

**PLAN OF MANAGEMENT 380 Pittwater Road, North Manly
March 2020 (updated May 2020)**

1.0 INTRODUCTION

Purpose of opening an Urban Winery in Manly

We are applying for the addition of a Small Bar License as well as New Produce/Wholesaler license.

Latest information about wine production for 2020/2021 is that grape growing has been significantly impacted by smoke taint from bush fires. The result is that a limited amount of grapes were picked in 2020. We therefore will be continuing to produce wine on site, which has already been fermented on location in Mudjee, and the ageing process will then continue in Manly. We therefore cannot limit ourselves to just wine produced on site and will need to support the business through sales of other Australian Wines, Beers and Spirits.

We therefore are adding the addition of a full bar license to operate a commercially viable operation whilst supporting the Australian Wine Industry

The business model had been developed to celebrate wine from across the different regions of Australia. The urban winery will make small-scale boutique wine on site, bringing grapes from different regions of Australia each vintage, pressing and crushing on site, fermenting, ageing in barrel and then bottling or drawing directly into taps to serve on the premises.

The objective is to educate, involve and allow our customers to enjoy great wines through the experience of making, tasting and blending wines and appreciating them with food specifically paired to each variety.

The venue will offer winemaking and tasting classes, sommelier training, blending experiences for corporate events and for private groups and individuals. Students studying wine making and tasting will also use the venue for training purposes.

The business will drive a significant proportion of sales through pre-booking events and classes in order to manage numbers so that we provide a safe and positive experience.

Plan of Management

1. The purpose of this Plan of Management (POM) is to outline the operation and on-going management of the premises as an Urban Winery.
2. The POM demonstrates a commitment by us, as owners and operators of this business, to recognise and address the necessary aspects of the business management including responsible service of alcohol, complaints reporting, management procedures and an ongoing review mechanism.

3. All staff will be made familiar with this POM. A copy of this POM and development consents shall always be available on site and produced for inspection upon request by Council Officers and Police.

1.2 Management Background

Susie Mills – Founder and CEO

Susie has had a career in senior marketing and general management of food and pharmaceutical companies in the UK, Australia and Singapore. She has recently completed her MBA in entrepreneurship, her final thesis being how to create a new business model of an Urban Winery based on the successful global and local boom in micro-brewing.

Olsen Fabricius – Co Founder and Director

Olsen has had careers in IT and more recently in hospitality, spending 4 years training to be a chef and then taking up a position as Executive Chef for The Boat House Group. He has recently been Head Chef for Modus Operandi, creating recipes to pair with artisanal beers made by the Modus team on site and also assisting with the development of beer recipes.

2.0 ADMINISTRATION

1. Hours of operation:

Monday – Wednesday 6am – 10pm (outdoors until 9pm) -

- Café 6.00a.m. – 2.00p.m.
- Winery 10.00a.m. – 10.00p.m.

Thursday – Saturday 6am – 11pm (outdoors until 10pm)

- Café 6 a.m. – 2.00 p.m.
- Winery 10.00 a.m. – 11.00 p.m.

Sunday 6am – 10pm (outdoors until 9pm)

- Café 6.00 a.m. – 12.00 p.m.
- Winery 12.00 p.m. – 10.00 p.m.

2. Staffing Café/Food preparation

3 Wine making

1 Brewery

1 Wine tasting

3 Bar

Total: 8 staff

Plus 1 Security staff for events and during our peak periods (Friday/Saturday nights) from 5.00 p.m. as per requirement for 1 security staff per 100 attendees.

3. Seating

Tables of 5 (5x4 tables) = 20 seated

Outdoor seating will be at tables of 4 (3x4 tables) = 12 seated

Pavilion/ cabana inside bar area seating 8 = 8

Wine tasting will be seated at the tasting/sales bar (8-10 persons) plus communal table with seating for 10 in the private wine production area.

Maximum patronage is expected to be 60.

We understand that the request to use the grass area on Pittwater Road as a drinking area has concerns from a safety perspective. We hope to overcome this with the following proposal, as this area is crucial to allow enough seating from a commercial viability perspective of the space.

We therefore propose that a 1.8 metre high metal fence is erected completely enclosing this space with no door access to the street. The opening to this area will be expanded to a bi fold doorway so that the space is easily visible from the inside bar area and can be policed by security as they walk inside and out.

The fence will be in a metal material that is not easy to climb and will be painted with a mural in line with the outside front wall.

3.0 SERVICE OF ALCOHOL

1. The owner and manager is qualified in Licensee Training and will practice all aspects that will create a safe working environment for staff and a fully compliant establishment for the enjoyment of its customers.
2. These will include but will not be limited to the following areas as per the Small Bar Check List available on liquorandgaming.nsw.gov.au:

Primary Purpose and Licence

The venue's primary purpose is the manufacture of wine and the 'sale of liquor by retail' on the licensed premises for consumption on the licensed premises.

However, due to current limited supply of grapes and the impact of Covid-19 we have applied for a Small Bar Licence to augment our offer in the outset.

The venue will comply with each condition imposed on the liquor licence.

Liquor will be sold and supplied strictly as per statutory and licence conditions.

A copy of the licence, licence-related authorisations and conditions will be available at all times to staff members and security.

The licence will be available for immediate inspection by police or a Liquor & Gaming NSW inspector.

***Note: The license will be available on site at all times for inspection.
The venue will adhere strictly to its license conditions.***

Periodic licence fees and biennial return

The venue will pay the periodic licence fee due on 29 May of each assessment year.

Liquor operations and food provision

Fewer than 100 patrons will be allowed in the venue during the liquor trading hours.

The venue will be open to all classes of people without discrimination.

Food will be available at all times and consistent with RSA principles when liquor is sold or supplied on the premises

Note : The venue will be open to all classes of people, and specifically will be modified to allow for accessible toilets and room for wheelchair access.

Approved incident register

All staff will be able to access the approved incident register.

The register will show all incidents of violence and anti-social behaviour

All incidents entered into the register will be true and correct.

The licensee will respond to these incidents immediately and appropriately.

The approved incident register will be available for immediate inspection by police or a Liquor & Gaming NSW inspector.

The approved incident registers will be maintained for at least 3 years from when the incident was made.

Note : We will maintain an incident register which will be available to site and fill in by all staff, and any incident will be flagged to the manager. All serious incidents will be reported to the police within the required timeframe.

Minimising intoxication

There will be procedures and controls in place to prevent intoxication, indecent, violent or quarrelsome conduct in the venue

This area of RSA will be strictly adhered to. We will train our staff how to handle customers wishing to enter our premises that show signs of intoxication and prohibit them from entering.

There will be procedures and controls in place to detect intoxicated patrons before they enter the venue.

We will ensure that we ask questions that will filter those that are genuinely not intoxicated from those that are and that we follow anti-discrimination laws.

There will be procedures and controls in place to prevent liquor being sold or supplied to an intoxicated person.

We will train all staff to handle customers who appear intoxicated and stop service of alcohol, offer them water and provide safe care to exit the premises.

If an intoxicated person is found in the venue, as the licensee, we will be able to prove all relevant steps were taken to remove the patron from the venue.

Drinking water will be available free of charge to all patrons at all times when liquor is sold or supplied.

We will promote eating whilst enjoying wine and beer by pairing food with our products.

Liquor self-exclusion

The venue will operate a voluntary liquor self-exclusion scheme.

If requested, staff can properly inform patrons of the self-exclusion scheme.

The licensee will accept all requests from patrons wishing to self-exclude from the venue

Licensee control

The licensee will ensure liquor is only sold in the authorised area of the venue.

If the licensee is away for a period of more than 28 days, a manager will be appointed and her/his duties will be shared and documented for reference.

The licensee will ensure that all instances of letting or sub-letting of any part of the licensed premises have received an approval.

If the venue will not trading for a continuous period of more than 6 weeks, we will notify L&GNSW.

Note :

The licensee will be responsible for ensuring that alcohol is only served and drunk in the designated area under the liquor license agreement for this venue.

RSA training and competency card

The licensee holds a current recognised RSA certification

All staff involved in the sale and supply of liquor hold a current recognised RSA certification.

All staff involved in security and crowd control holds a current recognised RSA certification.

The licensee will sight each staff member's current recognised RSA certification.

Everyone involved in liquor promotions on the venue premises will hold a current recognised RSA certification.

All staff will be able to produce their current physical or digital RSA competency card or interim certificate for inspection by police or a Liquor & Gaming NSW inspector.

The licensee will sight each staff member's physical or digital RSA competency card or interim certificate.

For any staff working under an interim RSA certificate, the interim certificate will be checked as still valid for work.

Note : All staff will be required to show proof of current RSA certificate and to carry this on each shift. A record of each employee's certificates will be logged on the company database.

Minors

There will be procedures and controls in place to prevent anyone under the age of 18 from entering the venue during trading hours.

Note : All customers who appear to be under 25 will be asked for proof of age as a normal practice by bar and restaurant staff.

Liquor promotion and advertising

All the liquor promotions will be conducted in accordance with the responsible service of alcohol (RSA)

There will be procedures and controls in place to prevent intoxication or binge drinking during the liquor promotion.

The licensee will ensure that all liquor promotions or activities consider the responsible service of alcohol principles.

The licensee will ensure that all liquor promotions or advertisements that involve discounting include the responsible consumption of alcohol message.

A request from the Secretary will be made to issue the licensee with a written notice under r. 50 concerning the inclusion of the responsible consumption of alcohol message in any liquor promotion or advertising relating to the venue.

The licensee will comply with the written notice.

***Note: all promotions will be in keeping with RSA guidelines, i.e. not promoting binge drinking or excessive drinking behaviour.
No shots or doubles will be served.***

Tastings

As per a winery tour or cellar door experience, small tastings will be supplied to customers, limited to measures commensurate with tasting sizes as per the Liquor act 2007. These are a maximum of 50ml for Wine, 100ml for Beer and 15ml for Spirits. We will be limiting tastings and offering paid for small volume Wine Flights which will be a maximum of 4 wine varieties with 20 ml in each.

Tastings and tours of the winery will be pre-booked events with more than 4 people.

Deterring crime

Staff and management will not tolerate any drug taking on the premises. Including the use/supply of illicit drugs and trafficking of stolen goods. Any such activity will be reported to the manager on duty and steps taken to remove those customers.

The licensee will report actual or suspected criminal activity to police.

All staff members will be made aware that any criminal activity including stolen goods or prohibited plants/drugs in the venue is prohibited.

All staff will be made aware of the venue's procedures and controls that deter criminal activity in the venue, including the use or supply of illicit drugs.

Not : This will be covered in regular staff training and ways to handle any illicit drugs or criminal activity will be a high priority subject.

4.0 NOISE

1. Operation of the venue will be in accordance with the Acoustic report.
2. Hours of operation will not vary from those approved by Council.
3. Use of outdoor tables will cease at 10pm (9pm Monday to Wednesday and Sunday).
4. Music will be contained to the indoor area.
5. Staff of the premises shall take all reasonable steps to ensure that the behaviour of customers entering and exiting the premises does not detrimentally affect the amenity of the neighbourhood, the use of the premises loitering and any litter generated within the immediate vicinity of the premises.

Noise disturbance

There will be a clear process for handling any noise disturbance complaints from residents, police or the local council.

The licensee will meet with residents to resolve the disturbance issue.

There will be procedures in place to reduce any noise being heard by the residents nearby, by keeping roller doors closed during live music and strictly adhering to the closing times of the venue.

Note :

There will only be live music played inside the venue and at limited times.

We will have signage outside to ask customers to keep noise to a minimum when leaving the premises.

We will seek feedback from neighbouring residents on noise levels and reduce if necessary.

5.0 PARKING/TRANSPORT

1. Two car spaces on the roof-top will be available for staff/patrons and 2 additional spaces will be available by a shared agreement with units in the same block.
2. Car parking is available in neighbouring streets.

