

Attachment C

<h2>Plan of Management</h2>



UNTIED

PLAN OF MANAGEMENT

LEVEL 4, 400 BARANGAROO AVENUE, BARANGAROO NSW 2000



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PLAN OF MANAGEMENT

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Appendices			
No.	Title	Prepared / Issued by	Date
A	Development Consent	City of Sydney Council	
	Liquor Licence	Liquor and Gaming NSW	
	Licensed Boundary Plan	Liquor and Gaming NSW	
B	GL-4002 Prevention of Intoxication on Licensed Premises Guidelines	Liquor and Gaming NSW	2020
C	GL-4003 - Intoxication Guidelines	Liquor and Gaming NSW	June 2023
D	GL-4001 - Liquor Promotion Guidelines	Liquor and Gaming NSW	June 2023

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Issue	Date	Description	Prepared	Reviewed
181216.7P	August 2024	V1	DT	DR
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1.0 Introduction

- 1) The purpose of this Plan of Management (**the Plan**) is to establish performance criteria for the operation of **the Premises** known as 'Untied', having regard to the relevant matters under the *Environmental Planning and Assessment Act 1979*, the *Liquor Act 2007*, *Protection of the Environment Operations Act 1997* and any relevant Regulation under that legislation.
- 2) A copy of this Plan must always be available and immediately produced for inspection, upon request by NSW Police, Council Officers or Liquor Special Inspectors. Copies of the Liquor Licence and Development Consent (pending - **Appendix A**) will be kept on site and produced upon a request by NSW Police, Council Officers or Liquor Special Inspectors.
- 3) The Plan also establishes performance criteria to demonstrate compliance with the Prevention of Intoxication on Licensed Premises Guidelines issued by Liquor and Gaming New South Wales (**Appendix B**).
- 4) Prior to commencing employment, all staff involved with the sale and supply of liquor including management, floor staff, bar staff and security shall be made familiar with this Plan, including the Intoxication Guidelines (**Appendix C**) and the Liquor Promotion Guidelines (**Appendix D**) and how the Guidelines are to be complied with during day-to-day tasks.
- 5) All staff are to be made familiar with this Plan and its Guidelines and are to receive instruction on how this Plan is to be enforced.
- 6) The provisions of this Plan must be adhered to at all times during the execution of the duty of all members of staff and security. Disregarding the provisions of this Plan may lead to disciplinary action.
- 7) Reference in this Plan to the Duty Manager is a reference to the most senior Premises Manager on duty, unless the role of Duty Manager has been delegated by the Licensee.
- 8) Reference in this Plan to the Security Manager is a reference to the most senior security person on duty, unless the role of Security Manager has been delegated by the Duty Manager.
- 9) An obligation or responsibility under this Plan assigned to a Duty or Security Manager may be undertaken by another member of staff, as delegated.

2.0 Operational Details

2.1 The Premises

- 10) The Premises is located at Level 4, also known as the rooftop level of 400 Barangaroo Avenue, Barangaroo NSW 2000.
- 11) The main access to the Premises is via the lifts, with access to the lift lobby on Barangaroo Avenue. The secondary access is via the stairs, entering via Exchange Place.
- 12) The Premises has an internal area and two outdoor terraces (North West Outdoor Terrace & South West Outdoor Terrace). The Premises is serviced by one central bar and kitchen.
- 13) The nearest sensitive receivers are residential apartments within 29 Barangaroo Avenue, to the northwest of the Premises.

2.2 The Police and the Community

- 14) The Licensee is an active member of Sydney City Liquor Licensing Accord and will continue to maintain that membership.
- 15) The Licensee will engage with the local Licensing Unit of the NSW Police Force, Sydney City Police Area Command as required from time to time per their requests and work collaboratively with the Police.
- 16) This Plan incorporates a community complaint section to deal with any complaints as to noise or the behaviour of patrons or staff. See Section 3.2 of this Plan for more information.

