

Attachment D

<h2>Plan of Management</h2>

Plan of Management (POM) For outdoor Dining

ELLEN CAFÉ

Address: Shop 153, 18 Huntley St, Alexandria, 2015

Applicant: Xintuo Pty Ltd

ABN: 21 649 647 012

Contact: YUMI YI

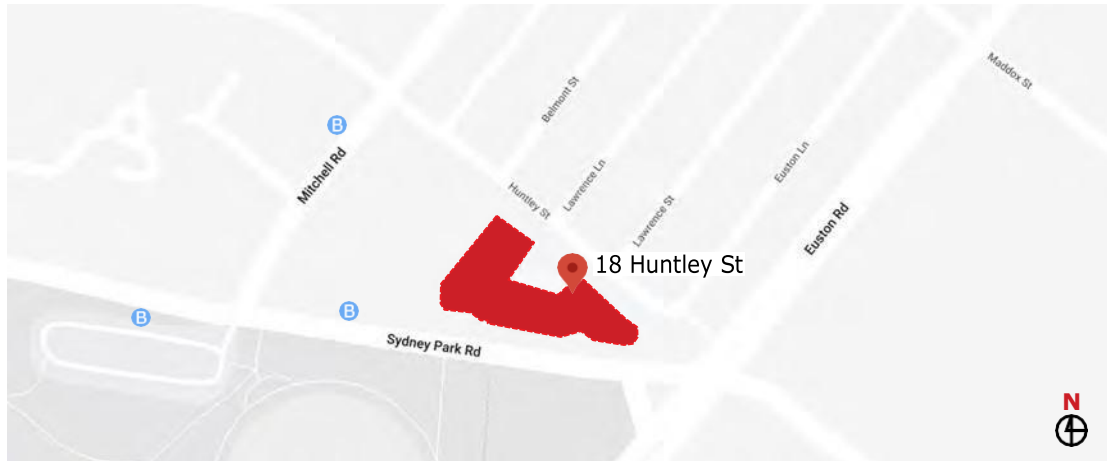
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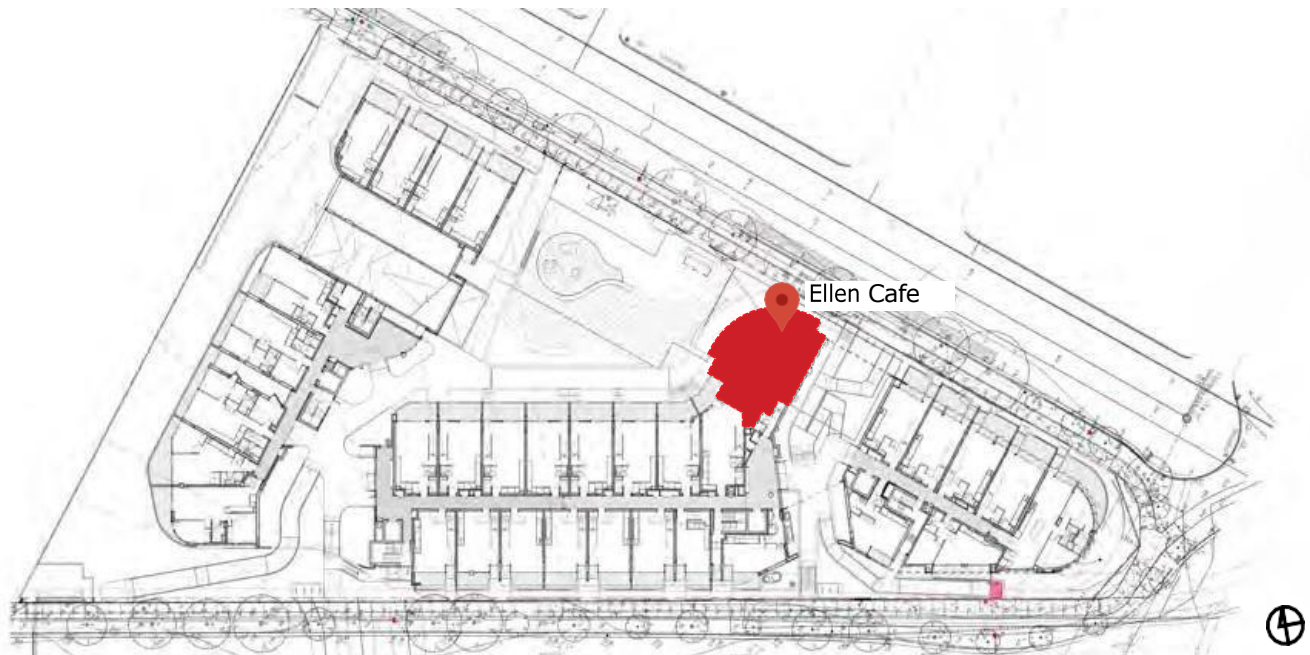
1. SITE DESCRIPTION:

The site is shop 153, 18 Huntley St, Alexandria. it is in Zone R1 - General Residential under Sydney Local Environmental Plan 2012, located within local government body of City of Sydney Council.



18 Huntley St, Alexandria

The site is situated on the ground floor of 18 Huntley St, Alexandria. Immediately surrounded by similar scaled commercial premise, as it is part of the retail ground floor of the mixed-use building. The site is accessible by Huntley St, and it is within walking distance of the local bus services.



Shop 153, Ground Floor

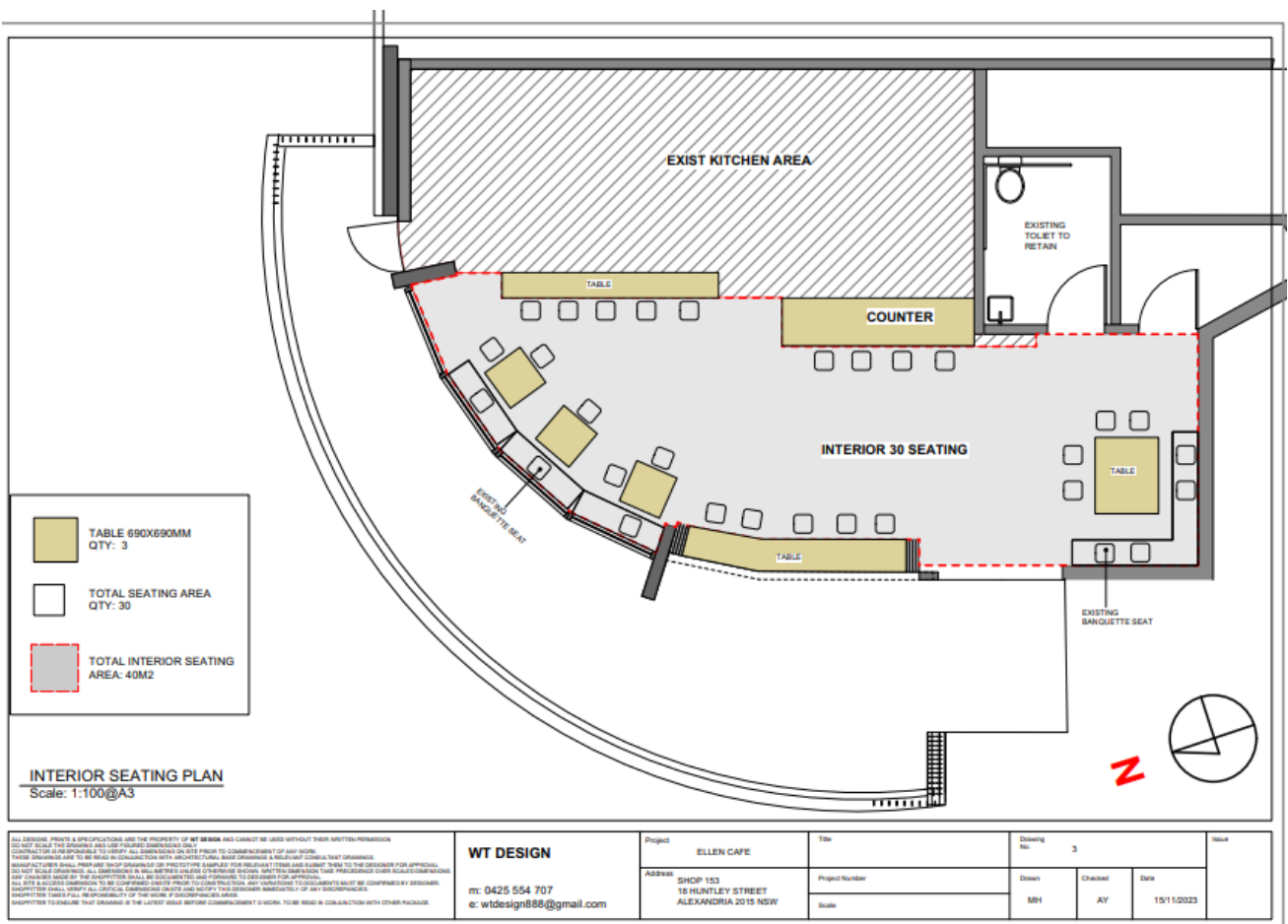
Sydney Local Environmental Plan 2012: The site is within Zone R1 - General Residential

