

# Operational Management Plan

## Brewery and Taphouse

We operate a 20HL brewery with approximate capacity to brew 300,000l pa.

In addition, we operate a cellar door with an alfresco dining area for up to 140 guests including takeaway sales of beer and other beverages produced by us. As the car park will be used as the alfresco dining area during trading hours, we will deploy potable fencing to prevent vehicle access and ensure patron safety. Accordingly, all brewery production activities will have ceased prior to opening for takeaway or cellar door operations in accordance with our approved development application and licensed hours

## Hours of Operation

### Industrial operations for the brewery

- 6:00 AM to 4:00 PM Monday to Friday
- 7:00 AM to 12:00 PM Saturday

### Takeaway Sales permitted

- 4:00 PM to 10:00 PM Monday to Wednesday
- 12:00 PM to 10:00 PM Thursday and Friday
- 12:00 PM to 10:00 PM Saturday & Sunday
- In practice we expect the takeaway sales to be open from Thursday through to Sunday.

### Cellar Door Hours

- 4:00 PM to 10:00 PM Monday to Wednesday
- 12:00 PM to 12:00 AM Thursday and Friday
- 12:00 PM to 12:00 AM Saturday
- 12:00 PM to 10 PM Sunday
- In practice we expect the cellar door to be open from Thursday through to Sunday.

## Staff numbers

During industrial operations the brewery will have between 2-4 production staff.

During cellar door hours there will be a minimum of 2 RSA staff rostered on shift with additional RSA staff rostered on for peak trading times.

For high traffic days, such as Manly Sea Eagle home games or other large events where we expect a greater number of guests, we will provide an extra door staff to ensure we comply strictly to approved licensed venue capacity. We will also put in place measures to manage crowds in and around the venue.

## Noise generation

We expect predominantly acoustic non-amplified music but with provision for amplified music on Saturdays and Friday nights.

All staff will advise all guests when leaving the premises to keep noise to a minimum.

We will ensure that staff and guests 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 Protection of the Environment Operations (Noise Control) Regulation 2017.

## Management of occupancy numbers

Cellar door numbers are not expected to reach total capacity during takeaway and cellar door times Monday to Wednesday. Cellar door numbers will not exceed the total maximum patron capacity of 25 persons between 12pm and 4pm on Thursday and Friday.

To ensure compliance, staff will routinely check head count to ensure awareness of capacity at all times.

During busy or peak periods, extra staff will be employed to manage the number of guests entering the venue.

## Service of Alcohol

Dad and Dave's takes 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.

It is our policy that:

- Alcohol be served according to the legal and moral requirements of the breweries liquor license with the safety and well-being of guests our priority.
- That the brewery maintains a current appropriate liquor license.
- Only RSA trained servers will serve alcohol
- People under 18 will not serve alcohol
- The brewery does not encourage excessive or rapid consumption of alcohol
- When serving non pre-packaged alcohol, standard drink measures will be served at all times.
- The liquor license and all legal signage will be displayed at the bar.
- An incident register shall be maintained and any incident recorded.
- We use tasting events promote responsible enjoyment of beer and spirit. We do this by educating guests on the production method of our beer & spirits, ingredients used, and their individual appropriate responsible consumption.
- Management support staff who practice and enforce RSA practices

## Security, including intoxicated and disorderly guests

The safety of all staff, guests, and the community is important to Dad & Dave's. It is our policy that:

- Intoxicated guests will not be permitted to enter the premises
- Alcohol will not be served to any person who is intoxicated
- Staff will follow RSA training procedures when refusing service
- Intoxicated guests will be asked to leave the premises, after being assisted by staff with safe transport options away from the venue.
- A register will be kept of instances where a guest is refused service and/or asked to leave the venue.

### Underage drinking

- Alcohol 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

- Dad & Dave's Brewing is committed to limiting alcohol exposure to children and young people.
- We expect that it's adult visitor's role model safe drinking practices at all times while at the brewery.
- Dad & Dave'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.
- Other non-alcoholic drinks will be available to be purchased from the bar.
- Dad & Dave's Brewing are committed to providing mid-strength and low alcohol products as well as small serving sizes.
- Food will be available at cellar door operating times at a reasonable price.

### Safe transport

- The brewery understands and accepts its responsibility to the safety of our guests and staff.
- Bar staff shall encourage guests to make alternate safe transport arrangements from the venue
- Directions and schedules of the nearby B line will be offered at the bar
- 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 all guest's consumption

### Smoke free environment

The brewery has a smoke free policy within the venue that is reviewed regularly in conjunction with this Alcohol Management Policy.

### Zero drug tolerance

Under no circumstances does Dad & Dave's Brewing tolerate the use of drugs by any of its staff or guests.

### Maintenance

All maintenance will be carried out to the manufacturer's specifications of all plant and equipment.

## Management Policy

### Responsibilities

Key responsibilities of the management are to:

- Ensure all brewery and distillery 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

Dad & Dave's Brewing will consult regularly with fire safety firms to maintain and update equipment as needed or to change in Standards Staff training as to what to do in case of an incident.

In accordance with our development application the roller door at the front of the building is to remain open during brewery and cellar door operating hours.

### Waste Disposal

Dad & Dave's Brewing has employed the services of URM Waste Management. Bins will be serviced twice weekly or more frequently if required.

In addition, all spent grain, hops, and other organic matter 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 accumulate.

### Staff training

- Management encourage staff to be trained efficiently and effectively for their jobs.
- Management ensure all staff are RSA trained and a register of all RSA certifications are kept on site
- Staff are trained to clear empty glasses, bottles, etc, and clean up any spills or hazards to ensure a safe environment is maintained for all patrons.

### Promotions

Dad and Dave's is committed to engaging only in promotions that encourage responsible consumption of alcohol.

This includes:

- No heavily discounted or free alcohol
- No promotion of activities that encourage rapid or excessive consumption of alcohol
- Any promotional material must be accompanied with statutory safe consumption messaging
- Any promotions must not appeal to minors

### Occupational Health and Safety/health safety policy

We are dedicated to the health & safety of our staff, customers, and community and take our duty of care very seriously.

It is our policy to:

- Provide all staff with the training & equipment to perform their duties in a safe and healthy manner
- Protect staff and patrons from any harm
- Maintain and make available a full facility checklist
- Maintain and make available a full set of operational checklists
- Maintain and make available an incident register of all refusals of service, unlawful conduct, and injuries