

Attachment C

Plan of Management

PLAN OF MANAGEMENT

FOR THE OPERATION OF THE TOBACCONIST/ CONVENIENCE STORE
LOCATED WITHIN THE GROUND FLOOR OF PREMISES
134-144 PITT STREET, REDFERN

SHOP 2/134-144 PITT STREET REDFERN, NSW, 2016

AUGUST 2025

Prepared by Mohamad Bhashemer, Architectural Planner/Drafter.

Table of Contents	
Purpose	3
Background and Hours of Operation	3
Use and Implementation of Plan	3
Definitions	4
Duties of the Store Keeper and for Management	4
Duties of the Workers	5
Security Measures	6
Health and Safety	7
Amenity of Neighbourhood	8
Deliveries and Waste Removal	8
Maintenance	8
Owner/Manager Declaration	9

Purpose

The purpose of this Plan of Management is to establish performance criteria for various aspects of the operations of the convenience store, located within part of the ground floor level of the residential apartment complex, located at 134-144 Pitt Street, Redfern.

Background and Hours of Operation

1. Application has been made seeking development consent from council for the fit-out and use of the subject ground floor tenancy area (shop 2) as a Tobacconist/ convenience store dated August 2025.
2. The proposed operational hours as outlined in the statement of environmental effects are 8:00am-8:00pm Monday to Saturday and 8:00am-6:00pm on Sundays
3. The Business shall only operate within the approved hours set out within the statement of environmental effects and subsequently the development consent to be issued by council.

Use and Implementation of Plan

1. Management and all staff shall be made familiar with this Plan of Management.
2. Staff meetings (including management) are to be conducted, as required, to discuss any operational problems encountered and the means to address these problems.
3. Management are to liaise with Police, when required, on matters relating to operational and security concerns encountered with encouragement being given to Police having an active role and offering any advice considered appropriate for better security operational procedures.
4. Police are to be notified immediately should any difficulty requiring their expertise be experienced by staff in the carrying out of their duties listed in this Plan.
5. If, in circumstances where experience shows that it is reasonable or desirable to modify any provision of this plan for the better management of the convenience store, that modification shall be made to the plan only with the consent of the City of Sydney Council, which consent shall not be unreasonably withheld

Definitions

1. In this Plan of Management:

- a) **Building** means the property known as 525-529 George Street, Sydney;
- b) **Business** means the operation of the shop at ground floor level of the Building as a convenience store;
- c) **Common Areas** mean those areas of the Property defined as such in any Strata Plan, applicable to the site;
- d) **Conditions of Consent** means the conditions of consent contained within any development approval relating to the use and operation of the premises, issued by the City of Sydney Council;
- e) **Council** means the City of Sydney Council;
- f) **Store Keeper** means the permanent staff member employed to operate the day to day activities of the convenience store;
- g) **Guidelines** means the Health and Safety Guidelines issued by the Work Cover Authority;
- h) **Owner** means the registered proprietor, from time to time, of the Building;
- i) **Patron** means any customer who frequents the convenience store;
- j) **Plan of Management** means the signed copy of this Plan of Management;
- k) **Worker** means an employee of the Business;

Duties of the Store Keeper and for Management

1. Ensure that all staff are fully conversant with emergency procedures relating to fire evacuation, bomb threats and the like. A current list of contact details for Management, Police, Ambulance Fire and Security is to be located and maintained in an appropriate location, as determined by Management in consultation with Council.
2. Ensure that the Business operates in accordance with the conditions of consent.
3. Ensure that the workers are supplied with equipment and materials for safety needs including gloves, detergents, first aid necessities and other reasonable requirements.
4. Ensure that the store is kept in a clean and tidy condition.
5. Ensure that the aisles and passageways of the shop are kept clear and unobstructed at all times to ensure safe usage.

6. Ensure that all staff practices are carried out in compliance with the Guidelines, security standards, requirements and conditions of consent as set down by the relevant authorities.
7. Ensure that staff are adequately trained in how to work in a safe manner in relation to handling difficult customers, handling food products, lifting heavy loads, monitoring security systems and reporting to Management procedures in relation to accessing recorded data, cleaning of equipment, Occupational Health and Safety requirements and emergency evacuation procedures.
8. Ensure that staff training, work procedures and employment management is carried out in a satisfactory manner.
9. Ensure that all staff records, including training and work sheets are maintained in a manner to promote effective operations and a safe and secure work environment.
10. Ensure that patrons do not cause injury to the amenity of the neighbourhood when arriving and leaving the premises.
11. Ensure that emergency procedures, such as evacuation if necessary, are carried out in an orderly manner.
12. Ensure that any identification check of patrons considered necessary to establish age for the purpose of sale of tobacco and similar products is conducted correctly.
13. Ensure that any disagreement between staff and patrons is addressed and resolved in a satisfactory manner.

Duties of the Workers

1. Attend to the reasonable requirements of patrons.
2. Ensure the implementation and application of safe work practices.
3. Ensure that the store is kept in a neat, tidy and safe condition.
4. Report to the Store Keeper any matter of an illegal or improper nature.
5. Report to the Store Keeper any abnormal or malfunction of any equipment, safety installations or security systems.
6. To their best endeavour ensure that they carry out their work in compliance with all Occupational Health and Safety regulations and any other relevant requirements.

Security Measures

1. The Business must provide a secure and safe working environment for the Employees, Workers and Patrons.

2. A safe and secure working environment will be achieved by the installation of the following security management measures:

- The shop is to be attended by at least one members of staff at all times;
- High quality door and window locks are to be fitted to all openings that are accessible by the public;
- A security door is to be fitted to the end of the main counter to assist in restricting unauthorised entry to the staff only area;
- The installed digital CCTV system is to be maintained and be in constant operation covering all entry/exit points and the cash register and the cameras must be fitted so as to capture images of the face of potential offenders that may be wearing caps or hats. The system shall be capable of keeping records for a continuous period in excess of 28 days. The video recordings are to be made available to Police upon request;
- The TV monitors are to be located in a position to enable staff to monitor activities on cameras whilst undertaking their normal duties;
- The CCTV set up is to be located in staff only areas where customers cannot easily access it in order to minimise tampering;
- The quality of the system installed shall be such that the images produced are satisfactory to the Commander of the local Police Command.
- The system shall be maintained in good working order at all times. In the event of any malfunction, the licensee shall use every reasonable endeavour to have it rectified as quickly as possible.
- The system shall operate at all times that the store is open for trade.
- The cash register shall be regularly skimmed to keep the total cash held in the register under \$250 or as minimal as practicable and the skimmed cash must be directly placed in a time-delay safe;
- The installation and specifications of the safe are to be in accordance with the relevant Australian Standards;
- Cash handling procedures are to be varied so that banking times and routes used to the bank do not become routine in order to reduce the risk of opportunistic crime and increase the safety of staff. Staff members are not to count money in view of customers or passers-by;
- Relevant signage is to be installed in conspicuous locations within the store advising patrons that they are under constant video surveillance and that any criminal or anti social activity will be reported to the Police;
- Relevant signage is also to be installed in appropriate locations within the store advising “staff only area”, “time delay safe in use” and “No cash kept on premises”;

- Signage is to be provided on any fire exit doors warning users that the doors are to be used for emergency purposes only, as per legislative requirements;

- Staff are to be provided with a secure locker to keep their belongings in whilst at work.

3. Details of any incident occurring within the shop or immediately adjacent to the shop entry shall be accurately recorded by the Store Keeper within an Incident Log Book, kept by Management, which shall be made available to Police or Council upon request.

Health and Safety

1. The Store Keeper will be aware of procedures to be followed to ensure proficiency in responding to any health and safety issues that require immediate action.