Objectives of zone:

- To provide for the housing needs of the community.
- To provide for a variety of housing types and densities.
- To enable other land uses that provide facilities or services to meet the day to day needs of residents.
- To maintain the existing land use pattern of predominantly residential uses

2. SHOP PRIMARY USE:

The shop primary use of the Food promise. It mainly serves coffee, but also other beverages, bread, cookies and light foods. In addition, Base building has allocated this unit as food promises use as well.



3. OPERATION DETAILS:

Staff is proposed to be increased to 5-12 persons. 5 staff for non-busy times and up to 12 staff for busy time. And increasing formal interior seating from 20 to 30 patrons.

Monday 7:00am - 10:00pm

Tuesday 7:00am - 10:00pm

Wednesday 7:00am - 10:00pm

Thursday 7:00am - 10:00pm

Friday 7:00am - 10:00pm

Saturday 7:00am - 10:00pm

Sunday 7:00am - 8:00pm

Public holiday hours vary.

Deliveries / Loading:

Delivery of fresh food and produce 2-3 times a week by transport van. Street side parking will suffice for the delivery purpose. The delivery will be organized at the appropriate time to minimize any impact on surrounding traffic and residences.

Food Preparation:

Predominantly cafe food will be prepared at the premise. Following guidelines will be maintained to keep food as safe as possible:

- Wash all fruits and vegetables before used for prep/cooking;
Separate raw, cooked, and ready-to-eat foods. Keep raw meat, poultry, fish, or eggs away from other foods to prevent cross-contamination.
- Always, use separate cutting boards for these foods. If not, be sure to wash cutting boards carefully with soap between uses;
- Cook foods to a safe temperature using a food thermometer. As under cooked animal products can be unsafe;
- Keep foods at appropriate temperatures to prevent bacteria growth.
- Refrigerate foods within two hours of purchase or preparation;
- When in doubt, throw it out. If you are not sure that food has been prepared, served, or stored properly, throw it out. If food has been left out for more than two hours, throw it out;
- The food prep area will be well equipped and all the precautionary measures will be adopted in order to maintain health and safety of the food.

Food Storage:

- All the stock will go into the storage, dry storage shelves, cool room, fridge and freezer accordingly;
- Rotate stock aligning with enterprise and stock item requirements;
- Inspect stock and storage areas mark expiry on them with the marker;
- Take remedial action where stock related issues are identified;
- Clean and tidy storage areas on regular basis;
- Identify stock usage rates for replenishment purpose.

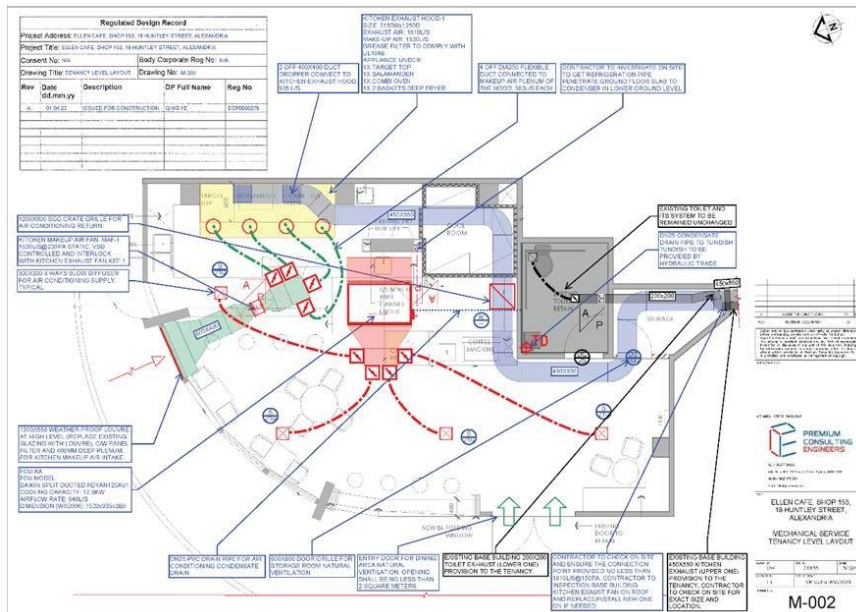
Waste disposal control:

- Delivery, loading, and waste collection will be undertaken between the hours of 7am and 10pm.
- There will be no disposal of glass to outside bins between the hours of 10pm and 7am.

4. KITCHEN FIT OUT AND MECHANICAL EXHAUST VENTILATION

Please noted, All the food will use electrical cooking equipment. And no live fire in the shop.

- **Fryer** - chips
- **Griddle** - flat top cooking or griddling is one of the most used methods of cooking in café shop, simulating pan frying, shallow frying, sautéing / stir frying. it is easier for flipping food such as pancakes, eggs, or burgers.
- **Oven** – general cooking, baking and regeneration. Ideal for freshly baked /cooked: such as bread, cake and other desserts.
- **Salamander Grill** - food heat such as: sandwiches and bread.



EXHAUSTHOOD, AIR-CONDITION

5. NOISE MANAGEMENT:

Mechanical noise control:

Mechanical Ventilation:

Mechanical ventilation has been designed by a certified mechanical engineer utilising the existing riser. Specifications has been designed in accordance with BCA2016 Section J5, and AS1668.1-2015, AS1668.2-2012.

The Mechanical engineer has considered the noise issue when he has designed the mechanical system.

Patrons noise control:

Likely sources of noise would be from patrons entering and leaving premises. The following measures are to be implemented to minimize the impact of noise on surrounding uses:

- Patrons will be asked to leave in a quiet manner and discouraged to loiter outside the entrance.
- Signage will be placed to remind patrons to be respectful of surrounding uses and to minimize noise.
- Last food order 30 mins prior to closing and last drink order 15 mins prior to Closing.

The premises will be operated in a manner to comply with all relevant noise and vibration standards, guidelines and legislation including but not limited to Australian Standards, Protection of the Environment Operations Act 1997, EPA and applicable Conditions of Consent.

To comply with NSW State Government laws limiting noise impacts on the local neighborhood from licensed premises. For noise levels not to cause disturbance to the local residents, the sound levels measured anywhere within the restaurant, will not exceed 60dB (measured by a microphone not shielded by a solid surface).

Music control:

Minimize the music: The music will less than 70 Db after 7pm.

6. COMPLAINTS MANAGEMENT

All complaints made directly to the business or through council will be raised with the proprietor and management. The complaint will be investigated to establish if measures can be implemented to resolve any issues

In order to better handle the complaint, we will be preparing a form as below:

Complaint Form

We strive to provide you with the highest level of service at all times. If this has not been the case, or if we have not handled something to your satisfaction, please detail your concerns below.

Your details

Title (Mr/Mrs/Ms/Miss) _____ First name _____ Surname _____

Preferred contact phone number _____

Email address _____

I do not wish for Synergy to contact me regarding any promotional or marketing activities (please tick box)

The Issue :

The proprietor will keep a complaints register detailing the following:

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

Operational noise complaints management:

- Regular staff meetings are an opportunity to brief staff on issues or potential concerns. Complaints sometimes arise when new managers are employed, and a venue may not run as well as it did previously. Ensure staff is aware of standards expected of them and patron's venue.
- We have considered the potential for any sound or industrial to contribute to patron's venue's noise levels. It may be necessary to conduct and record noise readings with new equipment to ensure compliance with noise regulations.
- Implement procedures for closing at the end of each night's trade to minimise the risk of noise or disturbance being caused to local residents and to encourage the gradual and orderly egress of patrons: (a) Lights up at 30 mins before closing;

7. WASTE MANAGEMENT

Operating Phase:

