

# **Attachment C**

<h2><b>Plan of Management</b></h2>
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## Premises Management Checklist (Low Impact Premises)

FRANCA

Shop 2 / 81 MacLeay Street, Potts Point, NSW 2011

This plan of management has been prepared in accordance with City of Sydney DCP 2012.

*(a) Describe measures that will be taken to minimise internal and external noise impacts on adjoining properties and how such measures will be implemented;*

The following measure will be implemented to minimise internal and external noise impacts on adjoining properties:

- *Patrons will be encouraged to leave the premises in a quiet and orderly manner and loitering in front of the premises will be actively discouraged. Management and staff will remain vigilant around the entrance/ exit of the venue until 60 minutes after close of business or the area is deemed cleared.*
- *There will be no live entertainment with music played within the venue set at a volume set to encourage conversation.*
- *Music playing within the outdoor area will be at a volume so as not to be audible above accepted street noise levels at any adjoining residential property.*
- *The current acoustic environment is detailed within the acoustic assessment prepared by Renzo Tonin and Associates. Mitigation measures required in association with this proposal are also set out in this report, which form part of this application.*
- *We anticipate that most patrons of the venue will arrive by foot/ public transport. We do not expect that any increase in traffic volumes and noise will likely be appreciable.*

*(b) Outline the procedures for minimising and managing waste that is generated on site and how and when waste will be collected (eg. disposal of bottles, waste removal etc.);*

Waste removal from the premises will occur daily, by a private contractor, in accordance with any conditions set out by council. We would anticipate that waste removal not start earlier than 7am Monday-Friday and 8am Saturday-Sunday as per general standards.

All reasonable efforts will be taken to minimise the general amount of waste created and any noise associated with its collection.

The premises, as part of the building, has a purpose built waste area within the communal loading dock located on basement level 1. All waste will be removed from the premises to the waste area at the end of each service. Glass waste (so as to minimise noise) will only be transported to the waste area at the beginning of each service or before 9pm. All of the premises waste and recycling will be stored within the communal waste area as allocated. Further, glass will not be emptied or moved from one receptacle to another within a public area.

*(c) Provide details of type and number of staff that will be employed on the premises at any one time;*

The restaurant will employ and operate with between 10 and 25 staff at any one time. The mix of staff will be as below at peak operating hours:

- **3 management**
- **10 kitchen**
- **12 wait and bar staff**

Management will be highly trained and will have a thorough understanding of the day-to-day running of the venue in line with the operational standards outlined in this document. Bar and wait staff will be required to have completed an NSW Office of Liquor and Gaming (OLGR) accredited Responsible Service of Alcohol (RSA) course prior to commencing employment. A register of these qualifications will be kept on site and up to date.

*(d) Describe any arrangements that have been made for on-site security (if relevant). This is to include specific information on the number of licensed security staff, including details of any electronic surveillance systems within the premises;*

Given the high end nature of the restaurant that will be operating at the site and the fact that it will be operated as a restaurant with no substantial bar offering we do not expect to require security personnel. Other restaurants in the area (The Apollo, Cho Cho San) with similar operating hours and capacity do not make use of security personnel and as such we will be following this guideline. Notwithstanding, licensed security may be used to greet, monitor and farewell patrons if management deems necessary. In that scenario we would seek to employ Dalton Security who are highly regarded in the area.

Closed Circuit technology (CCTV) shall be employed and utilised throughout the venue, covering all entrances and exits and also the street and common area directly front of the venue entrance.

Management will take all precautions necessary to ensure this system is running and operational at all times, and subject to any faults will seek to remedy and fix the system within a reasonable time frame. Footage will be recorded and stored for all hours that the venue is operational and 60 minutes before and after. All footage recorded will be held on file for 14 days and will be made available to police if requested.

Monitoring screens to view the footage will be functional and accessible to management and security personnel at all times.

For site security a 3<sup>rd</sup> party company will be employed to monitor the site security 24 hours per day through alarm monitoring.

*(e) Describe any steps that will be taken to manage patron behaviour when leaving the premises late at night;*

The licensee and staff will take all reasonable measures to ensure that patrons entering and exiting the venue do so in a quiet and respectable manner. Signage will also be visible near to all marked entrances and exits to help reduce noise and any possibility of patrons loitering in the area.

*(f) Describe any methods for controlling and managing crowds and/or queues within and outside the premises;*

Given the nature of the venue as a high end restaurant we do not anticipate crowds/ queues will occur or become an issue. All patrons will be seated at a dining table or dining seat at the bar.

*(g) Describe measures will be taken to manage large groups of people during peak trading periods;*

During peak trading periods management focus will be on the floor of the venue in an attempt to pinpoint anti-social behaviour before an incident occurs. Speaking to customers, assessing the general mood in the venue and identifying and removing patrons deemed to be troublesome.

On any given Friday or Saturday night the general manager &/or licensee will be present.

*(h) Provide a copy of a house policy that describes the measures to minimise harm associated with alcohol consumption to ensure the responsible service of alcohol;*

**Franca house policy is attached to this plan of management.**

As well as this, the following operational policies for the responsible service of alcohol shall apply, together with the NSW liquor industry code and practice:

- The licensee and managers employed at the venue shall complete an approved course in the Responsible Service of Alcohol unless they have already completed one within the last 5 years.
- The licensee will maintain a register containing copies of the certificates showing the satisfactory completion of the Responsible Services of Alcohol course undertaken by the licensee and all staff required to complete that course. The register shall be made available for inspection on request by a NSW police officer or special inspector.
- The licensee shall adopt and promote the 'New South Wales Liquor Industry Code of Practice for Responsible Promotion of Alcohol Products'.
- The licensee shall not engage in any liquor promotion that is likely to promote irresponsible service of liquor.
- The licensee shall not serve alcohol to any person who is intoxicated.
- Any person who is intoxicated shall be denied entry to the premises.
- The licensee will not permit intoxication or any indecent, violent or quarrelsome conduct by patrons of the premises. Any person causing such a disturbance shall be refused service and asked to leave the premises. Any patron whose behavior is either extreme or repeatedly objectionable may be barred from entering the premises for a period determined by the licensee.
- No person under the age of 18 shall be admitted into the premises unless accompanied by a responsible adult or guardian. Production of photographic identification will be required where

age is an issue. The only acceptable proofs of age identification shall be: Photo driver's license; RTA proof of age card; or Current passport.

- Identification is to be obtained from every person in or entering the venue, who appears to be 25 years of age or younger.
- Low alcohol beer and non-alcoholic will be available at all times when full strength liquor is available.
- Food will be available for consumption in the premises at all times.
- The licensee will ensure that house policy posters and signage developed by the Liquor Industry Consultative Council are prominently displayed throughout the premises.

*(i) State the maximum capacity of the premises and the maximum number of patrons that will be standing and/or sitting at any one time;*

Maximum proposed capacity of the restaurant at all times is 146 patrons plus staff and security.

- **130 Patrons internal.**
- **16 Patrons external.**
- **0 standing**

*(j) State the operating and/or trading hours of the premises;*

The proposed operating hours of the restaurant are Monday to Saturday 7.00am to 12.00am and Sunday 8.00am until 10.00pm.

The proposed operating hours of the outdoor seating area are Monday to Sunday 12.00pm until 10.00pm.

*(k) Describe any measures to increase patron awareness of public transport availability in the locality;*

We anticipate that most patrons of the venue will arrive by walking, taxi or public transport. Given the sites accessibility.

In relation to public transport, the site is well serviced by the nearby Kings Cross train station (500m) and also by bus route 311 which stops directly in front of the site. Uber and taxi services are also regularly available in the area.

Staff will be regularly educated regarding what public transport options are available and their locations and operating times.

*(l) Describe when and how the site will be cleaned and generally serviced;*

In line with industry standards general cleaning will take place immediately following close of trading and will take no more than 90 minutes to complete. Staff will be on site no longer than 120 minutes after close of trading as in line with industry standards and liquor licensing guidelines.

General cleaning of the remainder of the premises will take place daily by a contract professional cleaning firm between the hours of 6am and 12pm. The current cleaning contractor's scope includes environmental reporting and measuring for general waste, comingled and paper, cardboard recycling facilities.

*(m) Provide details of the trading hours of other late night trading premises currently operating within a 200m radius (ie. commercial premises that operate after 10pm); and*

The following commercial premises operate within a 200m radius (approximately) of the premise past 10pm:

Fratelli Paradiso, 12-16 Challis Avenue, Potts Point

Operating Hours 7am – 11pm Monday – Saturday, 7am – 10pm Sunday.

Monopole, 71A Macleay Street, Potts Point

Operating Hours 5pm – 12am Monday – Friday, 12pm – 12am Saturday, 12pm – 10am Sunday.

The Apollo, 44 Macleay St, Potts Point

Operating Hours 6pm – 10pm Monday – Thursday, 12pm – 11pm Friday – Saturday, 12pm – 10pm Sunday.

Bistro Rex, 50 Macleay St, Potts Point

Operating Hours 12pm – 12am Monday – Saturday, 12pm – 10pm Sunday.

The Roosevelt, GF/ 32 Orwell St, Potts Point

Operating Hours 5pm – 12am Monday – Friday, 12pm – 12am Saturday, 12pm – 10pm Saturday.

*(n) Be accompanied by a signed declaration from the licensee/manager that they have read and understood the Plan of Management.*

A letter of declaration is attached to this Plan of Management.

## **FRANCA (81 Macleay Street) HOUSE POLICY:**

### STEPS TO PREVENT INTOXICATION ON LICENSED PREMISES

- Do not serve liquor or allow liquor to be sold or supplied to any person who is intoxicated.
- The licensee, staff and agents (including security officers) will ensure they hold a current.

#### Responsible Service of Alcohol (RSA) training certification

- Licensees/managers will ensure that paper RSA certificates are properly filed in the RSA register and RSA Photo competency cards are sighted and expiry date noted.
- A range of non-alcoholic and low alcohol beverages are available at prices lower than standard measure drinks.
- Free drinking water will be available at all times.
- Liquor is not sold or supplied or promoted in a manner that is inconsistent with the Liquor Promotion Guidelines issued by the Secretary, NSW Trade and Investment.

### STEPS TO MONITOR LIQUOR CONSUMPTION AND PATRON BEHAVIOUR

- The licensed premises will be operated under the direct supervision of the licensee, or an appropriately experienced supervisor in the licensee's absence whenever liquor is sold or supplied.
- To the best of their ability, staff are to actively monitor liquor consumption by all patrons by;
  - being aware of who is purchasing alcoholic drinks
  - being aware how many drinks are being purchased and how many persons are in any groups for whom drinks are being purchased
  - being aware of any stockpiling
  - being aware of how many empty drinking vessels are being collected from individuals/groups
- Should staff become aware that a patron is consuming liquor irresponsibly they are to intervene and report this to the licensee/manager/security
- Should any staff become aware that a patron is intoxicated, they will
  - Stop further consumption of liquor, and/ or request the person to leave the premises

### IMPLEMENTING HARM MINIMISATION MEASURES

- The availability of free drinking water will be actively promoted to patrons by water containers and drinking vessels being clearly visible and water being served to all tables whether they are buying bottled water or drinking tap water
- Signage, verbal instructions by staff; and/or
- Non-alcoholic and low strength alcoholic beverages are to be clearly listed as such on any sign boards
- Food is available at all times.