2.3 Hours of Operation and Use of the Premises

- 17) The hours of operation of the Premises are between 10am and 12 midnight, seven days a week. Liquor service is to cease 15 minutes prior to close.
- 18) The maximum capacity of the Premises is 270 persons at all times (includes patron and staff)
- 19) Notwithstanding the maximum capacity above, between 10pm and 12midnight, each outdoor area must not exceed the following:
 - a) NorthWest Outdoor Terrace: 200 patrons
 - b) SouthWest Outdoor Terrace:
 - Doors partially closed (no more than 10sqm): 40 patrons
 - Door open: 15 patrons
- 20) The floorplan of the Premises are as follows:

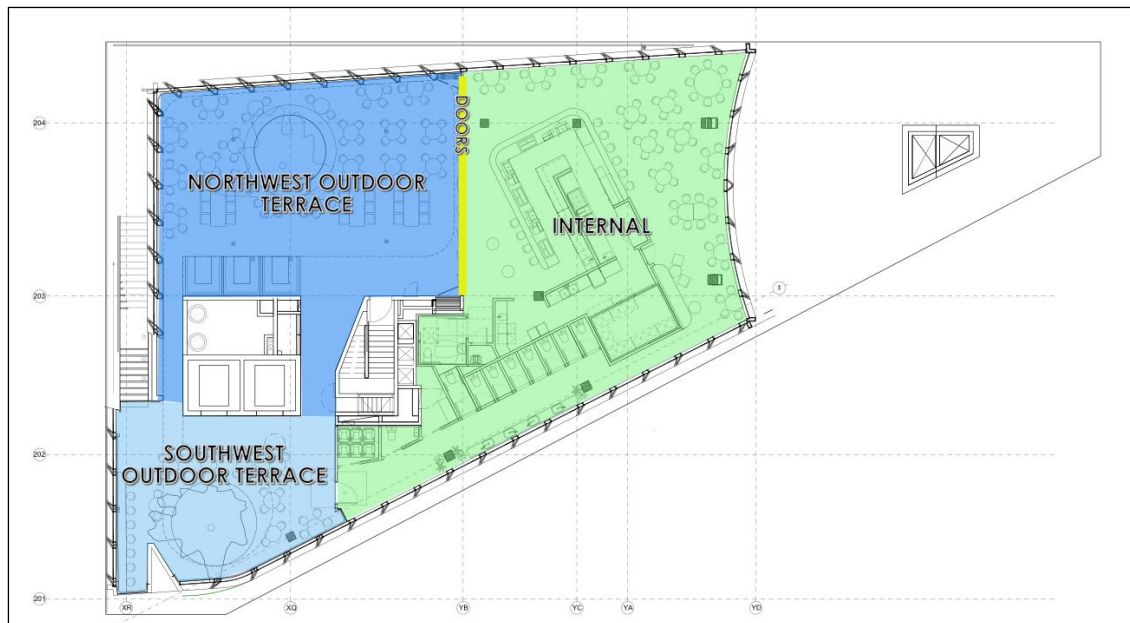


Figure 1: Floorplan of the Premises (Source: Techne Architecture + Interior Design / Design Collaborative)

3.0 Management Measures

3.1 General Amenity

- 21) Staff shall intervene to provide corrective advice to any patron in the Premises or its immediate vicinity that is behaving in a manner likely to disturb the amenity of nearby residents or the area. Any patron whose behaviour is extreme or repeatedly objectionable may be refused service, asked to leave and barred for a period determined by the Licensee.
- 22) Persons entering the Premises are to be suitably attired in accordance with the Premises' dress code that shall require patrons, at least, to be neatly dressed in casual wear, with footwear and to be clean.
- 23) The Duty Manager shall ensure that the entry points and immediate vicinity are kept clean and tidy during the Premises' hours of operation and that following close, all signs of rubbish and waste are removed.
- 24) Patrons are not to be permitted to remove glass or open containers of liquor from the Premises.
- 25) The Premises shall be cleaned daily after close or more frequently as the need arises.
- 26) Staff are to assist group arrivals to ensure that patrons do not crowd or loiter in the vicinity of the Premises in a manner that hinders pedestrian movement and take all practical steps to ensure the quiet and orderly departure of patrons.
- 27) When patrons are leaving, if requested, they are to be advised of the public transport options. That includes:

- a) Trains departing from Wynard Railway Station, 200m along Exchange Place to the east;
 - b) Buses departing from various station generally to the east direction:
 - (i) Erskine Street (Gladesville and Lane Cove),
 - (ii) Sussex Street (Epping and Marsfield),
 - (iii) Kent Street (Walsh Bay, Dural),
 - (iv) Clarence Street (Chatswood, Epping, Gladesville, Castle Hill, Bella Vista)
 - c) Ferries departing from Barangaroo Wharf, 120m along Wulugul Walk to the west;
 - d) Light Rail departing from George Street to Circular Quay, Randwick or Kingsford to the east.
 - e) Metro departing from Barangaroo Station to Tallawong or Sydenham to the north.
- 28) For the purpose of this Plan of Management, the description, “the vicinity of the premises” or the “immediate vicinity” shall be footpath area of the building immediately along Barangaroo Avenue.

