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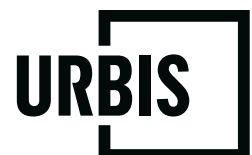
<h2>Plan of Management</h2>



PLAN OF MANAGEMENT

Proposed Rooftop Bar (Level
00) – Quay Quarter Tower, 50
Bridge Street, Sydney

Prepared for
QQT INVESTMENT NO. 1
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1. INTRODUCTION AND OBJECTIVES

1.1. PURPOSE

The purpose of this Plan of Management (**PoM**) is to establish the operational and management aspects of the roof top bar and restaurant located at Level 00 (**the Tenancy**), located at Level 00 of the approved Quay Quarter Tower (**QQT**) commercial building situated at 50 Bridge Street, Sydney (**the site**).

The PoM has been designed to ensure the premises is managed and operated in a manner that does not unreasonably impact on or detract from the amenity of the local area. The PoM also aims to reduce and, where possible, eliminate the impacts of anti-social behaviour by patrons within the premises and within its immediate vicinity.

Details regarding the number of staff and patrons at any one time on the premise, security and access arrangements and noise and patron management are discussed in this PoM.

1.2. OBJECTIVES AND SCOPE

The objectives of this PoM is to ensure that:

- The Tenancy is managed and operated so as to provide a venue where patrons and instructors can fully utilise a safe and environment.
- The operation of the Tenancy does not impact detrimentally upon, or detract from, the amenity of the surrounding residents, the neighbourhood, and other tenants and visitors to the QQT and the wider Quay Quarter Precinct.

This PoM has been prepared generally in accordance with Schedule 3 of the *Sydney Development Control Plan 2012* (**SDCP 2012**).

1.3. USE OF THE PLAN

The Tenancy will be operated in accordance with the approved PoM at all times.

A copy of the PoM will be maintained by the licensee/manager and accessible to senior management staff for reference purposes. Other staff will be briefed on the relevant sections of the PoM as required generally during their induction to the company or through routine team briefings. It is the Licensee's/manager's responsibility to ensure all operational strategies identified within the PoM are complied with.

In addition, a copy of the PoM will be held on the premises and made available to Council and any other relevant parties upon request.

2. SITE AND LOCALITY

2.1. THE SITE

The *Quay Quarter Sydney* precinct (**QQS precinct**) is located in Circular Quay on the northern edge of the Sydney CBD. The QQS precinct is bounded by Alfred Street to the north, Phillip Street to the east, Bridge Street to the south and Loftus Street to the west. The QQS precinct is irregular in shape and occupies a total area of 11,121m² as illustrated in **Figure 1**.

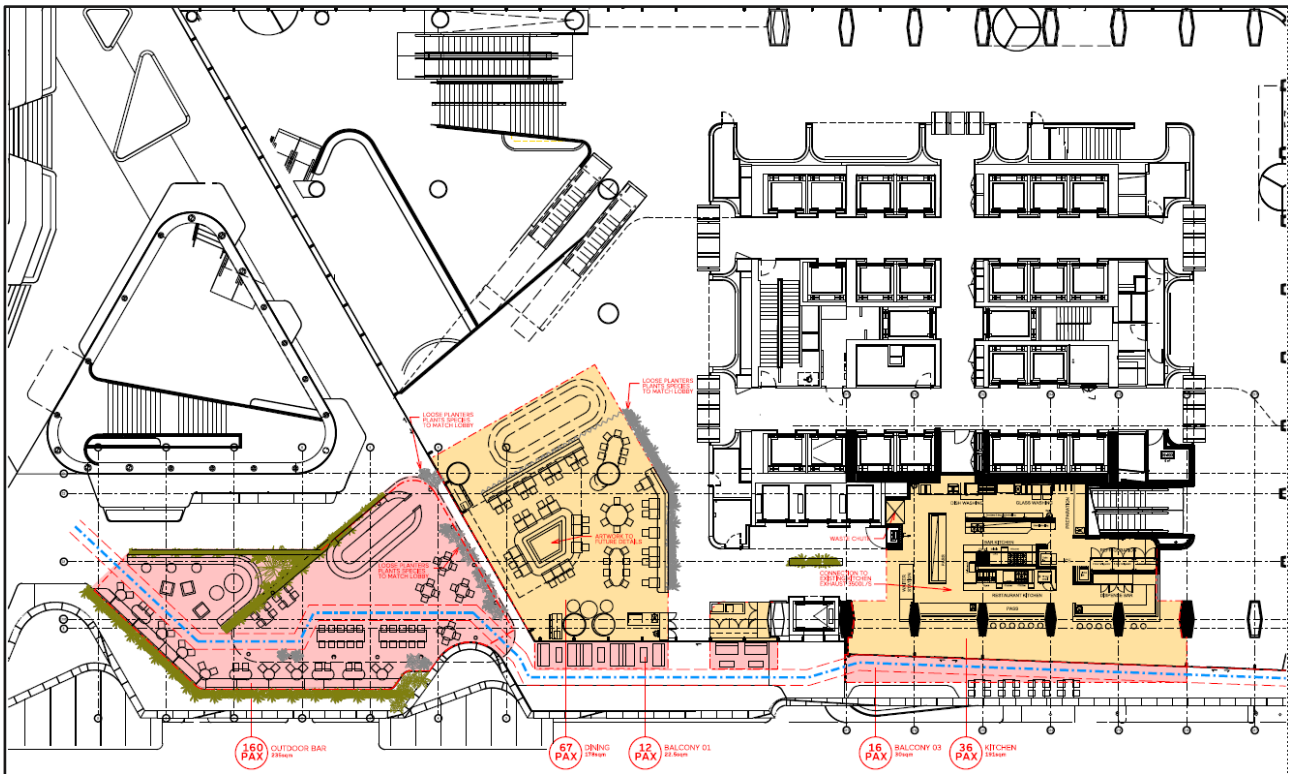
The *Bridge and Alfred Street block* accommodates the AMP Centre to the south. This was constructed in the 1970s at 50 Bridge Street. The tower has frontages to Bridge Street, Young Street and Phillip Street, and is connected to the northern AMP Tower at 33 Alfred Street by a lower level food court.

The proposal relates to the external northern podium roof terrace at Level 00 which is proposed to function as a licenced rooftop bar (refer to **Figure 2**).

Figure 1 Aerial Image of Quay Quarter Sydney Precinct



Figure 2 Proposed Tenancy at Level 00



Source: Etic

2.2. THE SURROUNDING AREA

The site is located within the northern portion of the Sydney CBD. The surrounding uses are characterised by a mix of commercial and retail uses. Restaurants, bars and other licensed venues are typical for the locality.

The surrounding land uses are as follows:

- **North:** Immediately north of the site is the heritage listed AMP Tower at 33 Alfred Street. The AMP Tower was completed in 1962 and is historically and aesthetically significant as the first “skyscraper” in Sydney. Circular Quay lies further beyond Alfred Street.
- **East:** The Justice and Police Museum, the former Transport House, and the Intercontinental Hotel are located east of the site across Phillip Street.
- **South:** To the south, across Bridge Street, is the site of the First Government House, located in the forecourt of the Museum of Sydney that forms part of the Governor Phillip Tower complex. Further to the south-west is the Department of Education building and the Chief Secretary’s Building.
- **West:** To the west is the Young and Loftus Street block which forms part of the Quay Quarter Precinct redevelopment. The Precinct incorporates three ‘Loftus Lane’ residential buildings bounded by Young and Loftus streets. This block also includes land not part of the Quay Quarter precinct being 44 Bridge Street, Bridgeport Apartments and Customs House.

3. OPERATIONAL DETAILS

3.1. PATRON CAPACITY

The premises has the capacity to accommodate a maximum of 341 patrons consisting of the following:

Table 1 Patron Capacity

Patron Type	Capacity
External patrons (siting)	188
Internal patrons (siting)	103
<i>Total Siting Patrons</i>	<i>291</i>
Standing patrons	50
Total	341

3.2. STAFF

A maximum of 18 staff are to be employed on site at any one time. The maximum of four (4) security personnel will be appointed to surveillance the premises at any one time.

Security staff numbers may increase when large special events are held. Further details regarding the security staffing arrangements are provided in **Section 4.11**.

3.3. HOURS OF OPERATION

The trading hours of the Tenancy will be as follows:

- 7am – 12am Monday to Saturday.
- 10am – 10pm Sunday.

The hours of operation are in accordance with the Acoustic Master Plan that applies to the QQT precinct. The hours may change but will remain consistent with the hours of operation as contained within the development consent granted by Council.

3.4. WASTE STORAGE AREAS

Dedicated waste storage areas will be provided throughout the Tenancy and will facilitate the appropriate segregation of waste. Dedicated waste storage areas will also be located externally to the premises. The building contractor will be responsible for transporting waste to the designated waste areas contained within the basement for collection.

3.5. PEDESTRIAN ROUTES

Entry to the licenced areas will be permitted from two main access points approved under D/2015/929, including:

- Concierge entry point located adjacent to Young Street.
- Internal northern entry point adjacent to the Rooftop Bar.

3.6. SECURITY AND ACCESS

Licensed security staff will be located at each of the access points and will be responsible for screening patrons exiting/entry the premises and controlling patron behaviour during trading hours for the licenced premises.

3.7. CLOSED CIRCUIT TELEVISION CAMERAS (CCTV)

CCTV cameras will be located on the premise ensuring that the space at the entrance is effectively monitored.

All footage will be saved for a minimum of 28 days and can be provided to the local Police upon request.

3.8. COVID-19 SAFETY PLANS

A COVID-19 Safety Plan, prepared in accordance with the NSW COVID-19 Safety Checklist for the Tenancy will be held on premises at all times and provided when asked to an authorised person. The plans set out the obligations for the business under public health orders and minimise risk of transmission of COVID-19.

3.9. LIQUOR LICENCES FOR THE PREMISES

The premises will operate under a Hotel Licence in accordance with the approved liquor license.

4. MANAGEMENT DETAILS

4.1. ACOUSTIC MANAGEMENT

The licensee(s) will be responsible for ensuring the tenancy is operated in accordance with the relevant acoustic criteria outlined in any conditions of consent contained within the relevant development application approval.

The likely noise sources associated with the operation of the premises include:

- Live entertainment and amplified sound;
- The external terrace area;
- Patrons leaving and entering the premises; and
- Waste disposal, sorting and collection of bottles.

The following additional acoustic management measures outlined in the Acoustic Report prepared by ARUP (dated 16 September 2022) for the Tenancy should be adopted:

- Live entertainment shall only utilise the in-house audio system.
- Music sound systems are not to be directly mounted or fixed to structures and should instead they should be vibration isolated.
- The loudspeaker system should be distributed to minimise sound power.
- The movement and disposal of empty bottles and glasses will be done at appropriate times so as to ensure no noise nuisance to adjoining residents is created.
- With respect to the western facing terraces, patrons will be required to move inside from 10pm.
- With respect to the northern facing terrace, it is intended that the operable façade that opens out onto the outdoor bar will generally stay closed during the bar's operating hours.
- Music will be played at appropriate levels in accordance with the Acoustic Master Plan which applies to the site. This includes the use of noise limiters.
- Staff and security will be responsible for managing patrons responsible for excessive noise.
- Staff will advise patrons that noise levels are to be kept to a minimum when entering and leaving the premises to respect neighbours and leave quietly.
- Loudspeakers should be installed at a low level and directed away from residential receivers.
- All amplified sound, including background music and trainer microphones, should be provided via an in-house sound system that should be fitted with an appropriate noise limiter.
- Speakers are to be installed in accordance with the locations specified on the Architectural Plans.
- The setting of noise limiters should be confirmed prior to occupation of the premises.
- All complaints relating to noise will be addressed in accordance with the complaints handling procedure detailed within this PoM.

Through the implementation of this PoM, the operation of the tenancy will not give rise to any 'offensive noise' as defined under the *Protection of the Environment Operation Act 1997*

4.2. SIGNAGE

Signs will be placed in clearly visible locations within the premises, including immediately adjacent to the entry / exit door, requesting that patrons upon leaving the premise do so quickly and quietly to maintain the amenity of surrounding residences.

In addition to the entrances, this signage will also be located internally to the premises and within the external roof terrace.

4.3. AMENITY, SAFETY AND SECURITY

The licensee and management team will take due care to ensure that the tenancy does not cause adverse impacts to the neighbouring areas or residents. The behaviour of its staff and patrons whilst entering and leaving the premises will be monitored and controlled so as to not cause undue distress and/or disturbance to the surrounding neighbourhood.

The following procedures will be adopted:

- Staff greeting customers will be aware of the maximum number of patrons permitted on the premises.
- Staff responsible for greeting or farewelling customers will ensure that customers do not leave the premises with glasses or open bottles.
- Staff responsible for greeting customers at the door will not permit any intoxicated person to ensure the premises and will notify the Manager on duty or licensee of any persons on the premises who may be considered to be intoxicated.
- Staff will make pre-empted enquiries once aware when patrons are either completing meals / drinks or when closing time is approaching.
- Complaints will be responded to in accordance with the Tenancy's complaints management procedure detailed within **Section 4.6** of this PoM. Where required necessary consultation will be undertaken with the complainant(s), Council and with local licencing Police.

4.4. LIGHTING

Entry to the tenancy will have appropriate levels of lighting. All lighting will be maintained and cleaned regularly.

All internal and external lighting will be controlled in accordance with relevant Australian Standards to ensure there are no potentially adverse light pollution impacts on sensitive surrounding receivers.

4.5. WASTE MANAGEMENT AND CLEANING PROCEDURES

Dedicated waste bins will be provided within the Tenancy for waste disposal. All waste will be stored in approved containers situated within the Tenancy.

The existing building has a designated waste collection area in the basement level that is sufficient for the disposal of waste generated by the Tenancy.

Waste/garbage generated within the Tenancy will be emptied by staff each day and transported to the basement waste storage area by an appointed contractor for collection. Waste collection will occur in accordance with the endorsed building wide Waste Management Plan.

In terms of cleaning, the Tenancy shall be kept in a clean and tidy condition and regularly maintained to the satisfaction of Council, both internally and externally. Cleaning of the Tenancy will be carried out on a daily basis and include cleaning of all the equipment.

4.6. COMPLAINT HANDLING AND INCIDENT REGISTER

A Complaints Register must be maintained by the management within the tenancy. Any complaints received will be recorded in the Complaints Register by staff on shift and communicated to the management where the complaint relates to an operational matter.

The Complaints Register will include the following information:

- Complaint date and time.
- Name, contact and address of person(s) making the complaint.
- Nature of the complaint.
- Name of the Manager on Duty.
- Action taken by the premises to resolve the complaint.

- Follow up.
- Outcome.

Where a complaint relates to a breach by an employee/instructor of this PoM it must be immediately rectified. Complaints of a serious safety matter must be addressed immediately by management on shift at the time.

Complaints of a minor nature should be attempted to be addressed within 24 hours where possible. Any actions taken as a result of a complaint must be recorded in the Complaints Register.

Complaints relating to a criminal or suspected criminal matter must be reported to the NSW Police.

In addition to the above, an Incident Register will be maintained, in accordance with the Liquor Licence stipulations.

4.7. EMERGENCY MANAGEMENT

4.7.1. Emergency Evacuation

An evacuation plan of the site will be provided during training with staff, and, in some circumstances, it may become necessary to close the establishment (i.e., fire, power failure, bomb scare and other major emergencies).

4.7.2. Staff Procedure and Training

All employees and instructors who observe an accident, must report it immediately to the manager.

All employees and instructors will be required to complete the Employee Accident Report form or the Customer Accident Report form as appropriate and it will be given to the manager immediately.

4.7.3. Public or Customer Injury

If a member of the public is injured, even slightly, the first aid attendant must be called to aid.

4.8. LOST AND STOLEN PROPERTY

4.8.1. Lost Property

The manager is responsible for the handling and management of lost and stolen property. All found items are to be registered into the Lost Property Handbook at the reception. Lost property found in or nearby the Tenancy is to be held in an area at reception.

Where possible attempts will be made to contact the owner by phone or email.

Identified lost property can be collected during trading hours. The owner must provide proof of identity and if necessary, description/ownership of the property, followed by a signature to acknowledge receipt of the item.

Unclaimed property will be discarded after all attempts have been to contact the owner.

4.8.2. Stolen Property

The manager will be responsible for the handling and management of lost and stolen property. Where applicable emergency services will be notified immediately.

4.9. FIRST AID AND PUBLIC HEALTH

4.9.1. Treatment

A first aid kit will be located in an accessible location for all staff members will be well stocked to deal with all minor incidents.

4.9.2. First Aid Recording

A register of injuries and first aid treatment is kept within the Tenancy. It is essential as all injuries suffered by any person within the premise, are recorded in the Incident Register.

4.10. ENTERTAINMENT

The following procedures will be adopted to ensure use of the venue for entertainment purposes does not give rise to amenity impacts:

- Live entertainment shall only utilise the in-house audio system.
- Music sound systems are not to be directly mounted or fixed to structures and should instead they should be vibration isolated.
- The loudspeaker system should be distributed to minimise sound power.
- Loudspeakers should be installed at a low level and directed away from residential receivers.
- All amplified sound, including background music and trainer microphones, should be provided via an in-house sound system that should be fitted with an appropriate noise limiter.
- The setting of noise limiters should be confirmed prior to occupation of the premises.

4.11. SECURITY STAFFING ARRANGEMENTS

The following staffing arrangements for security personnel will be adopted:

- One security personnel will be appointed to patrol the premises from 5pm Thursday, Friday and Saturday.
- During these times, security staff will be deployed on a ratio of 1 guard per 100 patrons. Therefore, a maximum of 4 security staff will patrol the premises at any one time.
- Additional security guards may be appointed on an as need basis.
- Guards will patrol the internal area at all times.
- An external street security patrol will occur every 30 minutes.
- Security guards will remain patrol the internal / external area for 30 minutes after close.

The security arrangements will be reviewed on a regular basis and changes will be made as necessary to ensure adequate security staffing levels.

5. MONITORING AND REVIEW

This Plan of Management will be reviewed as appropriate and prior to the submission of any new development application made to City of Sydney Council.

This Plan of Management will be supplied to any prospective new owner licensee and shall be updated and signed by any new owner or licensee and a copy provided to the City of Sydney.

This plan will be reviewed periodically and amended / updated as required. Any changes subsequently made will not diminish from the present plan except where provided by any licence conditions, statute or conditions of development consent.

Owner:

Dated:

Licensee/manager:

Dated:

SCHEDULE 1

5.1. SECURITY MANAGEMENT PLAN

5.1.1. Security Management Procedures

The following security management procedures will be adhered to ensure to the safe operation of the venue.

5.1.1.1. Security

Security features and CCTV systems will be installed to monitor the premises at all times. As such, appropriate security measures will be adopted within the Tenancy. The security measures will provide appropriate levels of security deemed necessary for the safe and responsible operation of the Tenancy.

After the completion of each business day, a complete patrol will be conducted of the area surrounding the premises to ensure that the premises are secure, and all rubbish is cleared. The Tenant will be responsible for management of patrons within the Tenancy.

5.1.1.2. CCTV

CCTV surveillance cameras shall be installed, operated and maintained throughout the Tenancy with particular coverage to principle entrance/s and exits.

All CCTV recording equipment and cameras shall be 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. In this respect each surveillance camera shall be capable of recording a minimum rate of 10 frames per second and at high resolution.

CCTV recording discs or hard drive recordings shall be retained for 28 days before being re-used, destroyed or deleted. Time and date shall be auto recorded on the disc or hard drive. The CCTV recording equipment shall be capable of reproducing a CD, DVD, USB or other appropriate digital copy of recorded footage on demand of Council or Police Officers either immediately or within 12 hours of the request being made. Copy discs must be handed to Council, Police Officer or Special Inspectors as required.

The CCTV recording device shall be secured within the premises and only accessible to senior management personnel so as to maintain the integrity of the recorded footage. Camera views must not be obstructed by any temporary or permanent structures.

5.1.1.3. Incident register

The manager must ensure that all incidents involving staff members are recorded in the incident register maintained on site, including incidents involving physical contact between staff and patrons, physical restraint of patrons and/or the ejection of patrons from the premises.

5.1.1.4. Access Control

Physical barriers will be engaged to outline the licenced area and prevent the unauthorised movement of guests, alcohol and glassware.

Only staff and security personnel will be permitted to access back-of-house areas.

5.1.1.5. Signage

Appropriate signage will be placed around the premises to communicate the safe and compliant operation of the venue;

5.1.1.6. CCTV

A CCTV surveillance system will be in operation throughout the venue, including indoor and outdoor areas in accordance with the requirements of the Liquor Licence.

5.1.1.7. Lighting

All lighting to be provided throughout the premises will be in accordance with the relevant Australian Standards. Lighting will be positioned in all areas where CCTV cameras are installed.

5.1.1.8. Patron Belongings

A cloak room will be available and managed to provide for the secure storage of patron belongings.

5.1.1.9. Security Staff

All security staff employed will have undertaken appropriate training. Security staff will monitor the premises wearing distinctive attire. Security staff will be responsible for the following:

- Implementation of emergency procedures.
- Crowd control in the instance this is required.
- Maintenance of an incident register alongside other venue employees.
- Monitoring of patron behaviour at all time.
- Monitoring of patron numbers within the premises in conjunction with venue employees.
- Recording of complaints and reporting of incidents to Police as required.
- Both security staff and employees will not permit patrons to leave the venue whilst carrying drinking glasses and alcohol.
- Additional security staff may be appointed where it is known that there will be higher than average number of patrons (i.e., a special event).

5.1.1.10. Licensing

The venue and the licensee will join the local liquor Accord prior to the occupation phase.

A compliance file will be maintained for the information of the staff, housing all relevant liquor licence and compliance documents including the DA, Liquor Licence, Plan of Management, communications from local authorities, guidelines on RSA and patron management, copies of procedures and a list of key contacts.

5.1.1.11. Queuing Procedures

In the instance queuing occurs outside the venue, security staff will continually monitor queues and temporary ropes and bollards will be used to minimise loitering. Staff will be responsible for processing patrons entering the venue in a fast and efficient movement. Those within queues will be informed of potential wait times.

5.1.1.12. Behaviour of Patrons Responsible Service of Alcohol

The licence attached to the premises shall be exercised, at all times, in accordance with the provisions of the *Liquor Act 2007* and *Liquor Regulation 2018*.

The following operational policies for the responsible service of alcohol shall apply:

- All staff involved in the sale and supply of liquor or security, shall have first completed an approved course in the responsible service of alcohol.
- The licensee shall not engage in any liquor promotion that is likely to promote irresponsible service of liquor.
- Complimentary drinking water shall be obviously available at all times.
- Any person who is intoxicated shall not be served alcohol.
- Any person who is intoxicated shall be denied entry to the premises.
- The licensee will not permit intoxication, violent, quarrelsome or disorderly conduct by patrons in the hotel. Any person causing such a disturbance shall be refused service and asked to leave the hotel.
- Any patron whose behaviour 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 years shall be permitted in unauthorised areas of the hotel. Production of photographic identification will be required where age is an issue.

- The only acceptable proofs of age identification shall be:
 - Photo Driver’s Licence (card or digital);
 - RTA (Services NSW) Photo ID Card; or
 - Current Passport.

A person is to be considered intoxicated if the person’s speech, balance, co-ordination or behaviour is noticeably affected and it is reasonable in the circumstances to believe that the affected speech, balance, co-ordination or behaviour is the result of the consumption of liquor.

Transportation options shall be offered to departing guests and made readily available upon request.

DISCLAIMER

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All surveys, forecasts, projections and recommendations contained in or associated with this report are made in good faith and on the basis of information supplied to Urbis at the date of this report, and upon which Urbis relied. Achievement of the projections and budgets set out in this report will depend, among other things, on the actions of others over which Urbis has no control.

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This report has been prepared with due care and diligence by Urbis and the statements and opinions given by Urbis in this report are given in good faith and in the reasonable belief that they are correct.

