

# *The Forest Hotel*

## *Operations, Safety & Security Plan of Management*

### **Part 1 – Venue Overview**

This Operational, Safety & Security Management Plan relates to The Forest Hotel. It identifies the objectives & targets which will be applied to the operation & management of the Hotel use at this site. It also identifies the procedures, guidelines & standards to ensure environmental impacts of the Hotel's use are managed appropriately to minimise any potential adverse impacts.

### **Definitions of terms used in this plan**

Council	Northern Beaches Council
Operator	ALH Group Pty Limited
Site	39 Frenchs Forest Road East, Frenchs Forest NSW 2086
Hotel	The use of the premises as a licensed hotel
Assistant or Duty Manager	The responsible employee of the operator in attendance at all times of operation
Security	The responsible employees of the operator or contracted security company personnel, designated to patrol and provide active surveillance within & around the perimeter of the Hotel
Venue Manager	The employee of the operator responsible for the facility

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## 1. Purpose

ALH Group operates over 330 licensed Venues & more than 550 retail outlets across Australia. We are a market leader offering a diverse array of hospitality experiences including sports bars, bistros, restaurants, cafes, accommodation, retail liquor, gaming & wagering.

The management of the premises as a licensed hotel will be carried out by the operator, ALH Group Pty Ltd and/or its representative. The operator proactively complies with this plan of management. This document is used in the induction of all management, staff and security personnel. This plan of management will be available on request at all times to regulatory authorities.

The licensed premises is operating under the direct supervision of the licensee/manager or appropriately experienced supervisory staff whenever liquor is being sold and supplied.

Liquor consumption by all patrons is actively monitored by the licensee, management & or staff.

## 2. Management of Facility

### 2.1. ALH Group & Hotel Management Contact Details

Licensee / Management Team	
Licensee Name	Deborah Haskins
Venue telephone number	02 9451 3699
Mobile telephone	0434 429 733
Facsimile	02 9975 1718
E-mail	deborah.haskins@alhgroup.com.au
Website	www.foresthotel.com.au
Assistant Manager Name	James Clarke
Mobile telephone	0406 777 274
Assistant Manager Name	Naomi Curlewis
Mobile telephone	0451 232 142
Assistant Manager Name	Georgia Buckingham
Contact Number	0466 410 117
Assistant Manager Name	Hannah McCabe
Contact Number	0424 860 445

ALH Group State Office		
Address	Level 2, 1 Willoughby Road, Crows Nest NSW 2065	
Contact Number	02 9438 1288	
Email Address	operationsnsw@alhgroup.com.au	
Website	<a href="http://www.alhgroup.com.au">www.alhgroup.com.au</a>	
NSW State Manager	Lukas McKay	0412 840 404
NSW Operations Manager	Robert Courtney	0412 615 830
NSW Operations Manager	Scott Lane	0421 874 533
NSW Operations Manager	Paul Bartle	0410 460 361
NSW Operations Manager	Michael McPherson	0414 316 985
NSW Operations Manager	Craig Amner	0434 036 699

## 2.2. Venue Floor Plan

A copy of the floor plan is kept on the premises & can be found in the annex of this document. The plan shows the total licensed areas & distinguishes the authorised areas from the restricted (bar) areas.

Location: Hotel's compliance black box

## 2.3. Venue Licensed Trading Hours - Liquor Licence LIQH400100116

### On premise venue trading hours

Day	From	To	Notes
Monday	10:00	00.00	Licence hours: 05:00 - 00:00
Tuesday	10:00	00.00	Licence hours: 05:00 - 00:00
Wednesday	10:00	00.00	Licence hours: 05:00 - 00:00
Thursday	10:00	00.00	Licence hours: 05:00 - 00:00
Friday	10:00	00.00	Licence hours: 05:00 - 00:00
Saturday	10:00	00.00	Licence hours: 05:00 - 00:00
Sunday	10:00	22.00	Licence hours: 10:00 - 22:00
Good Friday	12:00	22:00	Licence hours: 12:00 - 22:00
Christmas Day	12:00	22:00	Licence hours 12:00 - 22:00

			*Liquor can only be sold ancillary to a meal.
Dec 31st	normal opening time	02:00	Licence hours: Able to trade until 2am on New Years day

#### Take away trading hours

Day	From	To	Notes
Monday	09:00	21.00	Licence hours: 05:00 - 23:00
Tuesday	09:00	21.00	Licence hours: 05:00 - 23:00
Wednesday	09:00	21.00	Licence hours: 05:00 - 23:00
Thursday	09:00	21.00	Licence hours: 05:00 - 23:00
Friday	09:00	21.00	Licence hours: 05:00 - 23:00
Saturday	09:00	21.00	Licence hours: 05:00 - 23:00
Sunday	10:00	19:00	Licence hours: 10:00 - 22:00
Good Friday	Closed		Licence hours restricted
Christmas Day	Closed		Licence hours restricted

Location: A copy of the Hotel's liquor licence is located behind all liquor counters & in the Hotel's compliance "black box". Management can provide a copy to police or the authority if required.

## 2.4. Bar & Service Areas

### Bars and Service Areas

Name of area	Sports Bar				
Description/boundary	External entry via pathway between Hotel and Dan Murphy's liquor store. Includes large TAB area and outdoor terrace - Authorised Area				
Trading hours	10:00 - 00.00 (Mon – Sat)				
	10:00 - 22.00 (Sun)				
Access by minors	Minors Area Authorisation :	YES	X	NO	
	Bar Area:	YES		NO	X
Safe staffing level	n/a				
Type of service	Wait staff	YES		NO	X
	Self serve - describe	YES		NO	X
	Other Bar/ Bistro Service – describe:				
	Free drinking water				

	Available on request	YES	X	NO	
	Self serve available at the bar	YES		NO	X
	Maximum drink purchases per patron per purchase	YES		NO	X

<b>Name of area</b>	<b>Bistro Bar</b>				
<b>Description/boundary</b>	External entry via main entrance from carpark. Includes large outdoor terrace				
<b>Trading hours</b>	10:00 - 00.00 (Mon – Sat)				
	10:00 - 22:00 (Sun)				
<b>Access by minors</b>	Minors Area Authorisation :	YES	X	NO	
	Bar Area:	YES		NO	X
<b>Safe staffing level</b>	N/A				
<b>Type of service</b>	Wait staff	YES		NO	X
	Self serve - describe	YES		NO	X
	Other Bar/ Bistro Service – describe:				
	Free drinking water				
	Available on request	YES	X	NO	
	Self serve - Water Jugs available on the bar	YES		NO	X
	Maximum drink purchases per patron per purchase	YES		NO	X

<b>Name of area</b>	<b>Gaming bar</b>				
<b>Description/boundary</b>	External entry via two main entrances from carpark.				
<b>Trading hours</b>	10:00 - 00.00 (Mon – Sat)				
	10:00 - 22.00 (Sun)				
<b>Access by minors</b>	Minors Area Authorisation :	YES		NO	X
	Bar Area:	YES	X	NO	
<b>Safe staffing level</b>	n/a				
<b>Type of service</b>	Wait staff	YES	X	NO	
	Self serve - describe	YES		NO	X
	Other Bar/ Bistro Service – describe:				
	Free drinking water				
	Available on request	YES	X	NO	
	Self serve available at the bar	YES		NO	X
	Maximum drink purchases per patron per purchase	YES		NO	X
<b>Name of area</b>	<b>Function Bar</b>				

<b>Description/boundary</b>	External entry via main entrance from carpark.				
<b>Trading hours</b>	10:00 - 00.00 (Mon – Sat)				
	10:00 - 22:00 (Sun)				
	Trading hours will be dependant on demand				
<b>Access by minors</b>	Minors Area Authorisation :	YES	X	NO	
	Bar Area:	YES		NO	X
<b>Safe staffing level</b>	N/A				
<b>Type of service</b>	Wait staff	YES	X	NO	
	Self serve - describe	YES		NO	X
	Other Bar/ Bistro Service – describe:				
	Free drinking water				
	Available on request	YES	X	NO	
	Self serve - Water Jugs available on the bar	YES		NO	X
	Maximum drink purchases per patron per purchase	YES		NO	X

<b>Name of area</b>	<b>Lobby bar</b>				
<b>Description/boundary</b>	Ground floor accommodation building				
<b>Trading hours</b>	05:00 - 00.00 (Mon – Sat)				
	10:00 - 22.00 (Sun)				
<b>Access by minors</b>	Minors Area Authorisation :	YES	X	NO	
	Bar Area:	YES		NO	X
<b>Safe staffing level</b>	n/a				
<b>Type of service</b>	Wait staff	YES	X	NO	
	Self serve - describe	YES		NO	X
	Other Bar/ Bistro Service – describe:				
	Free drinking water				
	Available on request	YES	X	NO	
	Self serve available at the bar	YES		NO	X
	Maximum drink purchases per patron per purchase	YES		NO	X

<b>Name of area</b>	<b>Accom Function bar</b>				
<b>Description/boundary</b>	Ground floor accommodation building				
<b>Trading hours</b>	05:00 - 00.00 (Mon – Sat)				
	10:00 - 22.00 (Sun)				
<b>Access by minors</b>	Minors Area Authorisation :	YES	X	NO	

	Bar Area:	YES		NO	X
<b>Safe staffing level</b>	n/a				
<b>Type of service</b>	Wait staff	YES	X	NO	
	Self serve - describe	YES		NO	X
	Other Bar/ Bistro Service – describe:				
	Free drinking water				
	Available on request	YES	X	NO	
	Self serve available at the bar	YES		NO	X
	Maximum drink purchases per patron per purchase	YES		NO	X

## KEY POINTS

1. Minors Area Authorisation - minors are allowed in this area if accompanied by a responsible adult (eg parent/guardian/spouse), Restricted or Bar area - minors are not allowed in this area.
2. The liquor laws require drinking water to be available free of charge at each point where liquor is sold or supplied on the licensed premises. This is provided upon request
3. Any conditions imposed on the liquor licence or any requirements under the Liquor Act 2007 which restricts the times, type, or quantity sold or supplied, on the licensed premises are complied with.
4. Liquor is supplied and promoted in a manner that is consistent with the Liquor Promotions Guidelines under section 102(4) of the Liquor Act 2007.
5. Patrons are made aware of the availability of non-alcoholic and low strength alcoholic beverages in the licensed premises.

## 2.5. Food Service

Food Service	
<b>Name of outlet</b>	The Forest Bistro
Trading hours	Minimum 12.00 to 14.30 & 18.00 to 20.30 Mon to Sun
Area serviced	Bistro, Sports Bar, Terrace, and Function Room
Type of food	A la Carte
Notes:	Food is available at all times outside formal bistro hours in a short order menu.

Nothing in this Operations, Safety & Security Plan of Management prevents the operator from amending or extending the above bistro hours within the approved operating hours.

Hot & cold snacks will be available to patrons during all operating hours in areas where liquor is served.

Meals may be consumed anywhere in the Hotel that comply with the relevant government legislation. Meals

Parkway Hotel Operations, Safety & Security Plan of Management



cannot be consumed in a dedicated smoking area

### KEY POINT

Having food available for patrons at all times during trading periods is a standard harm minimisation licence condition.

## 2.6. Accommodation

Accommodation	
Name of outlet	The Forest Nightcap Plus
Trading hours	24 hrs a day
Area serviced	Whole of Accommodation Building
Number of rooms	149
Check In / Check Out	24 hrs Reception
Notes:	Accommodation Food And Beverage facilities will be available at all times for guests on-site.

## 3. Responsible Service of Alcohol

Registers	
<b>RSA Register</b>	Location: Admin office
Person responsible for updating the Register	Venue Support Officer
RSA Register contents	A copy of the licensee's/manager's RSA competency card A copy of staff RSA competency cards A copy of Security RSA certificates/cards where applicable
RSA Competency Cards	Staff to ensure RSA accessible whilst working on shift
<b>BLACK OLGR Register</b>	Location: Admin Office
Person responsible for updating the Register	Licensee / Approved Manager
Types of incidents recorded in the Register	Incidents that occur outside the standard trading period i.e. after midnight as listed below:
	- Insufficient ID.
	- Request for self exclusion
	- Any incident involving violence or antisocial behaviour occurring on the licensed premises
	- Any incident of which the licensee is aware that involves violence or antisocial behaviour occurring in the immediate vicinity of the licensed premises and that involves a person who has recently left or been

	refused admission to the premises
	- Any incident that results in a person being turned out of the licensed premises – where it is a non voluntary exclusion by the licensee, management staff or a Police Officer
	The Licensee and Management may turn out of the licensed premises any person
	- Who is at the time intoxicated violent quarrelsome or disorderly
	- Whose presence on the licensed premises renders the licensee liable to a penalty under the Act
	- Complaints, malicious damage or disturbances
	- Injuries / Medical treatment (staff or patron)
	- To comply with a provision of the local Liquor Accord

## KEY POINTS

1. RSA register – Licensees are not required to keep copies of photo competency cards, however the Licensee, Approved Manager and staff are required to produce the card if asked by Police or ILGA inspectors. The venue will endeavour to maintain copies of all RSA/RCG cards on behalf of staff.

2. Incident register (black book) – The Hotel maintains an approved industry incident register as per the Liquor Act legislation. The book is available for inspection upon request by any authorised authority.

<b>Security Company Incident Log</b>	Location: Bar
Person responsible for updating the Register	Security Supervisor / Guard
Security Register contents	<ul style="list-style-type: none"> <li>- Refusal / removal for intoxication</li> <li>- Insufficient ID</li> <li>- Injury to staff or patron</li> <li>- Assaults / fights</li> <li>- Malicious damage</li> <li>- Complaints</li> <li>- Injuries / first aid</li> </ul>

## Liquor Promotions

All point of sale relating to the promotion of liquor contains a harm minimisation message relating to “this venue promotes the responsible service of gaming and alcohol”.

The operator will ensure any liquor promotion does not:

- Encourage irresponsible, rapid or excessive consumption of alcohol
- Use non-Standard measures

- have excessive discounting
- appeal to minors
- be indecent or offensive, and
- be out of step with general community standards.

## **Self Exclusion Scheme**

A person who wants to be excluded from the venue can enter into a self exclusion agreement with the Licensee utilising the ILGA Self Exclusion from Licensed Premises agreement form.

Under the agreement, the person will be prevented from entering or remaining on premise.

A person may terminate a self exclusion agreement at any time by completing the ILGA Self Exclusion from Licensed Premises Notice of Termination of Agreement form.

Under a self exclusion agreement the operator has the legal power to prevent the person from entering the venue and remove the person from the venue.

## **Complaints Register**

The operator is to keep a written log of complaints & events so that matters can be brought to the attention of the responsible parties. This is located in the admin office.

Complaints should be directed to the Operator in the first instance.

At all times during the operation of the Hotel, the Duty Manager is to address any complaint regarding aspects of the operation of the Hotel. Complaints will be acted upon immediately if necessary.

All other complaints are to be responded to by the Venue Manager within 72 hours or referred to other authorities, such as the Police or Local Government, if required.

## **Review of Operations Plan of Management**

Following any Council or Police visit in respect of complaints, Council and the Operator may be required to meet to discuss the complaints and a possible resolution.

Nothing prevents the Operator initiating discussions with Council or the Police for the purpose of modifying this Plan of Management.

## **Managing Patron Behaviour**

Preventing intoxication	
Checklist	
Low-alcohol beer available	Yes
Non-alcoholic beverages available	Yes
Free drinking water available	Yes (see bars and service areas)
Limit on number of drinks per patrons	No
Food available	Yes (see food service and bars)
Procedures are in place to help staff deal with patrons who may be showing early signs of approaching intoxication.	Yes (see procedures for dealing with incidents)
Staff are trained in these procedures	Yes (see below examples)

The liquor laws require licensees/managers to prevent intoxication on licensed premises. The standard harm minimisation licence conditions require low-alcohol beer, non-alcoholic beverages, free drinking water, and food to be available at all times during trading periods.

#### Procedures for dealing with intoxication incidents

Type of incident: Intoxicated person trying to gain access to premises	
Responsibility	Action to be taken
Front Line Staff	Stopped before entry
Security	Told they can't gain entry due to intoxication
Management	Asked to leave premises
	If they fail to leave premises, the Police are to be called

Type of incident: Refusal of service to person showing early signs of approaching intoxication	
Responsibility	Action to be taken
Front Line Staff	Tell the patron they have been refused service & immediately stop service to the patron
Security	Offer to call the patron a taxi (or other form of transportation)
Management	Offer the patron water while they wait for transport & confirm requirement that patron is not permitted to remain on the premises & must leave immediately
	Notify other staff members in other bars & bottle shop that the patron has been refused service, in case they attempt to get another drink from elsewhere. Supervise while waiting for transport
	If patron refuses hotel's offers tell them that they have to leave the premise immediately
	If patron fails to leave the premises, the Police are to be called

Type of incident: Removal of persons showing early signs of approaching intoxication from the premises	
Responsibility	Action to be taken
Front Line Staff	Notify security that the patron has been refused so they can escort the patron out

Security	Notify other staff members in other bars & bottle shop of the patron been refused service, in case he/she attempts to get another drink from elsewhere
Management	If they fail to leave premises, the Police are to be called

Other procedures		
Type of incident	Responsibility	Action to be taken
Minors	Staff / Security / Management	Ask to leave, notify security and/or management
No ID	Staff / Security / Management	Ask to leave, notify security and/or management
Suspected Fake ID	Staff / Security / Management	Call Security and/or Management immediately
Violent / Quarrelsome Behaviour	Staff / Management / Security	Call Management immediately/Manager to deal with & escalate if required

Preventing underage drinking	
Checklist	
Proof of age ID checks are in place in the venue	Yes (complete table below)
Staff check ID for all patrons who look 25 years or younger	Yes
Staff are trained in ID checking procedures	Yes
ID checking devices are in place (eg blacklight)	N/A
Minors Area Authorisation and bar area signs are displayed in relevant areas	Yes
Staff are trained to recognise situations when second parties may be supplying liquor to minors	Yes
Procedures are in place to help staff deal with suspected second party supply incidents	Yes

Checking proof of age ID		
Location of checking	Responsibility	What is checked
Entry Doors	Security/ Front Line Staff	Date of birth, photo matches presenting patron, ID is an accepted form of ID in NSW (as listed below)
Service Points	Front Line Staff / Security	Date of birth, photo matches presenting patron, ID is an accepted form of ID in NSW (as listed below)
Anywhere within Hotel	Management / Security	Date of birth, photo matches presenting patron, ID is an accepted form of ID in NSW (as listed below)

### Procedures for dealing with underage drinking issues and incidents

Suspected fraudulent proof of age ID	
Type of incident	Action to be taken
Altered Date of Birth	Patron is refused entry, details on licence are to be recorded and police contacted.
Non matching Photo	Police are notified and given details of the licence

Dealing with suspected second party supply incidents		
Type of incident	Responsibility	Action to be taken
Parent supplying	Front Line Staff	Call Security and/or Management immediately
Older sibling supplying	Security	Alcohol to be confiscated straight away
Older friend supplying	Management	Both the supplying and underage patrons ask to leave premise immediately
Stranger supplying		If they fail to leave premises, the police are to be called

## KEY POINTS

Acceptable proof of age documents:

- A driver's or rider's licence or permit (issued by an Australian State or Territory or any foreign country)
- Australian passport or a foreign passport issued by another country,
- NSW photo card (issued by Roads and Maritime Services NSW)
- proof of age card issued by a public authority of the Commonwealth or of another State or Territory for the purpose of attesting to a person's identity and age
- Keypass (over-18) identity card issued by Australia Post.

## 4. Responsible Conduct of Gambling

### Responsible Conduct of Gambling Training

Prior to working with gambling all employees are required to have a valid Responsible Service of Alcohol & Responsible Conduct of Gambling approval.

All employees working with gaming are also expected to have completed ALH course modules "ALH Commitment to Responsible Gambling" and "Anti-Money Laundering & Counter-Terrorism Financing" from the ALH Learning Management System.

Regular & ongoing training is also provided by the operator with any changes to legislation and/or refresher courses needed.

A handy pocket guide has also been created for all gaming staff which can be carried on them for easy access to helpful responsible conduct of gambling information.

## **Self Exclusion Scheme**

A person who wants to be excluded from the venue can enter into a self exclusion agreement with the Hotel using the AHA operated GameCare services. Access to these services can be found within marketing brochures & cards located within the gaming room. For the convenience of guests from a non-english speaking background where demand exists we also provide these in their native language.

Under the agreement, the person will be prevented from entering or remaining on premise for a period of time defined by the person.

Under a self exclusion agreement the operator has the legal power to prevent the person from entering the venue and remove the person from the venue.

The Hotel will actively maintain a register of current self excluded patrons & make this readily available for employees of the Hotel to be able to assist in ensuring all self excluded patrons are identified & asked to leave the Hotel.

## **Anti Money Laundering & Counter Terrorism Financing**

Our Program sets out the key treatments and controls that we deploy to identify, mitigate and manage the risk of money laundering (AML) or terrorism financing (CTF) in our business.

This Program applies with respect to the Gaming services provided at the Hotel. Practices are such that no Gaming services are carried out by third parties. It has been developed to address our AML/CTF obligations and the risk of non compliance with those obligations and outline the industry and internal standards relevant to our Hotels.

Prior to the commencement of working with gaming services, all employees will complete their AML/CTF training on the ALH Learning Management System (LMS) which provides an overview of individual & business obligations with respect to AML/CTF.

## **Voluntary Pre-Commitment**

The Hotel & ALH Group prides itself on being an industry leader in the responsible conduct of gambling. As such the group offers patrons of the Hotel the ability to voluntarily pre-commit an amount of time or spend on gaming machines for each visit.

## **Responsible Gambling Ambassador**

The Hotel works with David Schwarz, a well-known former professional footballer and reformed problem gambler, as its responsible Gaming Ambassador. David provides employee education and customer awareness about the importance of 'asking for help if your gambling becomes a problem'.

Most importantly, David is available for our staff to discuss any gambling problems they or their families and friends may be experiencing.

## 5. Security, Safety & Neighbourhood Amenity

### Public Policy Objectives

The operator is to achieve the following objectives & performance targets:

#### 5.1. Minimise Public Nuisance

The most important public policy objectives are:

- a. To manage the Hotel so as not to disturb residents, other property owners & visitors to the locality; &
- b. Minimise harm associated with potential misuse and abuse of liquor.

The specific objectives are to:

- Ensure the area in the immediate locality of the site is secure, safe & free from public nuisance caused by patrons of the Hotel.
- Minimise any nuisance impacts on the nearby residential & commercial uses.
- Ensure that patrons are served responsibly in accordance with industry/company standards and policies for the Responsible Service of Alcohol and the Responsible Conduct of Gambling.
- Monitor the behaviour of patrons who show inappropriate behaviour, both within & outside the site & encourage appropriate & responsible behaviour.

#### 5.2. Manage Traffic Impact of Unloading & Loading Operations

The impact of the operation of the Hotel on the adjoining street system is an important public policy issue.

The specific objectives are to:

- Minimise disruption of both pedestrian and vehicular traffic in the local street system.
- Ensure that road conditions are not rendered unsafe as a consequence of loading and unloading operations.

#### 5.3. Minimise Noise

Noise minimisation is an important public amenity issue and the objectives of the plan are to:

- Ensure that the noise criteria Council and the Independent Liquor and Gaming Authority are met.
- Assist patrons to minimise disturbance whilst entering, departing from or using the site.
- Ensure that noise disturbance as a result of Hotel operations or the actions of patrons of the Hotel is minimised.

#### How are the objectives to be met?

- Hold regular meetings of management / staff to review any incidents and to reinforce the duties and the RSA/RCG principles of the operator and to ensure enforcement and compliance with the RSA principles.
- Have the Duty Manager provide an overview in the Management Diary to the Venue Manager of any noise issues that arise.
- Ensure Security advises any disturbance to the Duty Manager, if necessary, by use of radio at the time of the event or in person and then in writing following the event.
- Ensure that staff do not serve any person under the age of 18 years or any patron showing signs of intoxication.



- Ensure that staff are available to assist in organising taxis for patrons wishing to leave the Hotel premises, or direct them to local public transport stops.
- The venue does not permit the wearing of OMCG club colours, patches or insignia
- Ensure all employees are trained to assist patrons to minimise noise, particularly patrons leaving the Hotel after midnight.
- Place appropriate signage in external areas requesting patrons to respect the neighbours in terms of noise.
- Sort waste, including bottles, inside the premises.

## **5.4. Security & Safety**

The specific measures to be taken to achieve the objectives, in relation to Hotel safety and security and the surrounding locality, are:

- Contract a licensed security company, employing only licensed operators to provide Class 1C under Security Industry Act 2007 security and patrol services to the Hotel.
- Keep necessary written records of incidents in a compliant log available for inspection by the relevant regulatory authority.
- Keep written records of activities and incidents in an appropriate log book available for inspection by the Operator, Council and the Police.
- Review security performance regularly as required.
- Ensure weekly communication between the Venue Manager and the head of Security to discuss relevant security issues or incidents from the previous week's trade.
- Ensure Security is available in the event of public nuisance arising from patrons of the Hotel. The Duty Manager at any time is to be responsible for patron security. The duties of that person are to include supervising patron behaviour, both inside and within the vicinity of the Hotel, in conjunction with Security when they are in attendance.
- Ensure security advises any disturbance to the Duty Manager, if necessary, by use of radio at the time of the event or in person and then in writing following the event.
- Ensure that security, when employed, undertake regular patrols of the Hotel and the area immediately surrounding the site from 10pm until 30mins closing time or until the last patron has left the premises, whichever is the later, on Friday and Saturday nights, to monitor the behaviour of patrons leaving the Hotel & report incidents accordingly.
- Provide security cameras at all building entries and within public spaces of the Hotel (not including toilet areas). Images from the cameras are to be stored for a minimum of 28 days at the Hotel.
- Security personnel will be appropriately rostered depending on trading times and conditions as well as the hotels offer at the time.

## **5.5. Deterring Crime**

The operator participates in an approved Anti Money Laundering program as a way to identify, mitigate and manage the risk of their products or services facilitating money laundering or terrorism financing.

The operator is an active member of the Northern Beaches Liquor Accord.

## 5.6. Managing Traffic Impacts

The specific measures to be taken to achieve the objectives in relation to the impact of the Hotel on the adjoining street system are:

- Ensure all delivery and waste collection vehicles use the loading area. A private contractor will be appointed to collect waste.
- Ensure that, during trading hours, waste generated is collected from different areas within the Hotel and moved to the designated waste storage area as required.

Venue Security Patrols						
Name of security company	AVS security					
ABN	50 150 978 331					
Area Manager	John Tannous 0419972970					
Telephone contact	9912 2100					
Email	john@avscorp.com.au					
Website (if applicable)	www.avsssecurity.com.au					
Master Licence Number	4109 35870 exp: 09/02/21					
Area serviced	Sports Bar					
Condition of licence?	YES			NO	X	
Minimum safe security level	N/A					
How is security deployed?	As per operational requirements					
Day and time of patrolling	See "Part 1 / Bar and Service Areas / Trading Hours"					
Area serviced	Bistro Bar					
Condition of licence?	YES			NO	X	
Minimum safe security level	N/A					
How is security deployed?	As per operational requirements					
Day and time of patrolling	See "Part 1 / Bar and Service Areas / Trading Hours"					
Area serviced	Gaming room					
Condition of licence?	YES			NO	X	
Minimum safe security level	N/A					
How is security deployed?	As per operational requirements					
Day and time of patrolling	See "Part 1 / Bar and Service Areas / Trading Hours"					

<b>Area serviced</b>	External areas incl carpark
Condition of licence?	YES <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> NO <input checked="" type="checkbox"/> <input type="checkbox"/>
Minimum safe security level	N/A
How is security deployed?	As per operational requirements
Day and time of patrolling	See "Part 1 / Bar and Service Areas / Trading Hours"
<b>Area serviced</b>	Function room
Condition of licence?	YES <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> NO <input checked="" type="checkbox"/> <input type="checkbox"/>
Minimum safe security level	N/A
How is security deployed?	As per operational requirements
Day and time of patrolling	See "Part 1 / Bar and Service Areas / Trading Hours"

### KEY POINT

All security staff employed by the venue must hold a recognised RSA certificate.

## Closed Circuit TV

Camera location	No. of Cameras
External areas	8
Sports Bar/TAB	11
Bistro Bar	6
Function bar	8
Gaming Room	27
Office/BOH	5
<b>TOTAL</b>	<b>65</b>
<b>Dan Murphys (separate system)</b>	<b>28</b>

### Data Retention for Security Camera system

Number of Days: 28

<b>Name of service provider</b>	Camvex
Contact name	Andrew Del Biondo
Telephone contact	0418 315 742
Email	adelbiondo@camvex.com.au

## Entertainment

Type/name of regular entertainment	Live Acts including but not limited to, Soloists / Duos/ Children's and family style acts & shows
Location	Contingent upon venue offer
Day and time of entertainment	Contingent upon venue offer
Times door and windows close	Not applicable
Number of security staff	Contingent upon venue offer

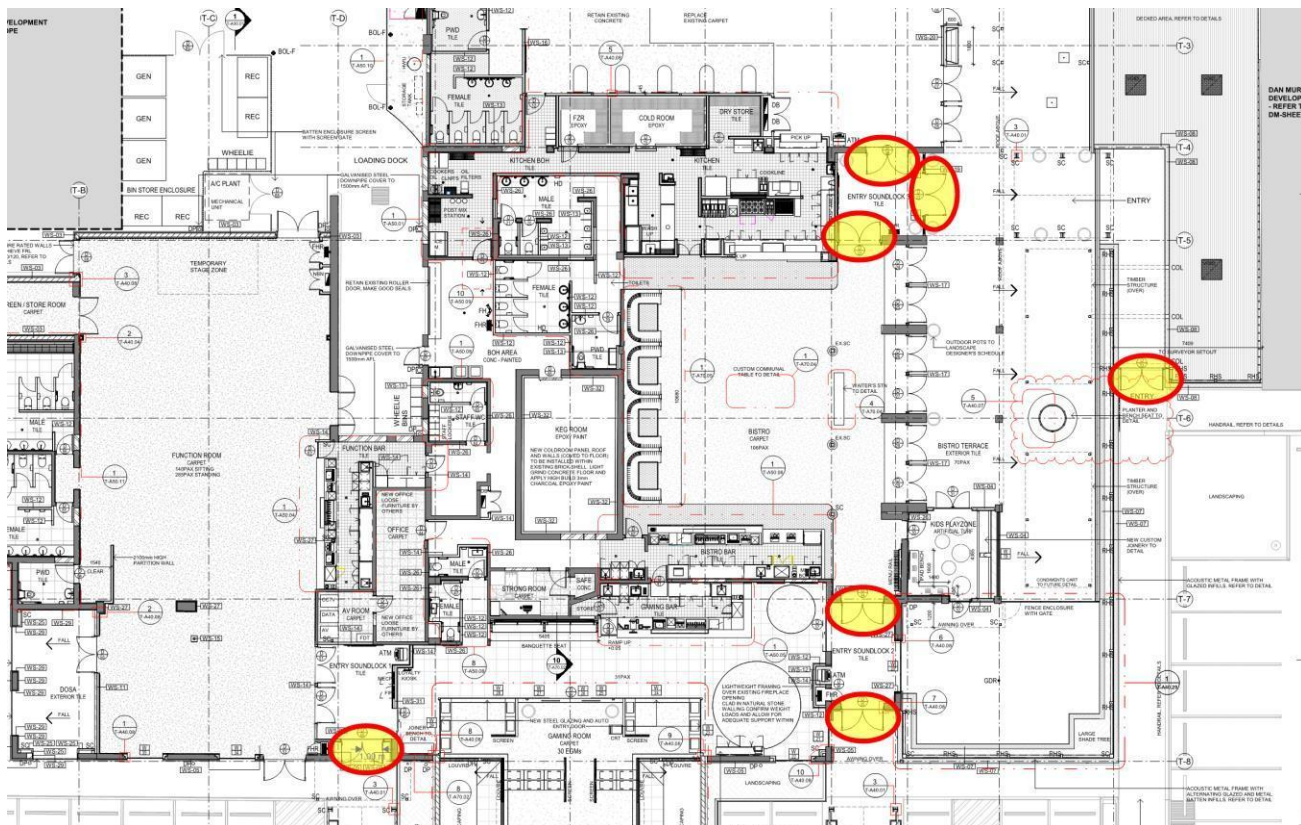
## Fire Safety

The Hotel will be patronised by people who may not be familiar with the building as a whole. To ensure fire safety is ensured the following measures are in place:

- Designated fire safety warden
- Display emergency evacuation plans
- Maintain all fire safety equipment in accordance with BCA & Council requirements
- Undertake annual inspections for compliance of fire safety equipment & essential services & submit annual fire safety statement to relevant authorities

## Occupant Evacuation and Control

The double doors D09, D22, D23, D33, D34, D35, D49 (highlighted below) shall be the subject of the Management Plan.



This Management Plan shall include the following :

These double doors are to be unlocked during business hours/operating hours for the hotel. i.e when the building is open for business to the public. The double doors shall only be locked after patrons/public have left the building.

The double doors shall be unlocked by the manager/staff member on duty at the start of the day's trading and shall only be able to be unlocked and locked with a key to the barrel bolts, i.e to prevent the possibility of patrons/general public locking the double doors during operating hours.

The venue management is responsible for the implementation of the Management Plan and the training of the staff in the double door operation. The management plan also forms a specific line item on the AFSS for the building to ensure that this management plan is being adhered to for the life of the building.

## Anti-Social/Violent Behaviour

Dealing with anti-social/violent behaviour in vicinity of venue		
Location	Responsibility	Measures in Place
External Car park	Security	When employed will patrol at regular intervals
		Asking patrons to leave and dealing with any potential problems proactively
		Adequate CCTV coverage in place
		Adequate external lighting in place

## Local Community

Procedures for dealing with impact of venue on local community		
Issue	Responsibility	Measures in Place
Noise and disturbances to public	Licensee	Consultation / engagement with public and adjust procedures appropriately

### KEY POINT

Licensee maintains a neighbourly relationship with all external stakeholders. Any issues identified are dealt with quickly by the licensee.

## 6. Management & Staff Training

Checklist	
Management meetings held	Fortnightly
Staff receive information about	<ul style="list-style-type: none"> <li>- Liquor laws</li> <li>- RSA</li> <li>- Venue operating procedures (eg security, ID checks)</li> <li>- Local liquor accord initiatives</li> <li>- WHS</li> <li>- Key events/dates &amp; upcoming promotions</li> </ul>
Staff have access to resources	<ul style="list-style-type: none"> <li>- OSSPOM - Plan of Management</li> <li>- ALH Policies / Procedures &amp; Standards</li> <li>- Other - Learning Management System</li> </ul>
Quarterly licence checklist	Quarterly
RSA refresher courses	Prior to major events or peak periods

### KEY POINT

The venue is committed to ongoing training of staff to ensure everyone is kept updated on RSA, new information about the liquor laws, venue initiatives, and venue operating procedures. These meetings also encourage the exchange of ideas between venue management and staff.

## 7. Transport

### Safe Transport Options

UBER	
Operated by	UBER
Phone Number	App Based

Taxi	
Operated by	Manly Cabs
Phone Number	13 16 68

### KEY POINT

Educating patrons and staff about the safe transport options available in your local area will assist in reducing drink driving. This can be done by displaying relevant information within the venue. Local transport

providers can help venue managements to develop transport strategies to assist patrons - eg taxi voucher schemes.

## 8. Working with Local Stakeholders

### Key Contacts

Licensing Police	Contact name	Ivan O'Donnell
	Telephone	9976 8060
	Email	odon1iva@police.nsw.gov.au
ILGA Liaison Officer	Contact name	
	Telephone	
	Email	
	Website	<a href="http://www.olgr.nsw.gov.au">www.olgr.nsw.gov.au</a>
Local Council	Contact name	Warringah Council
	Telephone	02 9938 1456
	Email	

### Local Liquor Accord

Name of Local Liquor Accord	Northern Beaches Liquor Accord	
Accord Coordinator	Name	Douglas Brooker
	Telephone (landline)	0400 814 966
	E-mail	douglas.brooker@alhgroup.com.au

## 9. Annex

9.1. Hotel Liquor Licence

9.2. Security Master Licence

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Licensee's Signature

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Licensee's Full Name

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Date