

# **Attachment C**

<h2><b>Plan of Management</b></h2>
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# CITY TATTERSALLS GROUP

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## Operational Plan of Management

St James by City Tatts – 114 Castlereagh Street  
LIQ: TBC  
Licensed Club  
June 2022



## 1. Purpose

The purpose of this Plan of Management is to establish performance criteria for various aspects of the operations of the Club having regard to the relevant matters under the Environmental Planning and Assessment Act, 1979 and the Liquor Act, 2007 and any regulation under that legislation.

## 2. Use of Plan

All employees involved in the sale or supply of liquor and security shall be made familiar with this Plan of Management. A copy of this Plan shall be always available on site and immediately produced for inspection, upon request by Police or Council Officers. Copies of the most recent development consent and the Club Licence will be kept on site and produced upon a request by Police or Council Officers.

## 3. Contact Details

<b>Address</b>	114 Castlereagh St	<b>State</b>	NSW	<b>Postcode:</b>	2000
<b>Phone</b>	(02) 9267 9421	<b>Fax</b>			
<b>Website</b>	<a href="http://www.citytatts.com.au">www.citytatts.com.au</a>	<b>Email</b>	<a href="mailto:williamc@citytatts.com.au">williamc@citytatts.com.au</a>		
<b>ABN</b>	44 004 054 353	<b>ACN</b>			

## 4. Licence Details

<b>Licence No</b>	TBC	<b>License Type</b>	Liquor- Club Licence
<b>Licensee</b>	City Tattersalls Club	<b>D.A.</b>	TBC
<b>Footpath Licence</b>	NA		

## 5. Organisation Details

5.1 The venue is owned and operated by the City Tattersalls Club Group

5.2 The City Tattersalls Club Group comprises three additional venues operating under registered club licenses

City Tattersalls Club	194-204 Pitt Street, Sydney, 2000	LIQC300226433
The Castlereagh	199 Castlereagh Street, Sydney 2000	LIQC300226328
The Barracks	5-7 Barracks Street, Sydney, 2000	LIQC300226522

City Tattersalls Club Group  
 198 Pitt St, Sydney  
 Contact: William Corbett, Chief Operating Officer  
 P: 02 92876415 M: 0427 119 723  
 E: [Williamc@citytatts.com.au](mailto:Williamc@citytatts.com.au)

## 6. Site & Locality Details

6.1 The Club is situated at 114 Castlereagh St, Sydney

6.2 The Club is set over three levels and has 2 Bars, a bistro, function room, gaming rooms, meeting room and entertainment areas

- Basement- is available for dining, the consumption of alcoholic and non alcoholic beverages, keno and gaming.
- Ground Level – Main bar is available for dining, the consumption of alcoholic and non alcoholic beverages, keno, small gatherings and lounge bar entertainment
- Level 1 – this area is available for meeting room, the consumption of alcoholic and non alcoholic beverages, keno, Gaming and smoking area.

6.2.1 The Club is situated in the heart of the CBD and has easy access to numerous transport options

6.2.2 Train Stations

St James Station – 260metres  
 Martin Place Station – 400metres  
 Town Hall Station - 450metres

Sydney Trains services are replaced by NightRide bus services after midnight. NightRide bus services depart from Town Hall Station (on George Street, near the corner of Bathurst Street)

6.2.3 Light Rail

QVB- 95 Metres  
Town Hall – 340 Metres

- 6.2.4 State Transit Bus Routes  
State Transit operates services across the Sydney Metropolitan area seven days a week. The Sydney CBD Bus Departure Guide shows regular route services leaving the CBD.
- 6.2.5 Car Parking Stations: There are over a dozen car parks within a 5-minute radius, including:  
Secure Parking - Piccadilly, 137 Castlereagh St – 56metres  
Secure Parking - Glasshouse, King Street – 210metres  
Wilson Parking, 31 Market St – 350metres  
Secure Parking - 60 Elizabeth Street Car Park – 400metres
- 6.2.6 Taxis can be hailed from the front of the premises
- 6.2.7 Transport line can be contacted on 131 500 for all transport services
- 6.2.8 The Club will Display and have available educational material available from TfNSW or council to provide the public with alternative transport options for patrons to prevent drink driving or drink walking
- 6.2.9 The closest secure taxi ranks are;  
**Market St South** – between Pitt & Castlereagh Streets – 200metres  
**Pitt St** – between Market & Bathurst – 350metres  
**Bathurst Street** – West of George outside St Andrews Cathedral. – 550metres  
**18a Martin Place** - between Martin Place and Hunter Street near Angel Place – 450metres  
*Secure taxi ranks from 10pm-5am Fri/Sat & PH eve*

## 7. Hours of Operation

- 7.1 The hours of operation will be 10.00am – 04.00am Weekdays , 10.00am - 06.00am weekends & Public Holidays
- 7.2 Trading hours compliant to the Club Licence and subject to trading fluctuations are set in advance and adhered to by Club management.
- 7.3 Existing rear terrace will close to patrons at 9pm nightly

## 8. Capacity of Premises

- 8.1 The maximum number of persons permitted in the premises at any one time shall be that designated in the current relevant Notice of Determination Schedule of: **450** persons  
Basement: 100persons Street  
Ground Level: 150 persons  
Level 1: 200 persons (includes meeting rooms & smoking terrace)
- 8.2 During peak trading times patron numbers are strictly monitored to not exceed licensed capacity and Security officers are positioned at the entry and exit points to monitor patron numbers with the use of clickers.

## 9. Membership & Regulator Reviews

- 9.1 The Club is a member of ClubsNSW and participates in community based activities.
- 9.2 The Club is a member of the Sydney Central City Liquor Accord. The Licencee or his representative attends all meetings and the venue adheres to all of its policies and procedures.
- 9.3 The Club is a founding member of Betsafe and Operates a Self Exclusion Programme
- 9.4 The Chief Operating Officer and/or Operations Manager have ongoing contact with the Sydney City Local Area Command Licensing Unit to review any events, incidents or areas of concern. Feedback is taken and implemented as required
- 9.5 Senior Management and the [Licencee/Licensee](#) also attend meetings with the Sydney City Local Area Command Licensing Unit.
- 9.6 The venue is in the Sydney CBD Entertainment Precinct and therefore operates under the Sydney CBD Plan of Management (POM).
- 9.7 The licence attached to the premises shall be exercised at all times, in accordance with the provisions of the Liquor Act and the NSW Liquor Industry Code of Practice

## 10. Amenity of Neighbourhood

- 10.1 The Club and licensee shall consider the amenity of neighbours and shall take all reasonable measures to ensure the conduct of the business does not impact adversely on the surrounding areas.
- 10.2 The Club and licensee wishes only to be a good neighbour and will do the utmost to ensure the responsible behaviour of the Club clientele and employees when entering or leaving the premises in the immediate vicinity does not detrimentally affect the amenity of the neighbourhood.
- 10.3 The Club will not allow smoking on the first floor rear terrace and will close at 9pm to ensure the business does not negatively impact our neighbours
- 10.4 City Tattersalls Club is situated in a primarily commercial area and historically has no history of noise complaints.

- 10.5 The rules of the Club are pro-actively enforced to ensure that members are adhering to all licensing laws and demonstrating good behaviour to be within the club.
- 10.6 Management, security, and staff are very pro-active in ensuring all licensing requirements are met. Security officers and Managers have the responsibility of constantly monitoring patron entry for signs of intoxication, violent or quarrelsome behaviour with the aim to prevent potential criminal activity and disorderly conduct from occurring on or near the premises.
- 10.7 External Areas
- 10.7.1 Security officers shall move-on any persons loitering or congregating on the footway or any adjoining area within 50 metres of the entrance to the premise, to maintain unobstructed pedestrian access and the social amenity of the area
  - 10.7.2 The Club educates patrons through signage, about the need to respect the local amenity and to arrive and depart the area in a quiet and orderly manner.
  - 10.7.3 The Club ensures employees, specifically door and security employees are briefed on local enviros issues, including potential traffic, noise or security problems.
  - 10.7.4 All entrances are well lit and the immediate surrounds are safe and allow good visibility.
  - 10.7.5 Queuing of patrons will not occur outside the premises
- 10.8 Care of Building Surrounds
- 10.8.1 The Club assigns staff to clear any litter including cigarette butts from the areas surrounding the premises.
  - 10.8.2 In addition security guards are instructed to relay any areas of concern to Club management for immediate clean-up.
- 10.9 The Club prevents the removal of liquor from the licensed premises.
- 10.10 Employees and security assist patrons in accessing safe transportation out of the area. We provide information about access to railway stations, late night bus services and secure taxi ranks as outlined in section 6.3.
- 10.11 Complaints
- 10.11.1 The Club operates a Complaints Register which includes
    - a) Date and time
    - b) Name and contact details
    - c) Nature of complaint
    - d) Investigation of the complaint
    - e) Action taken to resolve the complaint
    - f) Follow up and outcome
  - 10.11.2 The Chief Operating Officer responds to legitimate complaints and resident concerns and takes all reasonable steps to ensure the premise is functioning as a good neighbour. If necessary, Club Operations & Procedures, Security Procedures and the OPOM are reviewed.

## 11. Noise

- 11.1 Club Policy is to:
- 11.1.1 Minimise noise generating from the premises.
  - 11.1.2 No amplified noise to be heard externally from the club
  - 11.1.3 Place Signage at the entrance asking patrons to arrive and depart in a quiet and orderly manner
  - 11.1.4 The club has installed a [Neon N3N#](#) signal processor with limiting and equalisation capabilities to ensure that the noise level cannot be increased by operational staff above the required limits to mitigate noise travelling.
  - 11.1.5 Ceiling mounted speakers are fitted with Embleton isolators to prevent vibration of sound to neighbouring properties
  - 11.1.6 Security assist in the quiet and good order of all Club patrons upon both arrival and departure.
  - 11.1.7 Upon or near closing, all security guards assist with patrons leaving the premises to maintain the quiet and good order of the neighbourhood until 30 minutes until all patrons have left the vicinity of the licensed premises.
  - 11.1.8 Management are instructed to monitor the surrounding areas for noise relating to the Club or its patrons and act immediately to reduce.
  - 11.1.9 Existing rear terrace will be closed by the duty manager at 9pm nightly to prevent any patrons causing noise to neighbours. This area also includes an air lock to prevent the leak of sound from background music
  - 11.1.10 All operable windows are to be closed at 11pm to prevent any possible patron noise from overflowing from the club
  - 11.1.11 All noise complaints are to be recorded and brought to the attention of club management immediately so noise controls can be checked that they are working correctly
  - 11.1.12 The Club will **NOT** operate as a nightclub

## 12. Maintenance of Fire Safety Measures

- 12.1 The Club maintains a monthly checking, reporting and service contract with a properly qualified company which complies to the Australian standard to ensure each essential Fire Safety Measure specified performs to the accepted standard.
- 12.2 An Annual Fire Safety Statement is updated yearly in compliance with Australian standards and a copy given to council and the NSW Fire Brigade. A copy is also prominently displayed.
- 12.3 Club Policy

All management are trained in the following Fire Safety Measures:

- 12.3.1 Be aware of the location of all fire hoses and extinguishers
- 12.3.2 Ensure all fire exits are clear and unblocked at all times
- 12.3.3 Ensure all fire extinguisher areas are kept clear
- 12.3.4 Ensure all emergency fire exit lights are fully operational and if not a qualified person is notified to ensure correct operation.
- 12.3.5 Ensure all fire exits have a 1 metre clearance from all furniture. In the case of a double staircase this is a 2 metre clearance
- 12.3.6 In the event of an alarm enforce Club evacuation procedures
- 12.4 The fire panel is situated in the basement level in the sprinkler room
- 12.5 Fire Exit Locations
  - 12.5.1 Basement Level
    - 1) North West Corner near bathrooms – exits onto Castlereagh Street
    - 2) East side of building located near stair case – exits onto Elizabeth Street
  - 12.5.2 Ground Level;
    - 1) West side of building, main entrance – exits onto Castlereagh Street
    - 2) North East side of building located near back of Club – exits onto Elizabeth Street
  - 12.5.3 Level 1
    - 3) Middle north side of building towards bathrooms corridor – exits onto Castlereagh Street
    - 4) North East side of building located in Hyde corridor – exits onto Elizabeth Street

### 13. Deliveries & Waste Removal

- 13.1 To ensure the smooth operation of the Club and minimise any disruption to the neighbourhood, a delivery and waste removal schedule is strictly adhered to.
- 13.2 All wastes shall be stored in designated areas located in the basement of the Club marked in orange on plans below
- 13.3 The area will accommodate 4 x 240litre bins 2x co-mingled recycling 2 x general waste
- 13.4 No waste is stored external to the building.
- 13.5 Disposal of waste is by licensed contractors.
- 13.6 Glass must not be emptied or transferred from one reciprocal to another anywhere in a public place. All glass must be emptied/ Transferred within the premises and removed in containers
- 13.7 Garbage and recycling are collected on a nightly basis. (Dependant on Club trade)
- 13.8 The Club is professionally cleaned on a daily basis or more frequently as the need arises with a detailed cleaning schedule and increased with trade

### 14. Patron Behaviour

- 14.1 The licensee and employees take all reasonable steps to control the safe behaviour of the patrons of the premises as they enter and leave the premises.
- 14.2 The club operates under a membership system where members and their guests must adhere to the club rules to be members or guests of the venue. The rules also outline a conduct of members that must be adhered to. Failure to adhere to membership conduct may result in membership suspension or cancellation
- 14.3 Club Policy:
  - a) Is pro-active and its aim is to ensure that only members and guests intent on obeying all licensing laws and demonstrating good behaviour are allowed entry and remain in the Club.
  - b) The Club records the names, arrival time and address of all members and guests attending the premises
  - c) Management, security and staff are very pro-active in ensuring all licensing requirements are met.
  - d) Security Officers and Managers have the responsibility of constantly monitoring patron entry for signs of intoxication, violent or quarrelsome behaviour with the aim to prevent potential criminal activity and disorderly conduct from occurring on or near the premises.
  - e) A members who behaves unbecoming of a member could be sighted before the Board of Directors and have their membership suspended for the group.

### 15. Responsible Service of Alcohol Practice

- 15.1 In accordance with NSW liquor licensing laws all employees including security must have completed their Responsible Service of Alcohol (RSA) course and hold a current certificate before being employed. Copies of the certificate are maintained in the Clubs RSA Register.
- 15.2 Club policy is to always adhere to the Intoxication Guidelines and Sydney CBD Plan of Management (POM) and ensure all employees including security fully understands the definition of intoxication, how to recognize intoxication and what to do if they feel a person is intoxicated.
  - 15.2.1 The Club will Display and have available educational material available from TfNSW or council to provide the public with alternative transport options for patrons to prevent drink driving or drink walking

15.3

15.4 Club policy is to enforce RSA practices and harm minimisation - All employees including security personnel are trained to enforce RSA and harm minimisation. This forms part of the Clubs compliance procedure

15.5 Club Compliance Procedure for Responsible Service of Alcohol is:

15.5.1 Definition of 'Intoxication'

The Act includes a definition of "intoxication" to assist licensees, staff, and patrons in ensuring responsible service and consumption of alcohol. It defines a person as being intoxicated if:

- a) Their speech, balance, co-ordination, or behaviour is noticeably affected; and
- b) It is reasonable, given the situation, to believe that this due to the consumption of alcohol.

15.5.2 Patrons Rights

- a) Always provide free water so that patrons have access to free water
- b) Capacity to purchase food at any time
- c) A smoke- free environment in indoor areas of licensed venues.
- d) Responsible service of alcohol by staff in licensed venues.

15.5.3 Legal Ramifications

- a) Failure to comply can result in legal action and fines for the staff member and Club and could result in loss of employment for the staff member. Fines of up to \$10,000
- b) It is also an offence for patrons to supply alcohol to an intoxicated person on licensed premises. Offenders face a maximum fine of \$1,100.

15.5.4 Failure to Quit

- a) Where a troublesome patron refuses to leave when asked by staff, the patron commits an offence. Grounds for ejection include the patron being intoxicated, violent, quarrelsome, disorderly, smoking, or using or possessing prohibited drugs. Offenders can face fines of up to \$5,500.
- b) Attempt to re-enter or remain in the vicinity of premises: A patron who is refused entry to, or ejected from, licensed premises cannot re-enter or remain in the vicinity (50 metres) of the premises.
- c) The patron must not re-enter or attempt to re-enter the premises within 24 hours of being ejected or refused entry. Offenders can face fines of up to \$5,500.
- d) Banning orders: Licensees can ban troublesome patrons from their premises for an indefinite period.
- e) Members of the Club who breach RSA practices could be sighted before the Board of Directors and have their membership suspended for the group.

15.5.5 Club Procedure - Management

- a) Be always vigilant in following RSA and Sydney CBD Plan of Management (POM)
- b) Check patrons for signs of intoxication prior to entry and constantly during their stay
- c) Do constant venue intoxication sweeps
- d) Ensure the toilets are checked every 30minutes
- e) Ensure staff follow shot procedures (1 shot per person the Club, not available after 11pm in any venue)
- f) Ensure free water is always available
- g) Ensure staff are aware of after bistro close meal options
- h) Respond to staff / security intox checks immediately
- i) Follow the OLGR intoxication guidelines for dealing with a person who is approaching or intoxicated
- j) Provide support and assistance to Club staff by monitoring patron behaviour in the venue in areas not adequately supervised, whilst queuing at service points and, patrons returning with multiple drink orders. When conducting sweeps, chat to groups of patrons to ascertain their intoxication levels. Closely observe patrons with a view to identifying:
  - i. risky consumption
  - ii. early signs of intoxication, and
  - iii. secondary supply to minors or intoxicated persons
- k) Take appropriate action if the abovementioned circumstances are observed. Such action may involve any or all the following:
  - i. issue warning and suggest non-alcoholic or food alternatives
  - ii. offer free/discounted meal or non-alcoholic drink
  - iii. request the suspected underage person for identification, and
  - iv. call for assistance from manager or security.
- l) If a person is intoxicated by law they must leave the premises immediately. If they have been served, and then deemed approaching intoxication, policy is to refund drinks and remove the patrons.

15.5.6 Club Procedure - Staff

- a) Be always vigilant in following RSA and Sydney CBD Plan of Management (POM)
- b) Check patrons for signs of intoxication prior to service
- c) Ensure shot procedures of 1 shot per person, not available after 11pm are followed
- d) Ensure free water is always available and offered to patrons
- e) Ensure staff are aware of after bistro close meal options
- f) When assigned to the floor constantly check patrons for signs of intoxication and provide support and assistance to Club staff by monitoring patron behaviour in the venue in areas not adequately supervised, whilst queuing at

service points and, patrons returning with multiple drink orders. When conducting sweeps, chat to groups of patrons to ascertain their intoxication levels

- a. Closely observe patrons with a view to identifying:
  - i. risky consumption
  - ii. early signs of intoxication, and
  - iii. secondary supply to minors or intoxicated persons
- g) If a person is suspected of being intoxicated:
  - i. They are not served and advised a manager needs to be contacted
  - ii. Contact the manager and explain your concerns

#### 15.6 Beverage Service Practices

- a) All spirits and liquors must be measured using a standard measuring device and be a 30ml pour
- b) No free pouring
- c) Wine and champagne glass measures to be adhered to
- d) Beverage Promotions are run under best practice guidelines

#### 15.7 Sydney CBD Entertainment Precinct Plan of Management Drink Restriction Practices

Rules strictly from 11.55pm – Close, the following drinks CANNOT be served

- a) No more than 4 drinks served per person at a time, or one bottle of wine can be sold or supplied to a person at a time
- b) Monitor & ensure no stockpiling

Additional Rule strictly from 1.55am - Close

- a) No more than 2 drinks served per person at a time.
- b) No bottles of wine.
- c) Monitor & ensure no stockpiling

#### Managers Procedures

Ensure all Club, floor staff & security are fully briefed at shift commencement

From 11.50pm – 12.15am the Duty Mgr must be behind the Club to ensure all staff are compliant

From 1.50am – 2.15am the Duty Mgr must be behind the Club to ensure all staff are compliant

#### Staff Procedures

All restricted drinks must be both served and paid for prior to 11.59pm .

The rule of 4 drinks per person per transaction must be implemented from 11.55pm sharp

The rule of 2 drinks per person per transaction must be implemented from 1.55am sharp

15.7.1 A member of the team can assist patrons with public transport options and timetables or call a taxi for any patrons prior to them leaving the venue for their safety.

A member of the team/Security will be manned at the front entrance that can direct customers exiting onto Castlereagh Street to the nearest public transport available.

A member of the team will be manned at the doors and will ensure that any patron leaving the venue does not disturb members of the public walking past.

#### 15.7.2 Door Policy

- a) All potential patrons are to be strictly monitored for adherence to NSW licensing laws and harm minimisation practices.
- b) Both licensed security personnel together with management are to actively monitor potential patrons to assess any potential problems.
- c) The minors policy as outlined below is to be strictly adhered to
- d) If a potential patron is deemed to be potentially quarrelsome, err on the side of caution and do not allow entry to the Club.
- e) Ban On Outlaw Motorcycle Gang Colours
  - o No person wearing outlaw motorcycle gang clothing, jewellery or accessories is permitted inside the venue.
  - o If you believe a person of this description is on the premises, please notify a manager
  - o Manager to notify police as a "Fail to Quit".
- f) Ban on people seen drinking in Alcohol Free Zones
  - o No entry to any person drinking or carrying an open alcoholic beverage on approach to the venue
  - o If the licensee or a staff member of subject premises to which this clause applies observes a person drinking alcohol in any such zone or area or has reasonable cause to believe a person has recently been drinking alcohol in that area or zone, the licensee or staff member must not permit the person to



enter the subject premises.

- g) All guests must sign into the club and provide name and address
- h) All guests to the venue must be outside a 5Km radius otherwise become a member of the Club
- i) All guests 1 are to have their ID strictly checked before being allowed entry. The only acceptable forms of ID are:
  - 1. Current Passport
  - 2. Current Australian Driver's Licence
  - 3. RTA Photo Card

## 16. Minors

- 16.1 Minors are only allowed on the premises in authorised areas between the hours of 12pm – 9pm to
  - 16.1.1 utilise the bistro facilities
  - 16.1.2 attend a function whereby pre notification has been given to the venue in the run sheet for that function
- 16.2 Minors must be always accompanied by a legal guardian whilst on the premises.
  - 16.2.1 A guardian is a person of responsibility i.e. an adult relative, school teacher, or legal guardian. It is not a 21-year-old sibling, friend, or partner
  - 16.2.2 Minors are not allowed in unauthorised areas including the gaming room under any circumstances
  - 16.2.3 Minors must not approach the Club
  - 16.2.4 All guests are to have their ID strictly checked before being allowed entry. The only acceptable forms of ID are:
    - 1. Current Passport
    - 2. Current Australian Driver's Licence
    - 3. RTA Photo Card
- 16.3 Staff are trained to not assume that an ID check has been completed, if they see someone who they are unsure is 18, they conduct an immediate ID check.

## 17. Removal of Liquor in Open Containers from the Premises

- 17.1 No staff or security officer shall provide a person with an open container of an alcoholic beverage for consumption off the licensed premises or permit removal of an open container from the licensed premises.
- 17.2 The club does not operate a Take Away licence and Alcohol will not be permitted for sale for take away purposes

## 18. Security

Security forms a critical part of the overall part of management plan for the Club and focuses on the responsible service of alcohol, noise minimisation and the prevention of congregation of patrons. The Club will engage an independent security provider to supply trained and registered security guards to the venue. All security employed by the Club would be licensed under Security Industry Act 1997. Guards will be employed daily from 6pm. The number of guards engaged will depend on trading levels within the venue.

- 18.1 Training
  - 18.1.1 Upon commencement all security officers must complete an Induction Course in which officers are advised of all Policies and Procedures, and of their role and responsibilities representing the Club. They are also advised of all specific legislative frameworks and licensing conditions for the club:
  - 18.1.2 All security officers have completed an accredited Responsible Service of Alcohol Course.
  - 18.1.3 Regular meetings and training sessions are held to ensure security officers maintain updated information about their duties and the security and licensing requirements of the Club
  - 18.1.4 Security Officers are constantly appraised on their functionality, attitude, appearance, communications, discharge of their duties and their technical knowledge on a regular basis
  - 18.1.5 A copy of the security log and master licenses are always available onsite
- 18.2 Duties
  - The licensee shall require any security personnel employed at the Club to:
    - 18.2.1 Fill in a time sheet (with start and finish times) which is to be initialed by the manager/licensee on duty.
    - 18.2.2 Report to the manager/licensee to obtain a briefing on any specific duties to be addressed before commencing duty.
    - 18.2.3 Ensure that persons entering the Club are suitably attired in accordance with the Club's dress code, which shall require patrons, at least, to be neatly dressed in casual wear, with footwear and to be clean. No person wearing any clothing, jewellery or accessories indicating association with any gang, including colours, patches, abbreviations, etc.
    - 18.2.4 Prevent any person, detected as intoxicated, entering the Club and bring to notice of the licensee or manager, any person in the Club who might be considered to be in, or approaching, a state of intoxication.
    - 18.2.5 Prevent patrons leaving the Club with glasses or any alcoholic drinks.

- 18.2.6 Monitor patron behavior in, and in the vicinity of, the Club until all patrons have left, taking all practical steps to ensure the quiet and orderly and safe departure of patrons.
- 18.2.7 Collect any rubbish in the vicinity of the Club that may be associated with the Club's business
- 18.2.8 Collect any glass located in the vicinity of the Club to remove potential weapons.
- 18.2.9 Co-operate with the Police and any other private security personnel operating in the vicinity of the Club.
- 18.2.10 Patrol all toilets, at random intervals, notifying the licensee or management of any suspected illegal activity, or if the toilets need attention in regard to cleanliness. If there are no female security personnel on duty, then prior to entry into the female toilets, an announcement is to be made of the incoming patrol by knocking on the door and clearly stating that these toilets are about to be inspected by a male security person.
- 18.2.11 In the event of an incident, clearly identify themselves as security belonging to the Club and attempt to rectify the problem.
- 18.2.12 Continually apply a "hands off policy". Patrons are only to be asked to leave at the direction of management and forced removal from the Club must only occur at the direction of management and with reasonable force only. Immediate hands on action may still be used in self defence or in the defence of another patron.
- 18.2.13 Make a written note with details of any incidents in the Club's Incident Register, as required by this Plan. The details should be immediately entered in the Incident Register or, where it is not practical to do this, written in a notebook and copied into the Incident Register at the end of the shift.
- 18.2.14 For the purpose of this Plan, the description, "the vicinity of the premises" shall be the area immediately adjacent to the exit on Castlereagh Street.

### 18.3 Rosters

- 18.3.1 Security are rostered on a nightly basis, commencement time is dependent on venue trade.
- 18.3.2 At least one guard is rostered until 30 minutes after close.
- 18.3.3 Guard numbers are rostered according to Club trade and entertainment requirements. At a minimum Guards are rostered at a ratio of one guard for each one hundred patrons or part thereof.

## 19. Closed Circuit Television (CCTV)

- 19.1 Forty Four (44) CCTV surveillance cameras are installed, operated and maintained throughout the premises in the following locations:
  - a) Principal entrance/s and exits
  - b) All of the areas within the premise occupied by the public (excluding toilets)
  - c) The area within a 50m radius external to the public entrance to the premise
  - d) Fixed digital visual surveillance cameras are located at the principal entrance
- 19.2 Signage is displayed at the principal entrance informing patrons CCTV is in use
- 19.3 Recording devices and cameras shall be always in operation while the premises are open to the public.
- 19.4 Recording devices and cameras are of high-grade digital quality capable of establishing the population and identification of patrons, offenders and incidents within the depth of field view of the cameras.
- 19.5 Hard drive recordings are retained for 30 days.
- 19.6 The time and date is auto recorded on the footage.
- 19.7 Access to, and copies of, recordings from the CCTV system are immediately available (or within 12 hours) upon request by NSW Police, OLGR Inspectors or other Regulatory Officers.
- 19.8 All CCTV recording devices and cameras are maintained by a registered security surveillance company, so as to maintain the visual quality of the recorded footage for the life of the equipment.
- 19.9 All CCTV recording devices and cameras are checked to ensure the equipment is operating correctly. The licensee or their representative records this checking activity in the security/incident register book that meets the standards required by the Licensing Police and Council.
- 19.10 The CCTV recording device is secured within the management office and is only accessible by management personnel so as to maintain the integrity of the recorded footage.

## 20. Other relevant Matters

### Crime Scene Preservation Guidelines

Immediately after the licensee or duty manager in charge of the Club becomes aware of an incident involving an act of violence causing injury to a person on the premises requiring medical assistance the person must:

- 20.1 Render any required first aid;
- 20.2 Immediately contact '000' or the Local Area Commander or his/her delegate and advise them of the incident;
- 20.3 Comply with any directions given by the Commander or delegate to preserve or keep intact the area where the violence occurred.
- 20.4 Unless directed otherwise by the Local Area Commander or his/her delegate the following crime scene preservation guidelines must be observed:
- 20.5 Determine the crime scene and remove all persons from the area. Take all practical steps to preserve and keep intact the area where

the act of violence occurred. Cordon off the area utilising Club stools, tables or tape. Consider closing off the area completely for such areas such as toilets, hallways or Clubs. Remember there may be multiple crime scenes.

- 20.6 Do not allow any persons to enter this area;
- 20.7 **DO NOT CLEAN UP ANY CRIME SCENE.** You may be destroying vital evidence;
- 20.8 Remember some evidence may not be visible to the naked eye such as blood, semen, skin cells, saliva, hair or fingerprints;
- 20.9 Do not move any items that may have been involved in an offence unless absolutely necessary. Use gloves to stop transference of your DNA or fingerprints;
- 20.10 Notify Police if any items have been moved or removed from the crime scene. Items may include bottles, glasses, pool cues, clothing, furniture, weapons or cigarette butts;
- 20.11 Make notes in relation to the incident. Time, date, location, description of offender(s), vehicle(s) involved, weapons used, last known direction of offender(s), any movement of items involved in the incident;
- 20.12 Secure any CCTV footage and the security sign on sheets;
- 20.13 Obtain any details of witnesses and try to keep all witnesses separated so as to maintain the integrity of their evidence. Try to persuade witnesses from leaving the premises before Police arrive;
- 20.14 Hand this information to Police on arrival; and
- 20.15 Be prepared to make a statement to Police regarding the incident.
- 20.16 Interfering with evidence may constitute an offence, leaving you liable to prosecution or disciplinary action, and/or may result in the closure of the Club.
- 20.17 **Drugs and Drink Spiking**
  - 20.17.1 If any person is caught dealing, purchasing or consuming illicit drugs within the Club, the person (or persons) are to be requested to leave immediately and Club management and the Police must be informed of this. If the same person is caught again, then the person (or persons) are to have their membership possibly suspended by the board.
  - 20.17.2 Drink spiking is often difficult to detect. Below are some things to look out for and what to do.
  - 20.17.3 Any occurrences of a person (or persons) escorting out an obviously affected and lone person. Ask questions and engage in conversation with the person escorting the affected patron away, asking for their name, where they are heading to, etc - contact management about any person who goes to length to remain anonymous.
  - 20.17.4 An affected person may need medical attention, so ask them. If they are not capable of making that decision - then arrange that medical attention.
  - 20.17.5 Any affected person will need to get to a safe place, which may be theirs or a friends place. Ensure people who are showing signs of intoxication are looked after by their friends and not leave them in the company of the person who may have spiked their drink.
  - 20.17.6 Contact the Police and thoroughly document the incident in the Club's Incident Register.  
Remember the most common drug used for drink spiking is alcohol. Be aware of strange drink orders such as beer and a nip of vodka, double shots in short glasses, etc.

## 21. Emergency Plan & Procedures

- 21.1 **General Evacuation Guides Management & Security Procedures**
  - 21.1.1 Exits & Escape Routes: Must be safe and unobstructed.
  - 21.1.2 All management and staff are trained by accredited trainers on evacuation process. Staff are trained as wardens and aware of all evacuation procedures
  - 21.1.3 Directives: Must be given in a calm, clear voice and supported by visual signals. Avoid emotive terms and actions. Avoid lengthy explanations. Words, tone and body language must be consistent.
  - 21.1.4 Personal Belongings: Should only be taken if immediately and safely accessible.
  - 21.1.5 Leaving the Building: Persons should leave via the nearest safe exit.
    - 21.1.6 Using Fire Stairs: No running, keep to the handrail side of the stairs, remove high heels if risk of fall, no bulky items, no food or beverages which could cause slippage if spilt.
    - 21.1.7 'Out of the Way' Places: Providing it is safe to do so, particular attention must be paid to toilets, storerooms, and offices etc. where persons could be unaware of an evacuation in progress.
    - 21.1.8 People Standing Outside: Be on the alert for persons gathering outside the building-they must be encouraged to move well away from the building to ensure that they do not block exits, obstruct emergency services personnel or expose themselves to secondary hazards.
    - 21.1.9 Entry to the Building: Be on the alert for persons attempting to enter the building during or following the evacuation. Once a building has been evacuated, re-occupation of the building must be authorized by the authorities

## 22. Floor Plans



This Plan of management has been read and understood by the Manager for the Licensee  
 Name and Signature \_\_\_\_\_ Date \_\_\_\_\_