

# **Attachment C**

<b>Plan of Management</b>
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GDR1 Pty Ltd

ABN:33634814761

Shop 13-14,21-25 Lime Street, Sydney, NSW 2000

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REF:

ALEGRE BAR & DINING

SHOP 13 & 14, 25-55 LIME STREET, SYDNEY, NSW 2000,  
LOT 56 IN DEPOSITED PLAN 1014625

## PLAN OF MANAGEMENT

Approved version date: 02.11.2021

Amendment date: 23.02.2023

(Endorsed with noise management plan & correction of outdoor hours of operations)

**Background:** This amended Plan of Management is the amended version of existing Plan of Management which was initially prepared & submitted by Kathryn Ashley Studio dated as 02 November 2021 and was approved by City of Sydney council. Reference: D/2021/1212

**Endorsement:** No changes except the endorsement of Noise Manage Plan & correction of outdoor hours of operations in compliance with approved DA

This document sets out information relating to the operations and context of Alegre Bar & Dining, and the actions and procedures for the management of the premises relating to;

- ✓ Sound System Design, Orientation and Installation, monitoring of sound level while playing background music and in addressing non-compliances to ensure the operations of the venue do not cause undue disturbance to neighbours or amenity is impacted.
- ✓ Ensuring compliance with the conditions of the liquor license and other requirements of the Liquor Act and Regulation and of any City of Sydney Council development consents.
- ✓ Effective management of all aspects of the venue operations including Alcohol related harm minimization strategies, waste, deliveries, cleaning, and security to protect the amenity of the area for neighbors and patrons alike.

This Plan of Management has been developed to accompany applications to Council and the Independent Liquor and Gaming Authority for the proposed restaurant 'Alegre Bar & Dining', per section 3.15.5 and Schedule 3.2 of the Sydney DCP 2012.



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## Table of Contents

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<b>SECTION 1 – SITE AND LOCALITY .....</b>	<b>3</b>
1. LOCATION .....	3
2. WASTE STORAGE AREAS.....	4
3. MECHANICAL/SERVICE SYSTEMS.....	4
4. TRANSPORT.....	4
<b>SECTION 2 – THE PROPOSED BUSINESS.....</b>	<b>4</b>
1. HOURS OF OPERATION .....	4
2. CAPACITY.....	4
3. OPERATOR + OTHER VENUES.....	5
4. STAFFING .....	5
5. LIQUOR LICENSE & RELATED MANAGEMENT.....	5-8
<b>SECTION 3 – SECURITY AND SAFETY .....</b>	<b></b>
1. SECURITY .....	8
2. CCTV SURVEILLANCE CAMERAS.....	9
3. SIGNAGE .....	9
<b>SECTION 4 – MANAGEMENT MEASURES.....</b>	<b>10</b>
1. GENERL.....	10-12
2. NOISE.....	12
3. SECURITY AND SAFETY.....	14-17
<b>SECTION 5 – SIGNED DECLARATION.....</b>	<b>18</b>

## Section 1 – Site and Locality

### 1. Location

Alegre, Bar & Dining is located within Shops 13&14 of the precinct known as King Street Wharf. It is accessed from the Street Level on Lime Street, and sits above the tenancies accessed from the wharf promenade.

King Street Wharf is a vibrant waterside hub in Darling Harbour, Sydney NSW and is located within the Sydney CBD. The area comprises of mixed-use development consisting of commercial, residential, community, retail and leisure facilities.

The site is legally described as Lot 56, 1-51 DP 1014625, SP 63313 and the registered owners are Markham Real Estate Partners (KSW) Pty Ltd.

The tenancy containing the restaurant is approximately 692sqm in total, with 562sqm internally, with an external balcony licensed area of 130sqm. The balcony area is only accessible from the internal of the tenancy, there is no direct access to the balcony from public spaces.

The venue is accessed from Lime Street, via flights of stairs at either end of the building. Access for persons with disability is via a lift from Lime Street.

The plan has been included in this report in Figure 1. Please refer to design drawings enclosed with this document for further detail

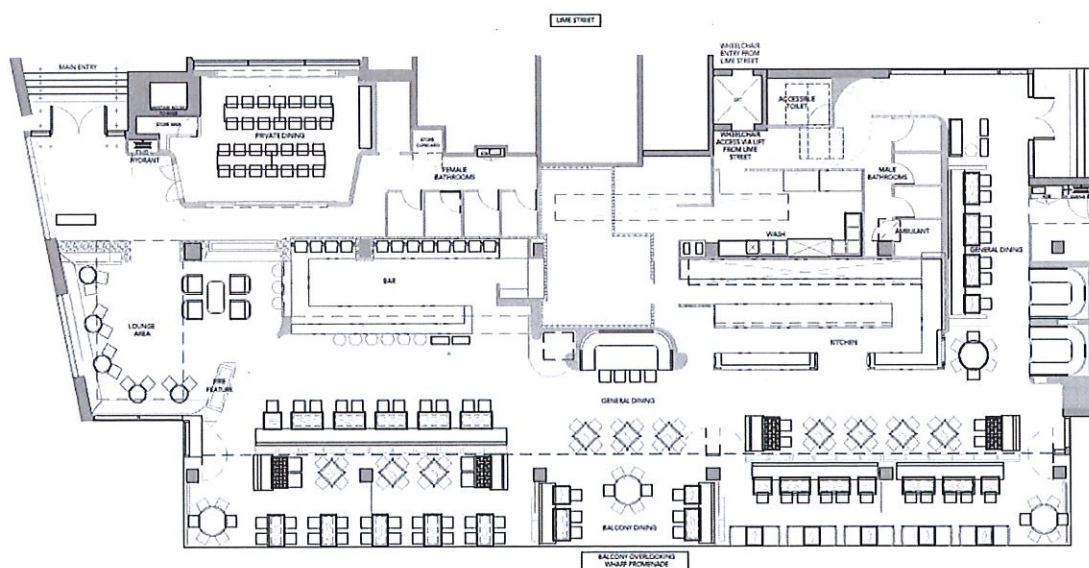


Figure 1. Alegre Bar & Dining Floor Plan





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## 2. Waste Storage Areas

Waste management generated from the operation of the tenancy will be managed by the operators. Waste management will be controlled in accordance with the following;

- All waste is stored within the premises or in the basement and will only be accessed by contractors for collection. Collection will occur 7 days per week;
- All trade and putrescible wastes must be stored on site at all times, and;
- All venues will be cleaned both internally and externally every day, the day after any day of trade.

## 3. Mechanical/Service Systems

All mechanical/service systems have provision as part of base build, and as such all plant and equipment is located within the tenancy, with external plant being located within the buildings plant rooms and venting areas in the ceiling.

## 4. Transport

A variety of public transport is available to patrons in the immediate vicinity. There are cab ranks within a short walk from the premises. Taxi's will be arranged to collect patrons at their request.

Information relating to routes for other transport such as train, bus and ferry services will be available upon request (or displayed at the premises if found necessary).

Parking stations are also available nearby including;

Secure Parking – 1 Shelley Street

Wilson Parking – 86 Sussex Street

Sun Parking – 261-293 Kent Street

## Section 2 – The Proposed Business

### 1. Hours of Operation

The proposed hours of operation for the premises are as detailed below;

- The proposed indoor hours of operation are 8am – 2am, Monday - Sunday
- The proposed outdoor hours of operation are 8am -12am, Monday - Sunday

### 2. Capacity

The venue will have a total patron capacity of 300.

This capacity is based on persons per sqm rates (D1.13 – 1 person per 1 sqm for restaurants), and bathroom allowances per the BCA46

### 3.Operator + other venues

The organisation opening Alegre Bar & Dining is an experienced restaurateur and business, with other successful businesses in their portfolio including Millers Kitchen Cammeray, Wild Sage Barangaroo and Whitton, Eveleigh.

### 4.Staffing

The venue will support up to 25 staff

### 5. Liquor License & Related Management

#### a. Liquor License Details

The premises will be operated under an 'on premises' license from NSW OLGR.