3.2 Complaint and Incident Register

- 29) The Duty Manager shall require staff to:

Make a written note with details of any incidents in the Incident Register, as required by this Plan of Management. 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 as soon as is practicable.

- 30) The Licensee is to be made aware of any complaint or incident, and where possible, to ensure it is addressed appropriately.
- 31) The Duty Manager and staff shall ensure that details of the following are recorded in the Premises' Incident Register:
- a) Any incident involving violence or anti-social behaviour occurring on the Premises;
 - b) Any incident of which the Duty Manager is aware, that involves violence or anti-social behaviour occurring in the immediate vicinity of the Premises and that involves a person who has recently left, or been refused admission to, the Premises;
 - c) Any incident that results in a person being turned out of, or refused entry to, the Premises under Section 77 of Liquor Act 2007;
 - i) for being intoxicated, violent, quarrelsome or disorderly;
 - ii) whose presence on the licensed premises renders the Licensee liable to a penalty under the Liquor Act, e.g., unaccompanied minors;
 - iii) or
 - iv) who uses, or has in his or her possession, while in the Premises any substance suspected of being a prohibited plant or prohibited drug.

- d) Any incident that results in a patron of the Premises requiring medical assistance;
 - e) Any incident that occurred either on the Premises or in the immediate vicinity, which involved the committing of a crime or required the intervention of security;
 - f) Any complaint made to the Premises by local residents or business people, about the operation of the Premises or the behaviour of its patrons; and
 - g) Any visit by any NSW Police Officer, Liquor and Gaming NSW (L&G NSW) Special Inspector or Council Officer noting their agency or department, reason for the visit and result of the visit.
- 32) The Licensee shall make the Incident Register available to any NSW Police Officer or L&G NSW Special Inspector on request. NSW Police and L&G NSW Special Inspectors must be permitted to make copies or to remove the Incident Register from the Premises if so directed.
- 33) The Incident Register is to be reviewed regularly by the Licensee to ensure that complaints, where possible, are being dealt with appropriately.
- 34) Persons who wish to make a complaint should contact the Premises via the contact number which is displayed on its website. Calls to this number must be answered when feasible when the Premises is open. Any staff member answering such a call must do so in a polite, sympathetic and courteous manner. Where possible, action shall be immediately taken to address any complaint so made, including follow-up action, such as returning the person's call to let them know what has been done to address the concerns/complaints expressed. All complaints are to be responded to by a Duty Manager within 48 hours of a complaint being made.
- 35) The following details of complaints made to the Premises are to be recorded:
- a) Date and time of the complaint;
 - b) Date, time and nature of the incident that gave rise to complaint;
 - c) Address and contact details of the complainant;
 - d) Any actions proposed to deal with the complaint; and
 - e) The actions taken and the time and date when that was reported to the complainant.
- 36) The following details of incidents required to be recorded by this Plan must include:
- a) Date and time;
 - b) Location within the Premises or its immediate vicinity;
 - c) Description of the incident, actions taken and outcomes;
 - d) Witness and / or Person of Interest details, such as name and contact details or description.

- 37) The details of any complaint or incident should be immediately entered in the relevant register. Where it is not practical to do this record the details as an electronic note and copy into the register as soon as is practicable.

3.3 Noise Controls

- 38) Additional capacity limits apply to outdoor areas between 10pm to close, as listed in Section 2.3 above.
- 39) All music must be played through the house system with noise limiters installed.

3.4 Technical Noise Criteria

- 40) The Premises' operations must not give rise to "offensive noise" as defined under the Protection of the Environment Operations Act 1997. Here, offensive noise means noise:
- a) that, by reason of its level, nature, character or quality, or the time at which it is made, or any other circumstances:
 - i) is harmful to (or is likely to be harmful to) a person who is outside the premises from which it is emitted, or
 - ii) interferes unreasonably with (or is likely to interfere unreasonably with) the comfort or repose of a person who is outside the premises from which it is emitted, or
 - b) that is of a level, nature, character or quality prescribed by the regulations of the Protection of the Environment Operations Act 1997 or that is made at a time, or in other circumstances, prescribed by the regulations under that Act.
- 41) The existing noise mitigation measures must not be altered or modified unless on the advice of or by a qualified acoustic consultant and Council must promptly receive written notification from the Licensee of any such changes.
- 42) Any member of staff, security or entertainers found tampering with the sound system or noise limiting device to bypass maximum noise levels will be subject to disciplinary action.

