

OPERATIONAL PLAN OF MANAGEMENT

Wahlburgers Restaurant, Warriewood

May 2022

The contact persons in respect of all enquiries or public complaints in relation to this plan or the operation of the premises are:

Name: *****

Position: *****

Phone Number: *****

Premises to Which this Plan Applies

This plan applies to the western portion of the ground floor and adjacent parking and outdoor areas at Lot 2 DP 737137 at 4 Vuko Place, Warriewood.

Uses to Which this Plan Applies

This plan applies to the restaurant use on the site; Wahlburgers.

Applicable Development Consents

This plan has been prepared as a component of Development Consent ***** ('the Development Consent').

Management Responsibilities

It is the responsibility of Management to ensure that this Plan of Management ("POM") is communicated at length to all staff and that its contents are diligently employed by all members of the team at all times to ensure a smooth business operation with minimum adverse impact on adjoining commercial and residential stakeholders.

It is the responsibility of Management to ensure that any operational issues or necessary changes to policy and procedures are communicated with all staff and Northern Beaches Council. Staff training will be held on a regular basis to reinforce standard operating procedures for the restaurant.

It is the responsibility of Management to respond to complaints and / incidents in a timely and efficient manner in accordance with this Plan.

Staff Training

Effective training of staff not only produces excellence and consistency in service protocol but gives them the confidence to make important decisions in relation to the operation of the business. All staff will be included in training to allow them to implement a uniform set of operational practices. Staff will implement responsible operational practices that they have learnt from their training.

Staff meetings, the review of (any) complaints or incidents and positive reinforcement of staff observed acting in the required manner will assist in this process. Our management team will:

- state their expectations of performance;
- give staff the authority to make decisions and support these decisions;
- consider how to reinforce staff behavior;
- clarify objectives; and
- re-train where and when necessary

Approved Hours of Operation

6:00am to midnight - 7 days

Capacity

The restaurant has an approved capacity of 222 patrons.

Noise Management/ Patron Behavior

The Manager/staff will ensure that patrons keep noise to an appropriate level when leaving the premises particularly during the evenings.

Reports of any noise complaints received by staff or management will be immediately documented in the complaints register.

Waste Management

Waste is to be managed in accordance with the Waste Management Plan prepared by WB Leasing Pty Ltd that is endorsed in the Development Consent.

Complaints Reporting and Management

The premises have a Complaints Management System specifically designed to help in its relations with the community.

1. An "Incident" includes:
 - a. any breach of this Plan; or
 - b. any complaint by any person about the operation of the Premises; or
 - c. any event that may cause alarm or concern to residents or persons passing or in the vicinity of the Premises as a result of the conduct or act of any person identifiable as a client of the Premises at that time.
2. Management must maintain a "Complaints Book" recording details of any Incident that occurs including the time of the Incident, a detailed description of the Incident and any actions taken by the management of the Premises in response to the Incident.
3. When an Incident is reported the person recording details of the Incident will be advised that an Incident may be reported on a confidential or non confidential basis and that confidential records will be made available to Council and the NSW Police and any other person required by law and that non confidential complaints will be made available to Council, the NSW Police, any other person required by law.
4. The Complaints Book must be updated immediately following any Incident.
5. Management must request contact phone numbers to record in the Complaints Book so concerns can be followed up as necessary.
6. Management shall be available at all times during trading hours to deal with any Incident as to the operation and management of the premises. Any such Incident shall be dealt with as soon as possible.
7. If an Incident relates to noise, the Manager must:
 - a. rectify the situation immediately.
 - b. contact the individual who reported the Incident to verify that the problem has been addressed.
 - c. take all reasonable steps to stop or reduce the source of the noise to prevent future occurrences.
8. Management must review the Complaints Book regularly and where appropriate amend operating procedures so as to eliminate the possibility of the Incident recurring or to minimise the impacts of the incident should it recur.

Security and Safety

CCTV surveillance cameras will be installed in and around the premises in strategic places including (but not limited to) the drive-thru facility and cashiers' / service areas. All cameras will operate 24 hours a day. The surveillance tapes / videos will be kept for at least 30 days for viewing by the Police as required.

TV monitors are located within the premises and allow staff to monitor the activities on the camera.

Management will ensure the system is maintained in good working order. Management will also ensure that the coverage will be operated with due regard to the privacy and civil liberties of all persons within the development.

If it is discovered at any time that the equipment is not in full operating order all reasonable steps must be taken to repair the system as soon as practicable. Where the system will not be functioning in full operating order for a period of longer than 24 hours the manager/licensee is to notify the relevant Local Area Commander of the NSW Police.

The following safety measures will also be in place at the premises:

- Appropriate illumination of the restaurant (indoor and outdoor area), carpark, and drive-through lane (specifically the order point and collection windows) well illuminated car park areas, including the drive-through lane.
- Deterrent signage alerting patrons that the area is under video surveillance

Space Management

Graffiti of the premises is to be cleaned/removed within 48 hours.

On-going cleaning is to occur during business hours to ensure that the premises is maintained in an appropriate state.

All paved areas are to be regularly cleaned to prevent the accumulation of grease, oil etc.

The site must be kept free of litter associated with Wahlburgers packaging and products.

All trash, waste, grease and cleaning chemicals will be disposed of in a manner that is environmentally safe and in compliance with regulatory requirements.

Landscaping is to be regularly maintained.

Consultation

Wahlburgers are committed to ongoing consultation with Police, Council and other invested parties to ensure the safety and security issues associated with late night trading are maintained in accordance with current standards.