#### b. Signage Displayed

Below signage will be displayed once On-Premise Liquor License is granted from the commencing date of trading to comply with all relevant conditions of local council and NSW OLGR.

- ✓ Entrance Signage (Sign 8L)
- ✓ Under 18's not to be served alcohol (Sign 1L)- in the bar area which is easily visible

#### c. Responsible Service of Alcohol

- I. Alcohol will be dispensed & served ancillary with food on premises only by our Bar & waits staff who has Responsible Service of Alcohol Certificate and 18+in age.
- II. Staff will check ID's in doubt of age before service alcoholic drinks.
- III. Monitoring patron's behaviour and amount of serve will also be
- IV. observed to prevent intoxication which has been discussed in below clause
- V. Minimising harm associated with the misuse and abuse of liquor.
- VI. Encouraging responsible attitudes and practices towards the promotion, sale, supply, service and consumption of liquor.
- VII. Ensuring that the sale, supply and consumption of liquor contributes to, and does not detract from, the amenity of community life.

#### d. Determining Intoxication and service refusal

Staff will determine whether a patron is intoxicated or not by observing and assessing below aspects:

- ✓ 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.

Preventing intoxication lowers the risk of alcohol-related violence and neighbourhood disturbance, and helps to promote a safe venue for customers and staff. To achieve these, we will refuse to serve & supply alcohol to any customer who has above mentioned sign of intoxication. Below steps will be followed in refusing service of Alcohol to an intoxicated person:

- i. Our Staff will introduce themselves to the person and ask their name
- ii. Approaching the person in a friendly and respectful manner. Patronising or authoritarian attitudes can often evoke anger and make the person more aggressive – this is a common response to threats to one's dignity and self-respect. That's why we will not try not to speak to the person in front of others.
- iii. When talking to the person: to use their name; using slow, distinct speech; using short simple sentences; avoiding emotion and involved discussions; using appropriate eye contact (limit for cultural reasons); and adjusting speaking pace to match the patron's.
- iv. Giving clear, concrete statement that by law they cannot be served another drink.
- v. Notifying the manager/licensee/supervisor or security. Also notifying other bar/floor staff that you have refused service to the person. If a shift change is nearing, notifying the new staff.
- vi. Providing a clear instruction that the person must leave the premises. If necessary, guiding them to the exit, ensuring that they have all their personal possessions with them.
- vii. If the person refuses to leave then to contact police for assistance in removing the person from the premises. If considered necessary, we may consider imposing a short-term ban.

#### e. Strategies for preventing Intoxication and harm minimisation

Patrons can become agitated if they are refused service, and in some instances, the situation has the potential to escalate into aggression and violence. Below approaches will be followed by our staff to reduce the chances of the situation becoming dangerous.

1. **Early intervention** – Being aware of surroundings, and take note of people who are heading towards intoxication. Subtly and tactfully informing them they will be refused service if their behaviour deteriorates, and they could be asked to leave.
2. **Seeking assistance** – Before approaching any intoxicated patron, seeking approval, assistance & guidance from manager to cover our rights and obligations legitimately.
3. **Be patient and polite** – Confidently but politely informing the patron that you can no longer serve them alcohol without reciting their name. To reinforce the point, staff will:
  - Clearly explain the reason for the refusal
  - Use props such as information posters to back up your refusal
 Explain the law and what it could mean to us if continue to serve them

4. **Don't delay** – After deciding that they've had enough alcohol, no to delay your decision to refuse serving them alcohol. It is not wise to let them finishing their drink hoping they will then leave of their own accord, or giving them one last drink, which is not compliant with RSA legislation and we/staff could be held legally accountable.
5. **Offering them a drink and an olive branch** – Asking them if they would like a non-alcoholic to drink, and reassure them that our restaurant will be happy to serve them again in the future (unless they are a repeat offender).
6. **Offering assistance** – Asking them if they'd like you to call a friend or taxi to get them home. Friendlier and more supportive approach and service will make them less angry and aggressive.
7. **Ensuring the patron leaves within a reasonable period of time** – Once a patron becomes intoxicated, they must leave the premises and not be allowed back in. While they may have accepted our offer of a non-alcoholic drink, they will still need to leave. It's our staff's responsibility to ensure they leave safely and do not loiter outside.
8. **Keeping a record of the incident** – Once the patron has been safely removed from the premises, record the details of what happened in writing. This should include the reasons for refusal of service, what was said by everyone involved, what actions were taken, and if there was any aggressive behaviour. Once all are written down in details, ensure management witnesses and signs off on it

## Steps for preventing intoxication & harm minimization

We will implement below practical steps to manage the risk of intoxication in our licensed premises.

1. Selling, supplying and promoting alcohol responsibly  
The steps are:
  - a. the requirement under the liquor laws to not sell or supply alcohol to an intoxicated person is complied with;
  - b. obligations under the liquor laws relating to RSA training and the availability of free water are complied with;
  - c. any conditions imposed on the liquor licence or any requirements under the liquor laws which restrict the times, type or quantity of alcohol sold or supplied on the licensed premises are complied with; and
  - d. alcohol is not sold, supplied or promoted in a manner that is inconsistent with the Liquor Promotion guidelines.
2. Monitoring alcohol consumption and patron behaviour  
The steps are:
  - a. the licensed premises is operating under the direct supervision of the licensee or experienced supervisory staff whenever alcohol is being sold and supplied;
  - b. the consumption of alcohol by patrons is actively monitored;
  - c. intervention occurs when the licensee or a staff member becomes aware that a patron is consuming alcohol irresponsibly and is likely to result in intoxication;



- d. intervention occurs when the licensee or a staff member becomes aware that a patron is intoxicated to prevent the person from consuming alcohol and to request that person to leave the premises;
- e. patrons entering the licensed premises between midnight and 5am are closely monitored and assessed for intoxication; and
- f. any requirements under the liquor laws, or requirements of a development consent or approval under the planning laws relating to security personnel and/or RSA marshals are complied with.

3. Implementing harm minimisation measures. The steps will be:

- a. the availability of free drinking water is actively promoted to patrons;
- b. action is taken to make patrons aware of the availability of non-alcoholic and low strength alcoholic beverages;
- c. any requirements under the liquor laws relating to the provision of food are complied with in a manner consistent with a patron's requirements, expectations and demands; and
- d. the following drinks are not sold or supplied between midnight and 10 am:
  - i. any drink (commonly referred to as a 'shot', a 'shooter' or a 'bomb') that is designed to be consumed rapidly;  
any ready to drink beverage with an alcohol by volume content of more than 5%;  
and
  - iii. any drink prepared on the premises that contains more than 30 ml of spirits or liqueur, other than a cocktail that contains spirits or liqueur (or both) mixed with other ingredients and that is not designed to be consumed rapidly.

4. Planning to prevent intoxication

The steps are:

A written document (such as a plan or house policy) is prepared which:

- a. details the measures in place to prevent intoxication (including how the steps set out in the Prevention of Intoxication guidelines will be complied with)
- b. describes how staff are instructed and trained to prevent intoxication on the licensed premises; and
- c. is provided to police and L&G NSW inspectors upon request.

- d. all staff receive instructions and training on the contents of the document referred to above before they commence working on the licensed premises.

## Section 3 – Security and Safety

### 1. Security

Alegre Bar & Dining will not be relying on public domain security provisions at the King Street Wharf Precinct. Alegre Bar & Dining will be in charge of security and closely monitor the operations and liaise with all relevant interested parties.



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Intoxication minimization ensuring Public Safety will be achieved through the exercise of as mentioned in previous 5(c),5(d) & 5(e),

Respect, courtesy and dignity are the standards by which patrons will be dealt with whilst dining.

Whilst keeping this in mind, all staff including security will be mindful of refusing service and/or entry to any patron who displays any signs of intoxication (as per RSA), cannot prove their age or is generally unruly.

All liquor serving staff employed at the site will be accredited with RSA qualifications in accordance with OLGR requirements.

## 2.CCTV Surveillance Cameras

CCTV surveillance camera are strategically installed, operated and maintained throughout the KSW Precinct with particular coverage.

CCTV cameras will be installed within the internal premise of Alegre Bar & Dining.

A recording process and procedure will be put in place to ensure that footage of any incidents is available and is able to be provided to the relevant authorities if and when required. Footage may also be observed by an on-duty Manager.

KSW Precinct external CCTV and Alegre Bar & Dining internal CCTV cameras recording equipment and cameras will 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 is capable of a live streaming rate at a minimum of 10 frames per second with a recording storage frame rate at a minimum of 5 frames per second (with storage no less than 30 days).

CCTV recording discs or hard drive recordings shall be retained for a minimum of 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 or other appropriate digital copy of recorded footage on demand of Council or Police Officers either immediately or within 24 hours of the request being made. Copy discs must be handed to Council, Police Officer or Special Inspectors as required.

All CCTV recording devices and cameras shall be checked regularly to ensure the equipment is operating correctly.

All CCTV recording devices and cameras shall be operated at all times when the premises are open to the public and continuously for at least 1 hour prior to opening and closing times of the premises.

## 3.Signage



Signage will be at the main entry/exit, major circulation points, and in all external dining areas to advise patrons to minimise noise, and maintain a quiet order when leaving and entering the premises. Wording will include the following;

“Conditions of the Restaurant require people using the outdoor dining area to adhere to the minimisation of the noise emitting from this area. People deemed to be causing excessive noise will be asked to leave this area”

“Please leave the premises in a quiet and orderly fashion in order not to disturb our neighbours”

## Section 4 – Management Measures

### 1.General

#### a. Mitigation Measures

Measures will be taken to ensure that the amenity impacts that may result from the operation of the premises will not materially affect the amenity of the neighbourhood include:

- At all times the licensee of the venue shall consider the amenity of its neighbours and shall take reasonable measures to ensure that the premises do not have an undue inverse impact on the immediate vicinity of the premises.
- The licensee will take all reasonable measures to ensure that the behaviour of staff and patrons when entering or leaving the Venue do not detrimentally affect the amenity of the neighbourhood.
- Signs will be placed in clearly visible positions within the Venue requesting patrons upon leaving the premises to do so quietly and quickly, having regard to maintaining the amenity of the area.
- Care with set up and pack up of tables and chairs Minimising patron noise in external areas
- Control of smells and waster product from cigarettes – the venue will be non-smoking.
- Control of smells from waste materials by double bagging and removing daily from the venue to the waste room.
- Control of smells from cooking fumes/vapours by installing correct and adequate mechanical ventilation where required
- Grit, oil or other fluids will be removed from the venue either through the grease arrestor or appropriate containers to the waste area
- Waste water will be removed from the venue directly through the plumbing

**b. Dealing with Complaints**

Details of any complaints associated with the operation of the premises will be recorded in a Complaints Register that includes:

- i. Complaint date and time;
- ii. Name, contact and address details of person(s) making the complaint; Nature of complaint;
- iii. Name of staff on duty;
- iv. Action taken by premises to resolve the complaint; Follow-up; and
- v. Outcome.

This complaints register will be monitored and used by supervising staff and management.

Where deemed necessary following the receipt/resolution of a complaint, this Plan of Management will be reviewed and amended to reflect a changes as a result.

**c. Deliveries**

The tenants shall use its best endeavours to ensure that deliveries to the premises are made between 7am and 10pm on weekdays or Saturdays and between 8am and 9pm on Sundays and Public Holidays.

**d. Waste**

General, organics and recyclable waste bins will be provided for the removal of litter. Transfer of waste from the premises to the basement will be via managed staff and goods lift, and waste will be stored in the areas provided at the basement level of the building until removal off-site.

All waste removal shall occur in the basement.

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 waste is stored within the premises or in the basement and will only be accessed by contractors for collection. Collection will occur 7 days per week.

All trade and putrescible wastes must be stored on site at all times.

All venues will be cleaned both internally and externally every day, the day after any day of trade.

**e. Cleaning**

Cleaning of the premises will be undertaken on a daily basis by Alegre Bar & Dining staff / cleaner and will involve simple tasks such as removing any litter.

Alegre Bar & Dining footpath, gutter, building entry and surrounds are kept clean and clear of litter. The premises will be regularly maintained both, internally and externally.

In addition to the annual certification requirements of Council in relation to essential systems, those systems must be checked by a recognised contractor every six months.



#### **f. Pest Management**

Management will carry out checks for signs of pests on a daily basis at both opening and closing times, and ensure all areas and equipment are cleaned and food stored correctly so as to prevent harbourage of pests

Management will ensure and maintain a relationship with a professional licensed pest controller to assess the site on a monthly basis and carry out pest treatments if required. The pest controller will provide the management with reports of all pest treatments carried out, including locations of pest activity, chemicals or treatments used, and recommended actions for the management as necessary.

## **2. Noise**

The Venue will comply with any noise conditions specified in the Development Consent.

The Venue will comply with any recommendations of the acoustic report prepared in respect of the venue.

Any music that may occur within the premises will be restricted by the use of the in-house audio system. This system will have settings at a predetermined limit as advised in the Acoustic Report, Noise Management Plan

### **Noise Management Plan (NMP)**

This Noise Management Plan (NMP) specifies the practicable noise consideration and controls in place to minimize the impact of noise to Neighbouring properties and area surrounding the venue. This NMP has been developed in consultation of the Acoustic consultant, audio equipment installer & taking into account the fit out/construction type of the venue.

### **Noise Management Procedure**

#### **Sound Levels in and around the venue:**

The main areas where background music will be present are as follows:

*General/ Internal Dining Area:*

*Monday-Sunday, 8am-2am*

Volume: Shall not exceed 80 Db(A) @ 3m

*Balcony/Out-door Dining Area:*

*Monday-Sunday, 8am-12am*

Volume: Shall not exceed 80 Db(A) @ 3m



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The operating hours and volume of the Background Music requires the following noise management strategies:

Management of Alegre Bar & Dining in conjunction with Sound system installer & Acoustic consultant will review the venue layout, and will position the sound amplification equipment/speakers in such a way as to eliminate neighbouring occupant being in direct line of the music/speaker's sound frequencies.

The design of the audio system for outdoor dining area will be suited to the size of the venue and not be excessive.

### **Sound System Design, Orientation and Installation**

The design and installation of the outdoor speaker is a key factor in minimising noise spill and potential noise impacts on the community.

A highly directional sound/speaker system will be used to minimise noise spill beyond our licensed venue area, for example Quest MX801-8" Speakers X 9

All outdoor speaker's location has been chosen mainly on the ceiling (to be mounted) due to the nature of the building, shape & characteristics of our tenancy & fit-outs that will help to trap noise and not to direct the frequencies/audio to the amphitheatre of the promenade. This will help to absorb some of the sound emitted from the outdoor speaker into the floor and adjoining indoor dining area.

### **Sound Monitoring**

In addition to implementation of design controls, a 'Self-Monitoring ' noise control step will be observed to monitor the noise levels (within the licensed premises) of outdoor speakers throughout the trading hours to ensure the limit stays with-in the dB limits stated above. The noise measurements will be conducted in accordance to the Amenity Noise Levels outlined in NSW Noise Policy for Industry 2017 -Criteria

### **Non-Compliance Measures**

Where non-compliances are detected during the sound checks, noise management techniques will be investigated and implemented where appropriate. Specific controls which are to be considered includes:

- reduction of allowable pre-determined outdoor speaker noise levels in specific frequencies
- changes to the amplification equipment to allow reduction of noise emissions from specific speakers or groups of speakers.



### Complaints Handling

In the event of complaints being raised as a result of the noise, management of Alegre Bar & Dining will work closely with relevant/affected tenant/occupant to take steps to minimise the impact to the community. It is our aim to record the complaints if any to help assess the noise impact on the amenity & take remedial actions accordingly ensuring no adverse impact on the amenity. Alegre will record the following details from any complaints that are made:

- Date and time of the complaint
- How the complaint was made (telephone, email, in person)
- Contact details
- Location of the complainant
- Nature of the complaint
- Details of any response or proposed follow up.

### 3. Security and Safety

#### a. Patron arrival and departure

There are no security personnel proposed for this venue at the time of writing this report. As outlined in earlier in the report, staff will monitor behaviour of all patrons arriving, waiting and departing from the restaurant, to ensure behaviour is orderly and noise is kept to a minimum.

Signage will be clearly displayed requesting quiet and orderly behaviour, as outlined in Section 5.3 above. Where necessary, staff will make verbal requests for patrons to reduce and be mindful of noise.

It is the aim of management and staff that patrons will not linger and queue in or around the venue. The venue will take bookings for all group sizes so as to deter the need for queuing. Should queues form outside the venue, patrons waiting for tables when none are available will be advised of an expected wait time if applicable, or turned away and directed to the other food and beverage precincts nearby. Any patrons seeming to wish to wait on the pedestrian footpath will be discouraged. Staff will ensure that the entrance is well lit and the immediate surrounds are clear of patrons, are safe and allow good visibility for people walking past and coming to the restaurant.

At closing time, staff members will ensure that all patrons leave the restaurant and immediate vicinity of the restaurant quickly and in an orderly fashion to alleviate groups congregating and blocking the foot path.

Assistance will be offered to any patron seen to be lingering outside the venue, and advised to move along if required.

#### b. Security Procedures

Management are committed to providing a safe environment for patrons, and consider the health, safety and comfort of patron's paramount



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### **Management of patrons waiting to be seated**

Reservations will be taken for bookings of all group sizes.

Patrons who have a table and are waiting to be seated will remain near the host station, and will be seated as quickly as possible. If tables are not available, patrons will be discouraged from waiting, and turned away with advice on the next nearest restaurant precinct.

### **Dispersal of patrons on departure**

As the venue is a restaurant, it is not predicted that there will be a mass of patrons leaving at the same time. Patrons are likely to leave at varying times depending on the completion of their meals etc.

Should a large group or large number of patrons leave at the same time, staff and management will monitor their movement to ensure swift dispersal, and prevent groups of people lingering on the footpath outside the restaurant. Assistance for taxi's and public transport will be provided to any patron requiring help

### **Monitoring of patron behaviour**

Patrons in the restaurant and on the footpaths immediately surrounding the venue will be constantly monitored by staff and management.

Any patron deemed to be displaying unacceptable behaviour will be reported to management, and first be requested to calm their behaviour, secondly warned, and thirdly asked to leave the premises should the behaviour continue. In extreme cases the police may be called to assist.

Recording of complaints and reporting of incidents to Police.

The owner is a member of the City North Licensing Accord.

### **Dress codes**

Patrons visiting the restaurant will be required to display a neat and casual form of dress as a minimum. Badly faded and frayed clothing, revealing singlets, swimwear and generally shabby dress will not be permitted.

### **Actions to be taken during wind down periods prior to closing**

Staff will circulate to all remaining tables to advise them that the kitchen will be closing and last orders need to be taken if anything further is required. This will happen 30minutes prior to closing time.

Similarly, bar service will cease 15 minutes prior to closing, and patrons will be politely advised of the closing of the venue at this time.

### **c. Patron queuing**

It is the aim of management and staff that patrons will not linger and queue in or around the venue. The venue will take bookings for all group sizes, so as to deter the need for queuing. Should queues form outside the venue, patrons waiting for tables when none are available will be booked for a later time if possible, or if venue is fully booked, they will be turned away and



directed to the other food and beverage precincts nearby. Any patrons seeming to wish to wait on the pedestrian footpath will be discouraged.

#### d. Responsible service of alcohol

The management's aim is to ensure that guests enjoy themselves. Management is concerned that patrons do not drink to excess and place themselves, other patrons and community at risk. By working together, management, patrons and the community can create a safe, enjoyable and friendly atmosphere for all.

To achieve the aims of this policy, the manager shall adopt the following strategies:

- ✓ Clear and visible display of the premises 'house policy'
- ✓ Preventing under-age drinking by insisting on "proof of age" and requesting a Driver's license, passport, or "Proof of Age" card or "Photo Card" issued by the NSW Roads and Traffic Authority;
- ✓ Preventing intoxication by recognizing the signs of intoxication and avoiding serving anyone to the point of intoxication. Management shall deny entry or service to anyone who is already intoxicated. Intoxicated persons shall be asked to leave the premises; Managing intoxicated, antisocial or disruptive patrons by attempting to discourage them becoming involved in activities which can harm themselves or others. Any patron obviously appearing to be highly intoxicated and exhibiting unacceptable behaviour will be removed from the venue by management. Should it be required, Police and/or emergency services will be called by management to assist with any extreme situation. 1-2 dedicated RSA marshals will be employed for each shift, to monitor the service of alcohol and the behaviour of patrons.
- ✓ Patrons will be offered assistance for the arrangement of transport from the premises via taxi or public transport schedules.
- ✓ All staff will be trained on the liquor licensing legislation, patron care, responsible service of liquor and harm minimisation strategies by their completion of a formally recognised training course alongside in-house training. Management will continually monitor and reinforce training outcomes and aforementioned strategies.
- ✓ Non-alcoholic beverages and water will be available in the venue at all times. Tap water will be provided to every table free of charge.

✓

#### e. Emergency procedures

The venue operator will ensure all emergency procedures are consistent and fully integrated with building procedures, and provide appropriate notification to the Chief Warden in the event of an emergency.

All emergency procedures will be in line with Australian Standards, and all staff will be trained in the relevant procedures specifically relating to the venue. Training will occur not only through recognised RSA accreditation, but also in house periodically to ensure staff are up to date and capable.

A general checklist of the venue is followed daily to assist in the minimisation of fire and assist in the safe evacuation of patrons and staff should it be necessary;

- Staff will be trained regarding the maintenance of clear exits, workplace fire safety, evacuation procedures and how to call Triple Zero (000)
  - Maintain routine cleaning and inspection of kitchen range hoods, ducting and grease fans
  - Combustible waste product, as all other waste product, will be removed as per the cleaning schedule
  - Fire extinguishers and blankets to be installed in easily accessible locations and labelled clearly. All staff to be familiar with their locations and method of use.
  - Staff will be well trained in the emergency evacuation procedure of the venue, a map for which will clearly be displayed in an appropriate location.
  - Supervising and management staff will also conduct a roll call of staff and patrons once at the designated assembly area. Roll call of patrons will involve the host/manager assessing numbers of patrons compared to venue capacity and seating arrangements for the evening, and ensuring patrons check that all members of their party are present.
  - All fire protection equipment must be tested at least once every 6 months and be kept in proper working order with the dates of the service test indicated on extinguishers and fire hose reels.
- ✓ All emergencies and evacuations will be responded to immediately, and will follow the below procedure;
- The supervising staff member or manager will take control of the situation and delegate tasks required of the situation.
  - Upon commencement of an emergency and the requirement for evacuation, the manager/supervisor ensures a staff member is delegated to call Triple Zero (000).
  - The supervisor/manager immediately announces calmly to the patrons and staff that an evacuation is required and for everyone to leave the venue carefully, calmly and immediately.
  - Staff members around the venue will be trained to direct and assist patrons in leaving via the emergency exits.
  - At the assembly point a nominated staff member will take staff and patron roll call. The manager supervisor, if possible and safe, will check for staff and patrons in bathrooms and back of house areas to ensure all are out of the venue



GDR1 Pty Ltd

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## Section 5 – Signed Declaration

I, Patil Alabikian of Alegre Bar & Dining, Shop 13 & 14, 225-55 Lime Street, Sydney NSW 2000 acknowledge that I agree to the terms of and understand my obligations in relation to this Plan of Management.

A handwritten signature in blue ink, appearing to read "Patil", is written over a horizontal line.

Signed  
Licensee / Manager

Date: 23.02.2023