3.5 Signage

- 43) The Licensee shall be responsible to ensure all signage required under this part is erected and maintained in a clear and prominent position.
- 44) Signage adjacent to all points of egress, requesting that patrons depart the premises in a manner respectful of the surrounding area, or wording to that effect.
- 45) Signage noting the capacity adjacent to all entry points and at each relevant level of the Premises.
- 46) All signage required under the *Liquor Act 2007* and the Regulation is to be displayed and maintained in a prominent position, in accordance with those legislative requirements; including:

- a) Signage at the entrance stating the licence name, type of licence number and the name of the Licensee.
 - b) Signage at the entrance stating the times during which liquor is authorised to be sold or supplied on the premises and any other times during which the premises are authorised to be open for business.
 - c) Signage obtained from Liquor & Gaming NSW erected at any bar area stating: IT IS AGAINST THE LAW TO SELL OR SUPPLY ALCOHOL TO, OR TO OBTAIN ALCOHOL ON BEHALF OF, A PERSON UNDER THE AGE OF 18 YEARS.
 - d) Signage obtained from Liquor & Gaming NSW erected at the entrance to any bar area in which a minors area authorisation applies stating: PERSON UNDER THE AGE OF 18 YEARS MUST BE IN THE COMPANY OF A RESPONSIBLE ADULT.
 - e) Signage obtained from Liquor & Gaming NSW erected at the entrance to any area in which minors are prohibited stating: PERSONS UNDER THE AGE OF 18 YEARS ARE NOT PERMITTED ENTRY.
- 47) Signage noting the use of CCTV must be erected at all entrances to the Premises.

3.6 Waste Management and Deliveries

- 48) All wastes shall be stored in designated refuse areas. Disposal of the waste will be by Council or appropriate contractors and shall occur between the hours of 7am and 8pm on weekdays and 9am and 5pm on weekends and public holidays.
- 49) The Licensee shall endeavour for all deliveries to be made between 7am and 8pm.
- 50) Glass is not to be transferred from one receptacle to another outside the Premises.

4.0 Responsible Service of Alcohol

- 51) All provisions with this Section 4.0 'Responsible Service of Alcohol' are subject to legislative change. If any of the following operational restrictions are amended, removed or withdrawn from the *Liquor Act 2007*, *Liquor Regulation 2018* or Guidelines from Liquor and Gaming NSW, they may be taken to have been amended or deleted (as the case may be) from this Plan of Management without the need for consultation or approval from any statutory authority.

4.1 What is the Law?

- 52) It is unlawful to sell or supply liquor to a person who is intoxicated on licensed premises.
- 53) It is unlawful to permit intoxication on licensed premises.
- 54) A person is considered to be intoxicated if:
- a) The person's speech, balance, co-ordination or behaviour is noticeably affected, and

- b) 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.
- 55) Liquor & Gaming NSW has issued Guidelines to assist in the identification of intoxicated persons which are provided at **Appendix C**. Bring to the attention of the Duty Manager any person considered to be in, or approaching, a state of intoxication.

4.2 Harm Minimisation Measures

- 56) The Premises shall operate in accordance with the provisions of the Liquor Act and Regulation and the terms of its liquor licence);
- 57) The following operational policies for the Responsible Service of Alcohol apply:
- a) All staff involved in the sale and supply of liquor, security or RSA supervisory duties shall have first completed an approved course in the Responsible Service of Alcohol;
 - b) All staff who hold an RSA Competency Card are required to have that readily available at all times when working. Failure to produce RSA Certification at the request of Police or Inspector is an offence under the Liquor Act 2007 with a maximum penalty of \$550 for any staff member that fails to produce.
 - c) The Licensee shall not permit the Premises to engage in any liquor promotion that is likely to promote irresponsible service of liquor. Liquor must not be sold or supplied in a manner that is inconsistent with the Liquor Promotion Guidelines at **Appendix D**.
 - d) Alcohol shall not be served to any person who is intoxicated. See **Appendix C** for identification of persons who may be intoxicated.
 - e) Any person who is intoxicated shall be denied entry to the premises.
 - f) All staff and security are responsible to ensure that intoxication or any indecent, violent or quarrelsome conduct by patrons in the Premises is brought to the attention of the Duty Manager. Any person causing such a disturbance shall be refused service and asked to leave the premises. Any patron whose behaviour is either extreme or repeatedly objectionable may be barred from entering the premises for a period determined by the Licensee.
 - g) No person under the age of 18 years shall be served liquor. Production of photographic identification will be required where age is an issue. The only acceptable proofs of age identification shall be:
 - i) A driver's or rider's licence or permit (issued by an Australian State or Territory or any foreign country).
 - ii) Valid Australian or Foreign Passport.
 - iii) Proof of age card issued by the Commonwealth or Australian State or Territory for the purpose of attesting to a person's identity and age; or
 - iv) Keypass identify card issued by Australia Post.
 - h) Low alcohol beer and non-alcoholic beverages shall be available at all times when full strength liquor is available.

