

GYDE

PLAN OF MANAGEMENT

Change of use to a pub and live
entertainment venue, building works and
signage

submitted to Northern Beaches Council on behalf of Initium Management

This report was prepared by:

Director: Mark Schofield

Senior Associate: Paul Graham

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1. INTRODUCTION

This Plan of Management (POM) has been prepared for Initium Management by GYDE Consulting (Gyde) to accompany a Development Application (DA) to Northern Beaches Council. The DA seeks consent to change the use of Unit 1 63-67 The Corso, Manly (the site) to a pub and live entertainment venue, for building works and business identification signage.

The purpose of this PoM is to provide a framework for the management and operations of the proposed premises that facilitates and maintains a satisfactory level of amenity and safety, consistent with community standards.

2. OVERVIEW

The Hard Rock Café is a franchise that is also located within Darling Harbour, Sydney. The Hard Rock Cafes often offer music, food and an area to be entertained with performances from artists including music gigs and comedy. Further, there is often a section that includes an *"iconic music memorabilia collection"* (Source: Hard Rock Café). This development application is in relation to the proposed Hard Rock Café located at 63-67 The Corso, Manly.

3. SITE AND LOCALITY INFORMATION

The subject site is located within the Manly Town Centre and is located on a rectangular shaped allotment with a total area of approximately 490.3m². The site is located on the northern side of The Corso (primary frontage) and also has a secondary frontage to Market Place.

4. HOURS OF OPERATION

- 4.1. Hours of operation between 7:00am to 3:00am, 7 days a week.

5. OPERATIONAL PROCEDURES

- 5.1. The Premises are under the supervision of the Licensee to ensure it is managed in accordance with this Plan and its Objectives.
- 5.2. The Licensee will always ensure that alcohol is served responsibly and in accordance with the Liquor Act 2007 (the Act), the Liquor Regulation 2008 (the Regulation), the Licensee's Liquor Licence and the Conditions attaching to that Licence, and this Plan.
- 5.3. The Licensee shall take all reasonable measures to ensure the behaviour of staff and patrons do not adversely affect the amenity of the neighbourhood and that adequate controls and policies are in place to monitor customer behaviour across the entire licensed area of the Premises when it is trading.
- 5.4. The Licensee will ensure that all staff involved in the sale, service and supply of liquor hold a valid Responsible Service of Alcohol (RSA) Competency Card or Certificate (as the case may be).
- 5.5. The Licensee will ensure that copies of the RSA Competency Card and/or Certificate for the Licensee and all staff members engaged in the sale, supply or service of alcohol are kept at the Premises and are available for inspection on request by a Police Officer or an Inspector of Liquor and Gaming NSW in addition to a register maintained at the Premises of the existing RSA certificates, competency cards or interim RSA certificates of each such staff member.

- 5.6. The Licensee will develop a House Policy to ensure the successful achievement of the Operational Procedures through measures including:
- Preventing underage drinking
 - Preventing intoxication and the avoidance of serving anyone to the point of intoxication
 - Managing intoxicated, antisocial, or disruptive patrons
 - Ensuring adequate training of staff to comply with the responsible service of alcohol
 - Ensuring low alcohol and non-alcoholic beverages are available
 - Adopting responsible promotion of liquor products in accordance with NSW Liquor Industry's Code of Practice
 - Providing safe transport options for patrons, including calling taxis on request.
- 5.7. The Premises includes approximately 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.
- 5.8. The Licensee will endeavour to establish communication with local police, Northern Beaches Council and the community to reduce any alcohol related incidents to ensure accountability and agreed actions.
- 5.9. The Licensee will undertake a review process to ensure the continuous improvement of measures outlined in this PoM.
- 5.10. The use of the Premises 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.

6. SECURITY

- 6.1. The Licensee must keep the licensed area safe and secure at all times.
- 6.2. The Licensee will continue to instruct Security to patrol, at regular intervals, the liquor licensed premises for anti-social behaviour.
- 6.3. CCTV will monitor the internal and external areas of the premises.
- 6.4. The proposal involves glazed shopfronts that are transparent and will be illuminated at night when the venue is closed.

7. PATRON MANAGEMENT

- 7.1. The premises would accommodate a maximum of 534 patrons at any one time.
- 7.2. The Licensee must through the implementation of the Plan and generally, implement measures to ensure that customers within the Premises do not unduly create any disturbance or nuisance and do not act in a disorderly manner.
- 7.3. The venue will be operated in a responsible manner so as to avoid any undue disturbance or interference with neighbours and business operators.
- 7.4. Signage will be displayed at the exit point from the premises advising patrons to leave the area quickly and quietly and have regard for the neighbours.
- 7.5. The business must operate within the confines of the tenancy. The tenancy has one public entry, providing staff and management with better control the movement of patrons entering and exiting the premises, and also queuing and waiting areas.
- 7.6. A physical end point for the queuing area will be identified and will not extend to neighbouring properties, enabling uninhibited pedestrian movement.
- 7.7. Crowding outside the premises would not be permitted. The General Bar would primarily rely upon bookings during the evening period.
- 7.8. If 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.
- 7.9. It is the Licensee policy to comply with all laws regarding 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 Licensee's responsibility to educate staff in order to help ensure the safety of customers.

- 7.10. Only four forms of photographic ID will be acceptable as proof of age:
- a valid driver's license; or
 - a valid passport; or
 - a NSW photo card; or
 - a valid RTA proof of age card.
- 7.11. The Licensee will make available free drinking water that is actively promoted to patrons throughout the licensed premises. Free drinking water will be available at the end of each bar via jugs. Staff will prompt patrons and make them aware that free water is available.
- 7.12. The Licensee will prompt patrons and make them aware of alternatives to full strength alcohol drinks and non-alcoholic beverages – these include light beer, half nips of spirits, soft drinks, water, tea, coffee etc.
- 7.13. It is an offence to supply liquor to, permit liquor to be supplied to, or allow liquor to be consumed by a person who is unduly intoxicated or disorderly.
- 7.14. The Licensee will not tolerate disorderly or quarrelsome conduct on the premises.
- 7.15. The Licensee will not tolerate any violent behaviour on the premises.
- 7.16. The Licensee will put in place measures to prevent sexual harassment and assault by:
- Promoting gender and cultural diversity in the balance of staff, security, and performers
 - Being inclusive of gender and sexual diversity
 - Promoting a venue culture that is safe and respectful
- 7.17. In the case of an assault matter or where a person has been injured the Police will be notified.
- 7.18. Incidents will be recorded in the Incident Register, details of witnesses will be recorded, and CCTV footage will be stored.
- 7.19. In the case of a patron being injured, first aid will be given and if required an ambulance will be called.
- 7.20. Crowd controllers/Security staff must be aware of the Licensee's established standards, specific values and venue management plans and procedures. It is necessary they complete a venue induction before commencing duty. Specific roles, standards and duties must be defined and frequently communicated to all crowd controllers/security staff, particularly if there is a regular turnover of staff in these roles.
- 7.21. The Licensee must insist on high standards of competence and conduct from crowd controllers/security staff, whether they are employed directly or through a security firm. The Licensee must monitor the performance of crowd controllers/security staff closely to ensure a professional and ethical standard is maintained.

- 7.22. Crowd controllers/security staff must maintain a constant presence after trade by assisting with patron exit and disbursement using plans put in place by the licensee.
- 7.23. Crowd controllers/security staff will assist to direct patrons leaving the premises to the nearest transport options. Contact phone numbers for local Taxi services will be displayed close to the entrance.
- 7.24. Sufficient measures are established to ensure crowd controller/security staff interaction with patrons is closely monitored.

8. WASTE MANAGEMENT

- 8.1. 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.
- 8.2. Patrons will be prevented removing glasses or bottles from the premises by crowd controllers/security staff.
- 8.3. The Licensee will take steps to ensure all staff minimise waste in all departments and recycle where possible.
- 8.4. Cleaning of the premises will be carried out daily 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 Northern Beaches Council, both internally and externally.
- 8.5. The Licensee will ensure that the immediate environs are well maintained, clean and devoid of litter.
- 8.6. The Licensee will promote a no-smoking environment. Therefore, patrons wishing to smoke will be directed to move away from the premises. Staff will ensure that the immediate environs are well maintained, clean and devoid of litter.
- 8.7. 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.
- 8.8. All waste management facilities will be maintained in a clean and hygienic condition that will promote the principles of health, safety, and convenience.
- 8.9. A Waste Management Plan has been prepared in accordance with requirements and accompanies the development application.

9. NOISE AND VIBRATION MANAGEMENT

- 9.1. 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).
- 9.2. External windows and doors are constructed with minimum 10.38mm laminate glazing (Rw35).
- 9.3. Signs are to be displayed at the entry/exit of the venue reminding patrons to minimise noise when department the premises, especially after 10pm.

- 9.4. 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.
- 9.5. The Licensee will be obliged to operate in accordance with any relevant conditions of consent imposed by the Council, the relevant Liquor Licencing Authority, and with any recommendation of acoustic assessment undertaken in respect of the premises.

10. EVACUATION AND EMERGENCY CLOSING

- 10.1. The Licensee will ensure that up to date safety procedures and equipment are implemented at all times.
- 10.2. Unobstructed access shall be provided and maintained to emergency exits at all times.
- 10.3. The Licensee will ensure that a current list of emergency telephone numbers are near all phones at all times.
- 10.4. The Licensee will ensure that all staff is aware of the fire safety procedures to be followed in the event of a fire at the premises.
- 10.5. 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 the code which emphasise the safety of patrons will be implemented.

11. INCIDENT REPORTING

- 11.1. An Incident Register, which must be in the format approved by Liquor and Gaming NSW (register and/or approved electronic form), shall be maintained at the venue and details of all incidents are to be recorded. Details of any action taken in response to an incident must also be recorded.
- 11.2. The Licensee is responsible for the Incident Register, but it is the responsibility of each Duty Manager to ensure that entries are recorded when an incident occurs.
- 11.3. Incidents which must be recorded include any incident that:
- Involves violence or anti-social behaviour
 - Involves violence or anti-social behaviour occurring in the immediate vicinity of the premises which involves a person who has recently left or been refused entry
 - Results in a person being asked to leave the premises under section 77 of the Liquor Act i.e., intoxication, violent, quarrelsome, smoking illegally, or using or possessing illicit drugs
 - Results in a person needing medical assistance
 - Involves attendance of the venue by Police or NSW Liquor & Gaming Compliance Inspector
 - Involves the possession or use of suspected prohibited drugs/plants on the premises
 - Involves the safety of the premises and patrons

- Includes any noise disturbances or complaints
- Involves health and safety issues.

The venue will make this register available for inspection by Police and NSW Liquor & Gaming Compliance Inspectors.

12. COMPLAINT HANDLING

- 12.1. This Plan of Management, the Development Consent together with a Complaints Recording Log is to be always kept on site. The Complaints Recording Log is to include date, time, nature of complaint and action, and is to be made available to Police and Northern Beaches Council for review on their request.