3. Public transport by bus is available to both staff and patrons with a bus stop at the front of the site.

4. All staff travel to the site by public transport.

5. Many clients will also travel by bus. The operator and staff will provide details of public transport available to the site to their clients to encourage its use.

6. Clients will be encouraged to carpool to reduce the number of vehicles coming to the site.

7. Clients will be encouraged to walk to the site.

8. Organised groups will be provided with details of shuttle buses to reduce possible vehicles visiting the site.

9. Staff will be advertising ride share services for customers to share transport home.

6.0 SMOKING

There will be no designated smoking area outside of the premises. We discourage our patrons from smoking and the venue is a smoke free area.

7.0 ODOUR

1. Waste will be managed in accordance with the Waste Management Plan.

2. Mechanical ventilation and odour nullifying measures are to be used during cooking, wine making and brewing activities.

3. The use of the venue will not give rise to the emission into the surrounding environment of any odour.

8.0 WASTE

1. Waste collection will operate as detailed in the waste management plan.

2. All deliveries and waste collection will be via the Rowe Street loading dock before 10.00am.

3. All care will be taken to ensure that any use and movement of garbage bins is efficient and quiet.

4. Waste generated by the use of the premises will be collected and stored discretely on site until collection is scheduled.

5. An area inside the venue to the left of the kitchen area will be used to store waste and recycling. This will be moved for collection to an outdoor area under the current staircase from the car park to the right of the roller door entrance on Rowe Street. The landlord of the property has granted permission to use this empty void.

8.0 FLOOD

1. All staff will be familiar with the requirements for storage of material and electrical use above the flood level.

2. All staff will be aware and trained regarding the evacuation management plan in the event of flood. Two designated employees will take responsibility for executing the flood management plan as Flood Wardens. This will require staff to gather all people on site at the existing driveway roller door, off Rowe Street, then direct them to leave along Oliver Street to higher ground.

3. Signage will be available on site within the premises to assist patrons in the event of a flood event.

8.0 DOG ACCESS

1. Dog owners will be allowed to use the outdoor seating area and all dogs must always be on a leash. Water bowls and eco-friendly litterbags will be provided.

10.0 SAFETY AND SECURITY

1. Comprehensive security and safety measures, including personal duress alarms and monitoring system will be provided on site.

2. The owner and operator will be responsible for the maintenance of these systems and ensure they are in good working order at all times.

3. Doors are to remain locked for areas that are not in use.

4. Mid height fencing will delineate the area for production and will prevent all customers from entering these areas freely. Access will be by invite only and accompanied by a staff member at all times.

5. A 1.8 metre high metal fence will secure the outdoor area so access by anyone from the public will not be possible. There will be an exit door as part of this structure. The front entrance door will also be secured so that when alcohol is being served this will only be accessible from the inside as a fire exit.

11.0 FIRE SAFETY, EMERGENCY PROCEDURES AND ESSENTIAL SERVICES

1. A first aid kit and fire safety equipment shall be made available in all applicable areas of the premises.
2. The telephone numbers for all relevant emergency agencies will be readily available at all times within the premises for access by staff and clients.
3. All staff shall be made aware of fire safety requirements and the procedures to be followed in the event of an emergency at the premises including the street number and nearest cross street for emergency personnel contact. This information shall be readily available at all times within the premises for access by staff and clients.
4. All essential services relating to fire safety and other essential services shall be installed within the premises where required and maintained in good working order at all times. These will be in accordance with the class of building as specified by the BCA consultant, including Fire Evacuation plans.
5. The premises will conduct an occupational health and safety review between qualified occupational health and safety inspectors and staff of the premises on a quarterly basis.

12.0 AMENDMENTS TO THIS PLAN

1. If, in circumstances where better management or improved amenity outcomes can be achieved by amendments to this Plan such amendments can be made with written consent of Council, following consultation with the Council who shall be provided with a copy of any modified Plan.

13.0 COMPLAINTS

1. Any and all complaints from neighbours will be dealt with within 24 hours with a register of issues to be retained as an appendix to the POM. This Plan of Management will be annually reviewed, with any changes provided to Council for comment and formal incorporation and documentation.

Name:

Position:

Signature:

Date: