surveillance

Security measures to be adopted for the brewery and restaurant are as follows:

- Security and surveillance management are to encompass the areas on the internal and external confines of the licensed premises during approved trading hours. This includes staff remaining at that entry/exit point until 30 minutes after closing even when the last patron has left the licensed premises and shall assist in the quiet and good order of the patrons leaving.
- Staff shall move-on any intoxicated or persons drinking alcohol or behaving inappropriately in front of the premises so as to prevent noise emission and from impacting on the adjoining neighbouring residents in the area.
- Management/Licensee shall ensure that the behaviour of patrons entering and leaving the premises does not detrimentally affect the amenity of the neighbourhood. In this regard the management shall be responsible for the control of noise, loitering and litter generated by patrons of the premises and shall ensure that people leave the premises and area in an orderly manner.
- Surveillance Cameras to be installed and operate a CCTV system directed to the front entrance, bar area, and seating areas of the premises.

NSW Police

The licensee and managers of the premises will ensure they closely liaise with the local area command of the NSW Police, who will be made aware of the intended operation via notification as part of the On Premises and Producer/Wholesaler licence Authorisation application.

Incidents and Complaints Book

All staff to be trained in conflict resolution and complaints book to be retained on premises from both adjoining premises and tenants.

The licensee and management will implement a complaint handling policy to properly address complaints from neighbours or other people in the surrounding areas. This policy will seek to resolve any complaints without the need to involve the local authorities unless necessary.

The methods to be adopted in the Complaint Management Plan will include:

- Maintenance of a log book which logs the date, time and nature of all complaints, name and address of complainant, details of all communication between management and

complainant, actions proposed to address complaint and the date and time the action is undertaken;

- Measures taken to address complaints will be incorporated into the Plan of Management to ensure repeat complaints are not received;
- Provision of a telephone number (dedicated mobile phone number which the manager on duty responds to immediately) during trading hours, to local businesses, on which management with appropriate authority over the premises can be contacted upon if there is a complaint. Complainants will be encouraged to make any complaints to that number

An Incident Report will be required to be completed for all incidents that necessitate action by an emergency service, Fire Brigade, Police and maintenance called in after hours. The incident report should contain:

- The date and time of the incident;
- The details of the incident;
- Any action(s) taken;
- The name and appointment of the person or persons notified of the incident and the time notified;
- The instructions given to the personnel and the time the instructions were carried out.

Additional Resources and Staff Training

All staff will be required to undergo training to ensure they are appropriately qualified to undertake tasks associated with relevant roles. Such training will include familiarity with the contents and protocols of this Plan of Management. Policies and procedures to be reviewed and created include:

- Health & Safety Policy
- Code of Conduct
- Employee Handbook
- Drug & Alcohol Policy
- Workplace Bullying & Harassment Policy
- Evacuation Plans including Emergency and flood response plans
- First Aid + CPR Training
- Responsible Service of Alcohol

This list will be reviewed and updated on a yearly basis.

Amenity

The proposed operation of the site is conducted in such a manner as to not unreasonably interfere with or materially affect the amenity of the neighbourhood by reason of noise, vibration, smell, fumes, vapour, steam, soot, ash, dust, waste water, waste products, grit, oil or otherwise.

An Operational Noise Emission Assessment prepared by Acoustic Dynamics accompanies this application and addresses the potential noise impacts of the development with the following noted:

Acoustic Opinion

Further to our site survey, noise monitoring and measurements, our review of the relevant acoustic criteria and requirements, and our calculations, Acoustic Dynamics advises that the proposal can be designed to comply with the relevant acoustic criteria of Northern Beaches Council, the NSW POEO Act 1997 and the NSW EPA.

It is our opinion that the acoustic risks associated with the proposal can be adequately controlled and the amenity of neighbouring businesses and residents can be satisfactorily protected.

As per the expert report, the subject premises can comply with relevant noise requirements. To ensure the amenity of the area, staff will be trained and assist in ensuring all patrons when leaving the premises to keep noise to a minimum. The staff 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. A noise complaints register will be kept by management and all complaints will be recorded and discussed at the weekly staff meeting.

Appendix 1 – House Policy

“HOUSE POLICY”

These premises, in compliance with the Liquor Act 2007 and in the interest of its customers and staff, have adopted the following practices to ensure the responsible service of alcohol. The following House Policy provides a framework to allow for the responsible service of alcohol at all times:

- To prevent underage drinking, proof of age is required to be provided when requested.
- Persons who are intoxicated will be refused admission to these premises.
- Customers will be denied service of alcohol if they are considered intoxicated.
- We will educate our staff and customers as part of our duty of care to ensure that both understand the implications and abide by our responsible service of alcohol policy.
- We will support and actively promote initiatives to minimise drink driving in order to safeguard the well-being of our customers.

It is the intention of these premises to ensure that all persons using the facilities provided do not result in any harm from the service of alcohol by our staff. The following strategies have been adopted to ensure the responsible service of alcohol to all customers of the premises:

- Implementing, monitoring and modifying this House Policy on an ongoing basis.
- Preventing underage drinking by requiring the production of approved identification.
- Prevention of intoxication by recognising the signs of intoxication and refusing service to customers who reach this point. We will deny entry to the premises any patron who is already intoxicated.
- Provide a range of low alcohol and non-alcoholic beverages at all times upon the premises and ensure the same are supplied in conjunction with full strength alcoholic beverages.

The responsible serving practices adopted within our House Policy aim to:-

- prevent underage drinking;
- prevent intoxication;
- prevent intoxicated, disruptive and/or anti-social behaviour;
- prevent drinking and driving.

Preventing underage drinking

It is the responsibility of every staff member to ensure that they do not allow alcohol to be supplied to persons under age upon the premises. Customers suspected of being under the age of 18 years are to be asked to provide approved documentary proof of age. Failing this they will not be supplied with alcohol. It is these premises' policy that the accepted forms of identification are:-

- a photographic driver's licence;
- a "proof of age" card; or
- a passport

All identification produced must be current to be valid. If in any doubt as to the age of the customers, always check. It is best to be over-cautions than serve a person under 18 years and place the licence in jeopardy through prosecution. If customers object to providing identification, clearly explain that it is a requirement of the premises and the law. It is each member of staff's responsibility to make sure customers are above 18 years of age or they are unable to be served with alcohol.

Preventing Intoxication

It is an offence to sell or supply liquor to any person who is in a state of intoxication. A "state of intoxication" can be described where a person's speech, balance, co-ordination or behaviour is noticeably affected as the result of the consumption of liquor. These premises will ensure that intoxication is prevented by:-

- providing low and non-alcoholic beverages at all times;
- encouraging customers to consume non-alcoholic and low-alcoholic beverages;
- refusal of service to customers showing signs of intoxication.

Preventing intoxicated, disruptive or anti-social behaviour

It is the policy of these premises to not allow intoxicated, disruptive, violent or anti-social behaviour to occur on or in the vicinity of the premises by customers having been in attendance at the premises. Our policy will ensure that this is prevented by:-

- Not allowing any intoxicated persons to enter or remain upon the premises.
- It may be necessary for our staff to refuse service because of the legal safety or security reasons to customers considered to be intoxicated.
- Not to tolerate any conduct or behaviour which management would consider undesirable both inside and outside the premises.
- Customers are to be requested upon leaving the premises to do so in a quiet and orderly manner, taking due regard to the local residents to ensure the quiet and good order of the neighbourhood is maintained.
- Identifying potential problems and taking steps to alert senior staff and/or prevent them from escalating.

Prevent drinking and driving

It is the responsibility of all staff members, out of the concern for customers' well-being, that staff will seek to discourage customers from driving if they appear to be "intoxicated". This will be

supplemented by ensuring that low alcohol and non-alcoholic beverages are available at all times for customers.

Staff will arrange the services of a taxi for a customer should the customer request the same. The taxi will arrange to attend and collect the customer at the premises.

Complaint handling procedure

The premises shall implement a complaint handling procedure to address any complaints received from customers or members of the community residing in the surrounding area.

The complaint handling procedure shall include the following:

- All complaints upon being received from a customer or member of the community will be dealt with in a sympathetic manner and immediately brought to the attention of the operator of the premises.
- Complaints received are to be recorded in a log book. The log book is to record the date, time and nature of any complaint, the name and address of the complainant, details of the communications between the operator of the premises and the complainant together with the proposed action taken to address the complaint and the date and time the action is taken.
- The operator of the premises will be available to meet with a complainant at a reasonable time in an attempt to resolve amicably any issues which have been raised. The operator of the premises will consider and where appropriate implement measures to minimise the recurrence of a complaint in the future.