- i) Free drinking water must be made available to patrons
- j) Meals or snacks shall be available on request whenever liquor is available for consumption in the Premises. Signage and/or menus shall be provided to notify patrons of their reasonable expectations of available food.
- k) Staff are not permitted to consume alcohol whilst on duty in the Premises.

- l) Minors (persons under 18) must be with a responsible adult¹.

4.3 Monitoring Liquor Consumption and Patron Behaviour

- 58) The Premises must operate under the direct supervision of the Licensee or appropriately experienced management staff. .
- 59) Whenever the Premises is operating, the following RSA monitoring obligations will be undertaken:
- a) All staff and security are expected during the carrying out of their duties to conduct RSA monitoring. Staff are required to monitor all patrons for their levels of intoxication, consumption patterns and secondary supply having regard to how many drinks patrons have consumed and for how long patrons have been on the Premises.
 - b) The Duty Manager will undertake a compliance role for monitoring, among other things, compliance with Part 4 of this Plan.
- 60) The duties and responsibilities of any staff designated specifically as a RSA Marshal include:
- a) Providing visual support to bar staff who must also enforce the responsible service of alcohol;
 - b) Monitor patron behaviour and consumption levels taking note of any person who may be consuming alcohol in a risky pattern;
 - c) Monitor signs of and levels of intoxication;
 - d) Monitor secondary supply;
 - e) Take action by engaging with patrons, encouraging them to drink responsibly by slowing down or by offering alternatives such as free drinking water BEFORE they become intoxicated; and
 - f) Engage security and management where necessary.
- 61) To ensure that an RSA Marshal carries out their duties diligently the person undertaking that duty must not:

¹ *Responsible adult* is defined in the *Liquor Act 2007* as an adult who is:

- (a) a parent, step-parent or guardian of the minor, or
- (b) the minor's spouse or de facto partner, or
- (c) for the time being, standing in as the parent of the minor.

- a) Be involved in the sale and supply of liquor, i.e, working behind the bar at the same time; or
 - b) Undertake security duties such as removing patrons or controlling access points to the Premises.
- 62) Persons considered to be intoxicated are not to be permitted entry. Bring to the notice of the Duty Manager, any person who might be in a state of intoxication.
- 63) If a patron is identified by staff as consuming liquor irresponsibly and in a manner that is likely to result in intoxication, intervention from staff is required to provide advice to the patron. That advice should be as follows:
- a) That further risky consumption or further consumption may lead to intoxication. If considered to be intoxicated, they will immediately be asked to leave. If that occurs, they will be required to move 50 metres from the Premises and not be permitted re-entry to that area or the Premises for 24 hours.
 - b) The patron should be offered and encouraged to consume non-alcoholic beverages such as water or soft-drinks and food.
 - c) If the patron is in a group, their friends should be advised that the patron needs to moderate their alcohol intake.
- 64) If a patron is identified by staff as being intoxicated the following steps must be taken:
- a) Any requests for further service of liquor must be refused;
 - b) Any alcohol presently being consumed is to be removed from the patron to prevent further consumption;
 - c) The person is to be requested to leave the Premises;
 - d) If the person refuses to leave, the Police are to be contacted or sought to be contacted to assist with the removal of the patron; and
 - e) The event must be recorded in the Incident Register.

5.0 Security Measures

5.1 General Measures

- 65) The Security Manager shall require all security personnel employed at the Premises to:
- a) Be licensed under the Security Industry Act 1997 (or the equivalent Act applicable at the time).
 - b) Be dressed in readily identifiable uniform so that they may be visible to patrons and displaying identification as a security officer.