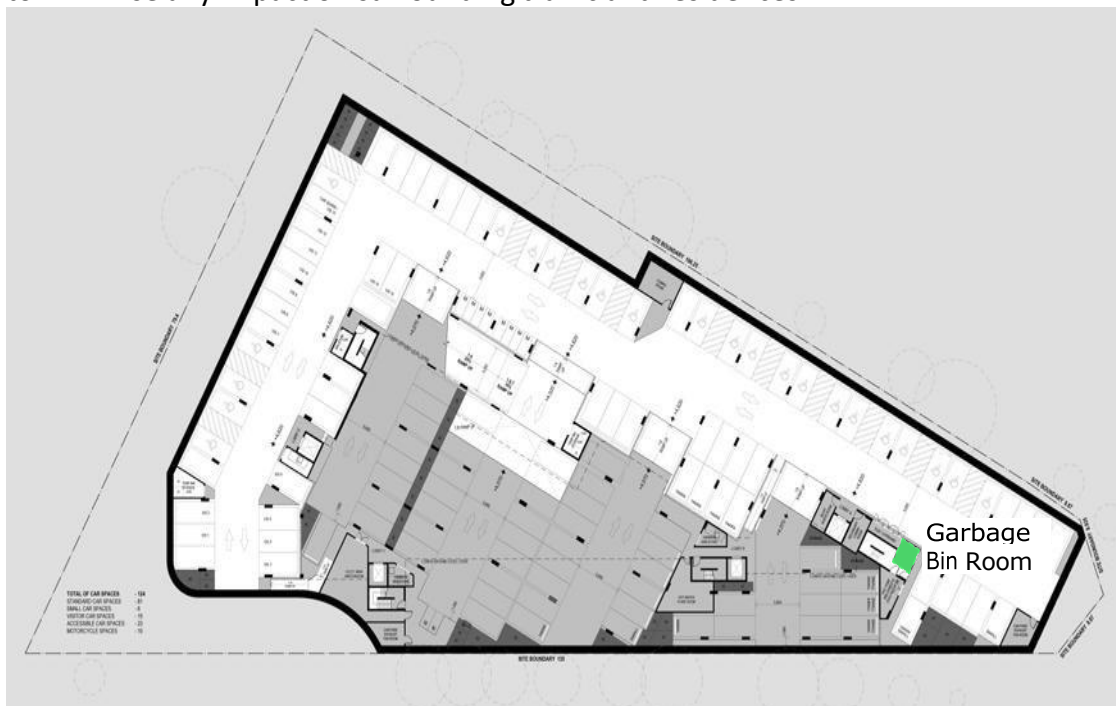
Type of waste to be generated:

- General waste: General food wastes and any non-recyclable packaging
- Recyclable waste: Cartons, boxes and any recyclable food packaging

Collection and Disposal:

All waste will be disposed of in a manner consistent with relevant local council DCP guidelines. This will include removal waste in a regular and timely fashion and general onsite cleaning on daily basis. Environmental considerations such as recycling and use of biodegradable cleaning products will be incorporated within the cleaning policies.

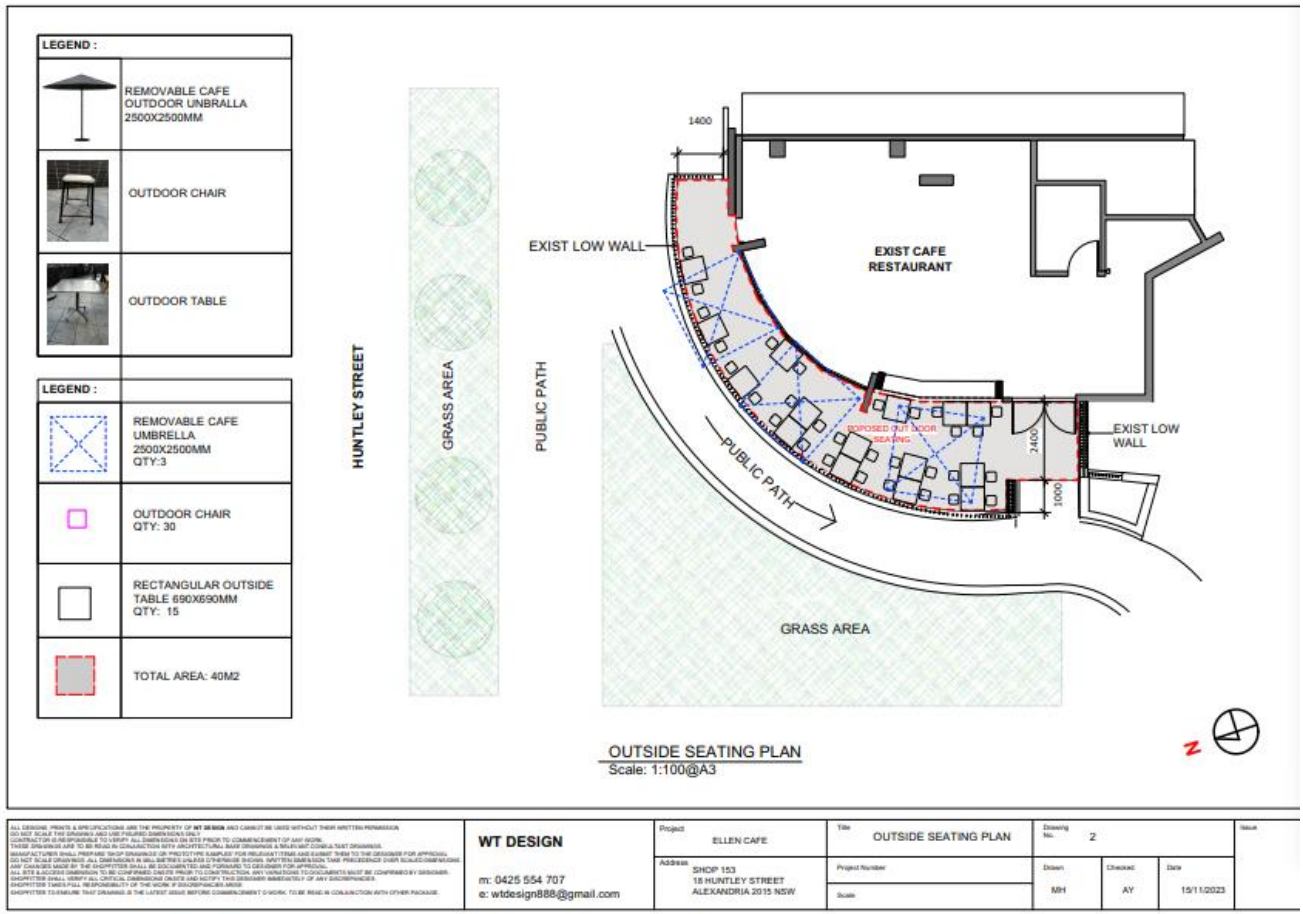
Base building has dedicated general waste and recycling bins indicated below. Rubbish collection is completed on daily bases, the collection will be organized at the appropriate time to minimise any impact on surrounding traffic and residences.



Location of waste storage

8. OPERATION DETAILS FOR EXISTING TERRACE AREA:

There would be introduction of outside dining area for 30 customers on the existing terrace area.



Trading hours:

Monday 7:00am – 3:30pm
 Tuesday 7:00am – 3:30pm
 Wednesday 7:00am – 3:30pm
 Thursday 7:00am – 3:30pm
 Friday 7:00am – 3:30pm
 Saturday 7:00am – 3:30pm
 Sunday 7:00am – 3:30pm
 Public holiday's hours vary.

9. NOISE MANAGEMENT FOR OUTDOOR TERRACE:

Noise control:

- **Strategic Seating:**
Arrange tables strategically to create natural barriers, reducing noise transmission.
- **Adequate Spacing:**
Ensure sufficient space between tables to minimize crowding and noise overlap.
- **Soft Furnishings:** Introduce soft furnishings like outdoor rugs, cushions, or drapes to absorb sound.
- **Greenery:**
Use plants and greenery to act as natural sound absorbers and create a pleasant atmosphere.
- **Acoustic Panels:**
Install acoustic panels strategically to absorb and dampen noise without compromising the outdoor feel.
- **Music Control:**
Set appropriate background music levels to help mask undesirable noise and create a more enjoyable ambiance.
- **Noise Regulations:**
Be aware of local noise regulations and ensure your outdoor terrace complies with them.

To manage patrons:

- **Reservation System:**
Implement a reservation system to control the number of patrons and avoid overcrowding.
- **Staff Training:**
Train staff to manage guest behavior politely and enforce any established rules for a pleasant dining experience.
- **Clear Signage:**
Use clear signage to communicate rules and expectations regarding noise levels, social distancing, and other relevant guidelines.
- **Menu Design:**
Optimize the menu for efficiency to streamline service and reduce waiting times, preventing frustration among patrons.

To manage patrons' noise:

Likely sources of noise would be from patrons entering and leaving premises. The following measures are to be implemented to minimize the impact of noise on surrounding uses:

- Patrons will be asked to leave in a quiet manner and discouraged to loiter outside the entrance.
- Signage will be placed to remind patrons to be respectful of surrounding uses and to minimize noise.
- Last food order 30 mins prior to closing and last drink order 15 mins prior to Closing.
- Staff are trained to ensure outdoor patrons are always encouraged to minimize the noise levels they produce. This applies to all times of day. Staff will actively ensure patrons vacate the area while minimizing noise that may negatively impact neighbors.

PREPARED BY: WT DESIGN PTY LTD

NAME: YUMI YI

DATE: 25/04/2024