2. Health and safety supplies and equipment will be provided free of charge.

3. A First Aid Kit is to be provided in a prominent position and be appropriately stocked in accordance with the requirements of the Occupational Health and Safety Act and Regulations.

4. All accidents are to be reported to the NSW Work Cover Authority in accordance with the Occupational Health and Safety Act.

5. All workers are to report any injury sustained on the premises immediately to the Store Keeper and complete a Notice of Injury Report. Should the injury require medical attention this is to be obtained immediately and the worker shall not be permitted to resume work until such time as that medical attention is obtained. Any injury involving cuts, abrasions, needle sticks and the like must be managed in accordance with appropriate procedures to minimise the possibility of infecting others.

6. Adequate and appropriate hygiene provisions are to be provided to all staff areas including toilets.

7. Staff are not permitted to work whilst under the influence of drugs or alcohol.

8. The use and operation of the premises is to comply with the Smoke-free Environment Act 2000 and the Smoke-free Environment Regulation 2000.

9. Cabinets have been designed so that shelving above 1.2m (limited to 1.6m and 1.9m) will be capable of supporting the intended load, with sufficient structural integrity to prevent collapse or instability. All taller shelving units are to be securely mounted to walls and floors. Staff are to be briefed on appropriate merchandise to be stored on higher shelves.

10. The management of the Business shall comply with the requirements of the Injury Management and Compensation Act, including:

- Maintenance of policies of workers compensation insurance;
- Records of all injuries sustained by workers;
- Records of all employees and wages maintained for 7 years including records of tax deductions for all employees and workers;
- Register of all client and community complaints;
- The non-employment of illegal immigrants.

Amenity of Neighbourhood

1. At all times the management of the store shall consider the amenity of its neighbours and shall take all reasonable measures, including but not limited to, instructing staff accordingly, to ensure that impacts adverse to the amenity of the surrounding area do not occur.
2. The management will take all reasonable measures, including but not limited to, instructing staff accordingly, to ensure that the behaviours of staff and patrons when entering or leaving the store does not detrimentally affect the amenity of the neighbourhood.
3. The operations of the convenience store shall be conducted in such a manner as not to interfere with, or materially affect, the amenity of the neighbourhood by reason of noise, vibration, smell, fumes, vapour, steam, soot, ash, dust, waste water, waste products, grit, oil, or otherwise.

Deliveries and Waste Removal

1. The Management shall, as far as is reasonably possible, ensure that deliveries to the store are made between 8:00 am and 8:00 pm (operating hours) and as permitted by the on-street and kerb-side traffic and parking restraints. Frequency of deliveries is estimated to be once a week via delivery van.
2. Merchandise, rubbish, recycled and reusable packaging materials is to be stored in designated “back of shop” area. See Architectural Plans.
2. The removal of wastes and recyclable materials from the premises shall be made by the Sydney City Council or a recognised contractor. As far as reasonably possible, removals of waste and recyclable materials shall only be made between 8:00 am and 8:00 pm (operating hours).

Maintenance

1. The premises shall be kept in a clean and tidy condition and regularly maintained to the satisfaction of Council both internally and externally.
2. The Store Keeper shall ensure that the building entry, adjoining footpath and surrounds are kept clean and clear of litter at all times./
3. The Store Keeper shall be responsible for the removal of any graffiti from the premises within 48 hours of the graffiti appearing.

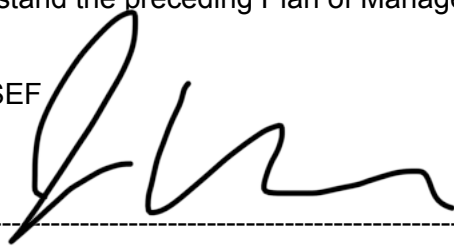
Owner/Manager Declaration

I have read and understand the preceding Plan of Management for the convenience store.

NAME: AHMED YOUSEF

DATE: 11/08/2025

SIGNATURE: _____

A handwritten signature in black ink, appearing to be 'Ahmed Yousef', written over a dashed line.