- c) Fill in the crowd control register (with start and finish times). Access to the sign on sheet shall be provided to NSW Police on request.
 - d) Report to the Security Manager and Duty Manager to obtain a briefing on any specific duties to be addressed before commencing duty.
 - e) Ensure that persons entering the Premises are suitably attired in accordance with the Premises' dress code, which shall require patrons, at least, to be neatly dressed in casual wear, with footwear and to be clean.
 - f) Prevent any person, detected as intoxicated, entering the Premises and bring to notice of the Duty Manager, any person in the Premises who might be considered to be in, or approaching, a state of intoxication.
 - g) Prevent patrons removing glasses, open cans, bottles or alcohol from the Premises.
 - h) Prevent patrons entering the Premises with alcoholic drinks.
 - i) Monitor patron behaviour in, and in the vicinity of, the Premises until all patrons have left, taking all practical steps to ensure the quiet and orderly departure of patrons.
 - j) Collect any rubbish in the vicinity of the Premises that may be associated with the Premises' business.
 - k) Co-operate with the Police and any other private security personnel operating in the vicinity of the Premises.
 - l) Patrol all toilets, at random intervals but not less than once an hour from when deployed, 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.
 - m) In the event of an incident, clearly identify themselves as security belonging to the Premises and attempt to rectify the problem.
 - n) Make a written note with details of any incidents in the crowd control register. 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 as soon as practicable.
 - o) Be trained in weapons detection, search procedures and other security response methods. Security may request to search the belongings of any patron suspected of carrying illegal or dangerous items or acting in a suspicious way.
 - p) Undertake a head count at hourly intervals to ensure the capacity of the venue is not exceeded.
- 66) Security Officers stationed to an entry point shall check identification to verify its authenticity, including:
- a) Evidence of tampering including scratches to modify the date of birth or attempts to peel the identification apart;

- b) A clear laminate cover to modify the date of birth;
 - c) Using an ultra violet light to check for hidden insignia; and
 - d) That the person providing the identification is the person to which the identification belongs.
 - e) If a minor is found attempting to intentionally mislead staff via falsified documents in order the gain entry to the Premises, the minor is to be held and their identification is to be confiscated and handed over to the NSW Police Service.
- 67) The responsibilities of any security person shall be nominated by the Duty and/or Security Manager, prior to the start of the shift. Security shall monitor the activity of patrons and persons in the vicinity of the Premises and act as required, within the scope of their powers in a public place.
- 68) Additional security may be provided at the discretion of management for functions or days with expected higher numbers of patrons.

5.2 Closed Circuit Television (CCTV)

- 69) CCTV surveillance cameras shall be strategically installed, operated and maintained throughout the premises with particular coverage to:
- a) Principal entrance/s and exits; and
 - b) All areas of the Premises occupied by the public (excluding toilets).
- 70) 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.
- 71) CCTV recordings shall be retained for 30 days before being re-used, destroyed or deleted. The time and date shall be auto recorded.
- 72) CCTV recording equipment shall be capable of producing a copy of recorded footage on demand or within 24 hours of a request being made.
- 73) All CCTV recording devices and cameras shall be operated a minimum of all trading hours of the Premises and for at least 1 hour after the closing time.
- 74) The CCTV recording device shall be secured within the Premises and only be accessible to senior management. There shall be at least one member of staff on duty at all times that can access the CCTV system to replay footage.
- 75) Prior to the commencement of trade each day, the Duty Manager shall check the CCTV system to ensure the equipment is in full operating order. If, during the daily check or at any other time, it is discovered that the equipment is not in full operating order, the Duty Manager is to notify the Police Area Commander or delegate within two hours. All reasonable steps must be undertaken to repair the system as soon as practicable.

5.3 Footpath and Entry Management

- 76) Patrons smoking on the footpath are to be monitored by any security deployed there who shall act in accordance with their powers in a public space. If persons smoking or loitering out the front of the Premises are not patrons of the Premises or do not intend on entering the Premises they are to be asked politely to move from the front of the Premises to reduce congestion.
- 77) During peak periods entry will be by queue however patrons are to be permitted entry into the Premises as quickly as possible to avoid congregation on the footpaths or lift lobby at the Premises. Queuing will assist in ensuring that all patrons are vetted for intoxication and age verification prior to entry, as well as to ensure that the maximum capacity of the Premises is not exceeded.
- 78) Security or staff shall ensure that a clear footway of two (2) metres is maintained at all times along the Barangaroo frontage if it extends past the lift lobby.. The queue must not obstruct any fire exit of any building or entrance to any other premises.
- 79) The Security Manager is to ensure that patrons queuing to enter are to be checked that they meet the Premises' dress code, and as follows:
 - a) Groups: Entry may be denied to groups if they are perceived to be potentially aggressive or violent.
 - b) