

Attachment C

Plan of Management



Plan of Management (POM)

Lot 2
6 Bridge Street
Sydney, NSW, 2000

Prepared by:

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Introduction

This Plan of Management (POM) has been prepared by Sydney City Catering & Events for the. The POM relates to the operations of Bon Bon's small bar & adult entertainment venue, legally described as Lot 2 of SP 67311.

The premises are defined as follows:

"a bar that holds a maximum of 120 patrons without gaming machines or takeaway alcohol"

Key considerations of a Small Bar are as follows:

A Small Bar licence is subject to most regulatory controls that apply to other licences where alcohol is sold for consumption on the premises:

- the bar must be open to the public
- free drinking water must be available to patrons
- food must be made available to patrons whenever alcohol is sold
- a sign stating the name of the premises, the type of liquor licence held, and the name of the licensee must be displayed at the front of the premises
- an incident register must be maintained if the premises are authorised to trade past midnight.

This POM has been prepared in support of a Development Application (DA) submitted to the City of Sydney Council, prepared by *Complete Trade Pty Ltd*, for the change of use of No. 6 Bridge Street, Sydney. It also supports the Small Bar liquor license application prepared by *Grant Cusack – Solicitor Director of Hatzis Cusack Lawyers*

Hours of Operation

The proposed hours of operation are as follows:

Between 12.00pm and 2.00am the following day from Monday through to Sunday.

The Licensee and management of the venue understands and accepts the obligations under the Liquor Act, Liquor Regulation, Health Act, Local Area Command (Police), Local Planning Scheme, Environmental Regulations and Department of Occupational Health and Safety and associated regulatory bodies and associations involved in the policing of guidelines for running a licensed premises.

They will at all times conduct their business and require mandatory adherence from all staff to lawful practices at all times and work with the community to maintain safety, harmony and positive conduct.

In accordance with the City of Sydney DCP 2012, this Plan of Management is structured as follows:

- Chapter 1: Sets out a description of the site's locality
- Chapter 2: Sets out the operational details of the Small Bar
- Chapter 3: Amenity, Noise & Compliance considerations
- Chapter 4: Sets out to cover Security of premises and its staff & patrons
- Chapter 5: Responsible Service of Alcohol and management of our patrons
- Chapter 6: Waste Management & Cleaning
- Chapter 7: Plan Management

1) Site & Locality Details

The site will be located at No.6 Bridge Street, Sydney, legally described as Lot 2 of SP 67311 and is known as “Bon Bon’s”. See fig 1 & 2

Figure 1 and 2 – Site location

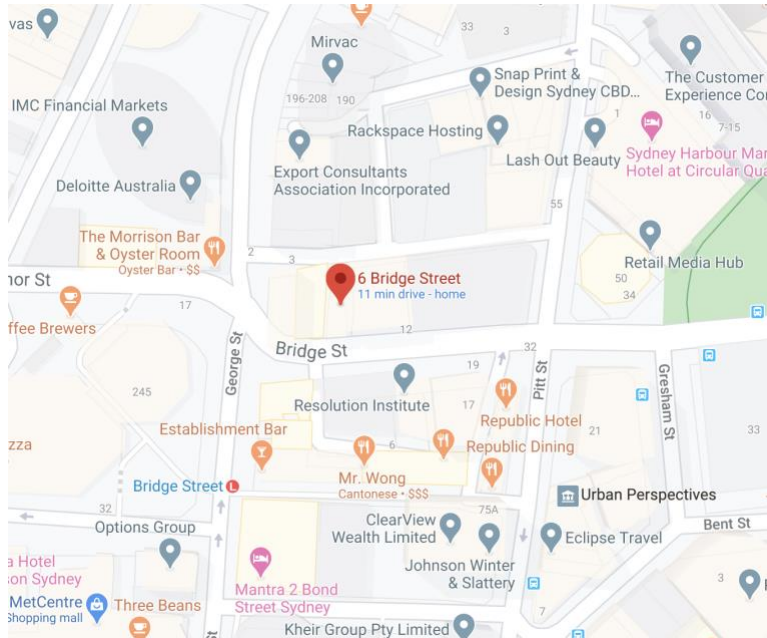


Fig 1.

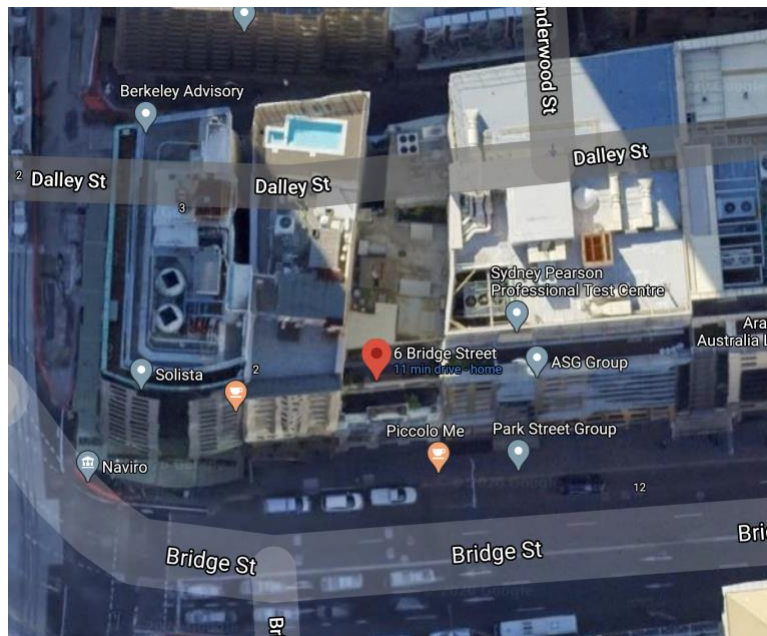


Fig2.

2) Operational Details

Description of Use

The primary use of the site is a Small Bar with an ancillary use as an adult entertainment venue with some live performance stage shows.

Separate application is to be made to the Independent Liquor & Gaming Authority for a small bar liquor licence.

Company Name: Sydney City Catering & Events Pty Ltd

Trading as: Bon Bon's

ABN: 61 540 910 925

Proposed Licensee: Sydney City Catering & Events Pty Ltd

Proposed Approved Manager: Lachlan Paech

The Licensee accepts their responsibility of conducting operations within the venue of the Bon Bon's Small Bar in such a manner as to maintain and support the safety and reasonable enjoyment of the venue by visitor, patron and the surrounding residential and business community.

This includes but is not limited to:

- Providing a well-maintained venue in keeping with appropriate legislative standards;
- Making an active commitment on the part of the Licensee and Senior Management to maintain good community relations where possible; and
- Endorsing the Local Area Command (Police), and to make a commitment to actively promote the laws surrounding the Responsible Service of Alcohol as per the accord.

Furthermore, the Licensee and Management of the Bon Bon's will:

1. Ensure patrons and guests are served in a responsible, friendly and professional manner by comprehensively trained staff;
2. Deal with issues and/or complaints appropriately and in a timely fashion and log in the AusComply online compliance register;
3. Create a safe, non-threatening and law-biding environment for staff, patrons, and other members of the community to enjoy;
4. Discourage excessive and/or rapid consumption of liquor;
5. Provide facilities for staff & patrons that are regularly maintained and kept clean and hygienic as per the health & safety guidelines outlined below Health & Safety
6. Ensure all staff employed receive specific training on the above along with their roles and responsibilities, and have a sound understanding of management procedures adopted by the Licensee in regard to the sale and supply of beverages with a particular focus on the responsible service and administering of liquor.
7. Staff will also be well trained in procedures and guidelines around performances and management of performers.

Design of Premises

The access points of entry and exit are designed to facilitate the privacy of staff and visitors without compromising personal safety. The primary access point for patrons entering & exiting the premises is the main entrance to the building off of Bridge Street. The primary access point for staff will be the discreet entry / exit point at the rear of the building off Dalley Lane. A security guard will be made available from commencement of trade to facilitate security of staff & patrons. These access point will be designed in accordance with DCP2012 Section 4.4.6.2 which states all entrances and exits must be:

- a) Designed to facilitate the privacy of staff and visitors without compromising personal safety
- b) Visible from public areas and not obstructed by any existing or proposed landscaping
- c) Provided with adequate lighting and signage
- d) Designed to maximise surveillance and safety

The external appearance of the Bridge Street entry to the premises will be unchanged. Discreet compliant non-descript signage on the internal entry door only at the top of the landing in vinyl on the premises glass door. No signage will be fixed to the common property.

There will be no advertising or display of any restricted material or references to performers or nude or semi dressed staff on display at the rear entry/exit or the front windows on Bridge Street. In addition, the front window and lobby at the Bridge Street access point will be screened so that the premises will not be visible from the street in any way and at any time.

3) Neighbourhood Amenity

At all times management shall consider the amenity of surrounding neighbours and shall take all reasonable measures to ensure that there is no adverse impact on the surrounding area. This includes but is not limited to:

- liaising with patrons on entry and exit from proposed access points to keep any noise to a minimum level.
- will conduct checks of outdoor footpaths, check in with staff on comings and goings of patrons, and arrange patrols of footpath immediately outside premises from time to time as deemed necessary.
- Provide a contact phone number to any neighbours on request, that is contactable during trading hours.
- Keep a record of and deal with any complaints relating to noise or other matters in a prompt and sympathetic manner, including implementing appropriate additional noise and other measures should the need arise.

Management & security (when rostered) will ensure that the behaviour of staff and patrons when entering or leaving the premises does not detrimentally affect the amenity of the neighbourhood. To minimise impact on the amenity of the surrounding area, signs will be posted in the entrance and exit area to the establishment requesting patrons to leave the premises in a quiet and orderly manner. The premises 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, wastewater, waste products, grit, oil, or otherwise.

Noise

To ensure the amenity of surrounding developments is protected, the following noise management measures will be implemented by the Hotel:

- All music is to be played through the house sound system that will be engineered to be within the permissible noise limits of Councils determination based on the Acoustic Report prepared by Acoustic Logic in preparation for the DA application to Council.
- Venue capacity of 120 patrons should not be exceeded.
- Venue should not operate outside of approved hours (i.e. after 2:00am)
- Management should ensure that patrons depart the premises in a prompt and orderly manner at closing times.
- Façade entry doors are to remain closed with the exception of patron ingress and egress
- Music sound pressure levels within the venue is not to exceed 75 dB(A) L₁₀ uniform sound pressure level during all operational hours.
- All speakers within the venue are to be installed with Embelton vibration isolation mounts or similar

4) Security of Premises, Staff & Patrons

Staff

The venue will employ between 5 - 10 staff at any one time. All staff will require an RSA and have undertaken compliance training.

There will be up to 20 sub-contracted performers at any one time in the venue depending on patron capacity. This number will be broken down into dancers, hosts & stage performers.

Patron capacity will be capped at the permissible 120 for a Small Bar license.

The allocation and number of bar staff will be dependent on the time of the week and number of organised functions being held within the Small Bar at any given time. Other staff will include management, hosts & service staff.

During operating hours there will always be a door host rostered on who will be in charge of handling money under the strictest of guidelines and surveillance.

Health & Safety

The premises will provide adequate health, safety and security measures for all persons in site including staff, visitors, trades and patrons. Steps to ensure this are:

- Minimisation of nooks / alcoves in the floor plan design to prevent entrapment
- Provide an inclusive culture in the staff and provide specific training centred around harassment and safety.
- Have a strong security / Management presence on the floor at all times to monitor patron activity
- Provide adequate CCTV surveillance as outlined in more detail in CCTV below

All props for live shows including slings, rings, poles and associated suspension systems will strictly comply with the Building Code of Australia (BCA) and any other Australian Standards.

All areas in the premises will have a strict sanitation plan in line with Covid-Safe practices and regular sanitising of hard surfaces, equipment, bathrooms and high traffic areas will take place at regular intervals and logged in a sanitation register. The premises will also be designed in a way that adheres to all council policies and guidelines in respect to Health and Safety.

The premises will provide staff with the following facilities in the staff area:

- Sanitary facilities including toilet & hand basin & shower ***strictly for staff use only***
- A rest area / staff room with food preparation area complete with sink, hot & cold water, water boiling facilities and adequate seating
- Lockers to store personal belongings

These facilities will be provided in a safe area of the premises with lockable doors with CCTV at the entry point and where visitors cannot access.

There will be a dedicated lockable dressing room for any performers restricted from patrons adjacent to the stage with temporary storage of personal items. This room will have a duress alarm that will go to an alarm pager on security and Manager on Duty. Private rooms/ booths where private performances occur will also be monitored by key staff and feature a duress alarm.

The stage area of the premises will be approximately 7.5 m² and a minimum of 500mm from FFL. The stage will have a clearance of 3.0m. The stage area will have railing at a height of 200mm around all open edges when required to comply with BCA and will also have a nonslip surface.

Management will always facilitate Health Service providers access to the premises for staff if required.

House Policy

The Licensee and management welcome diversity in the community and has a zero-tolerance policy to discrimination based on race, gender, sexual identity, religion or creed amongst staff, towards patrons or members of the wider community

Security Guards

The venue will engage the services of licensed security personnel.

The allocation of resources will be as follows:

- Monday to Saturday
 - 1 x Security guard from commencement of trade through to close.
 - 1 x Extra security guard from 6pm to close when more than 60 patrons are in attendance.
 - Extra security will be used outside of these guidelines at the Managers discretion for special events and functions.

Security guards shall remain at the at the premises for at least 30 minutes after closing the venue.

Distinctive attire is to be worn by security and badge clearly visible to be easily distinguished from patrons and other staff.

General Security Procedures

Management will regularly monitor inside and outside the premises with an aim to prevent patrons loitering in the area as well as keeping noise and anti-social behaviour to a minimum.

Additional general security procedures are as follows:

- management will ensure that customers do not leave the premises with bottles or glasses (alcoholic or non-alcoholic beverages);
- management will not permit any intoxicated person to enter the premises and will bring to the notice of the Manager or Licensee any persons on the premises who might be considered to be intoxicated;
- at all times management will be aware of the maximum number of patrons allowed in any one area; and
- management will be required to cooperate with the Police and Council.

Security protocols for performers

- All areas where performers will interact with patrons will have duress alarm facilities with in 2 metres of those area accessible at all times by the performers. This system will activate a buzzer/pager on Security and Management. The number of Security / Management will always be able to facilitate an immediate response to a duress alarm.

CCTV

Management will use existing high resolution CCTV surveillance with full coverage of all main areas used by the public, including all entry and exits. Locations will be well lit or infrared used to pick up clear images to identify patrons and staff where necessary. Cameras will be motion detecting and operate 24 hours a day.

- No CCTV in the bathrooms or staff change rooms
- All stairwells need to be covered by CCTV
- CCTV will cover a 10m radius around external space of all public access points (entry/exit)

CCTV or other security measures will be consistent with the relevant conditions of development consent issues by Council.

Clear, suitable signage stating "Closed Circuit Television in use on these premises" will be placed in an appropriate position on the primary entry door. The signage will be in lettering in no less than 50mm.

The surveillance tapes will be kept for a period of at least 30 days for viewing by the police or council if required. A HD drive with sufficient memory with a regular data back-up will keep the data.

CCTV shall be checked that cameras are operational, recording and unobstructed. This daily check is to be logged in Incident Register (AusComply) Any issues must be actioned as soon as practical.

All Management and security will be trained in accessing CCTV footage and transferring data onto memory sticks for authorities.

5) Responsible Service of Alcohol

It is the Management's policy, in addition to be a condition of the Liquor License that all laws are complied with in regard to the sale and consumption of alcohol on the premises. Management will adopt and promote the "New South Wales Liquor Industry Code of Practice for the responsible promotion of liquor products" as its "House Policy". A copy of the Code will be prominently displayed at the premises and will be readily available to all staff involved in the sale and supply of liquor.

All bar attendants will have completed an approved Responsible Service of Alcohol (RSA) course prior to commencing employment. Management will maintain an up to date RSA Register on site containing all certificates and will ensure that this register is made available to the Police and OLGR inspectors. Management's primary responsibility is for the safety and well-being of all customers. Management and staff will:

- implement a "House Policy" regarding the responsible service of alcohol at the premises;
- recognise that it is against the Law to serve any person to intoxication;
- recognise that it is against the Law to serve or supply alcohol to any person under the age of 18 years;
- take reasonable steps to restrict activities promotional or otherwise that encourage the misuse or excessive consumption of alcohol;
- recognise that it is against the Law to allow disruptive or violent behaviour to occur on the premises;
- Water will be made available at all times from multiple stations throughout the venue.
- Food will be available while liquor is available to be served.
- refuse service of alcohol to any patrons showing signs of intoxication or drunkenness;
- encourage patrons to drink responsibly and let them know they will be asked to leave if they become intoxicated, disorderly, violent or quarrelsome;
- refuse entry to all intoxicated persons; and

In accordance with the New South Wales Liquor Act, the minimum age for the consumption of alcohol on a licensed venue is 18yrs of age. For all individuals under the age of 25 one of the following is required:

- A valid Australian driver's licence with photo
- A valid Passport
- A valid Proof of Age card

Security and staff will eject any member of the public they suspect of being underage or unable to present valid identification upon request.

Illegal Drugs

Management will take substance abuse very seriously from patrons and staff. Any employee proven to be selling, purchasing, using or in possession of narcotics or other legally controlled substances off premises or within the Company business, will be dismissed.

Ejection of Patrons

The following procedure will apply when involved in the removal of a person from the premises who is intoxicated, drunk or disorderly:

- Verbal communication with the patron will occur to explain the break of conditions of the Liquor License;
- Under no circumstance is it permissible for any employee to strike a customer. In the event that a fight develops, management's physical involvement will be limited to the necessary restraint required to escort the individuals involved from the building as quickly as possible so that other patrons are not unduly disturbed. Guests who are asked to leave for starting a disturbance are no longer welcome guests of the premises;

- Management will be instructed to contact Police for assistance in removing any customer who exhibits anti-social or violent behaviour; and
- An Incident Report must be completed following any altercation and/or disturbance stating all the relevant information for reference purposes.

Compliance & Incidents Register

- RSA Register will be checked on a weekly basis to ensure no anomalies as well as ensuring the register is legally appropriate
- Harm Minimisation inclusive of monitoring sound levels if necessary, and the potential for anti-social behaviour.
- Checking Licensing signage as part of the opening and closing procedures performed on a daily basis by the manager on duty.
- Full compliance with any reasonable future recommendations from local licensing police.

When complaints are received the staff are directed to assist as far as possible within their abilities, with the understanding that in situations requiring management or licensee attention and input, are escalated as soon as it is identified as necessary, or as requested by the individual(s) making the complaint.

Noise related complaints are all recorded with date, time and caller information, full conversation inclusive of the dialogue exchanged.

The venue will have a zero-tolerance policy on physical violence. The threat of, intent to engage in, or the actual usage of physical violence is dealt with immediately through action from security and through immediate contact with the police.

An Incident Register (AusComply) will be required to be completed on all incidents that necessitate action by an emergency service, fire brigade, police and maintenance called in after hours. As well, an executive of the company is required to be informed. Any complaints received will be documented and followed up by the Management.

Crime Scene Preservation

In the event that there is an incident involving an act of violence causing an injury to a person on the venue the Manager on Duty must make the following reasonable attempts in relation to preserving the crime scene:

- Keep any area specific to the act intact and section off the area and prevent persons entering the area.
- Retain any implements used in act and any objects that may be used as evidence for the police.
- Identify who is in charge of the crime scene from the authorities and offer assistance and comply with any orders given.
- Advise all respective owners, managers, Local Area Command and log in Incident Register
- Take photos of affected area for later reference.

Liquor Accord

The licensee or representative will join and be an active member in the local Liquor Accord and attend all meetings and events where possible.

Transport

The premises is located centrally in the CBD of Sydney. There are many types of transport available close by including but not limited to: taxi ranks, light rail, train, bus & ferry. Staff and Management will be trained in offering advice and directions pertaining to transport.

6) Waste Management & Cleaning

The premises will take the following steps in order to minimise and manage waste:

- Separation of food product, paper, plastic and bottled waste within the bar prior to disposal in appropriately labelled garbage bins.
- The removal of wastes and recyclable materials shall be made by Council or a recognised contractor. Waste is to be minimised by separation of trade waste and putrescible waste, with bottles, cardboard, paper and aluminium being collected by a recognised contractor. All trade and putrescible wastes must be stored on site at all times.
- All staff will be trained in the effective separation of waste and comply with house waste minimisation policies.

The premises will maintain standards of rubbish storage and removal that not only minimise impact related to sound, but also ensure health regulations meet council standards and expectations.

Staff will also inform patrons of responsible disposal of cigarette butts, providing receptacles to outdoor areas that will be removed and stored within the premises outside of operating hours.

Cleaning

A professional cleaner will be contracted to clean the premises daily including all facilities, bars, sanitary, staff rooms and main trading area.

7) Management of This Plan

A copy of the POM will be kept in the on-site office in the Compliance Folder. It will be made available immediately for all Police, Council of officer from Liquor & Gaming when requested.

This POM will be reviewed yearly for relevance updated and/or amended if necessary.

Licensee Declaration

This Plan of Management is signed off and declared on by:

A handwritten signature in black ink, appearing to read 'Lachlan Paech', is written over a horizontal line.

Lachlan Paech
Licensee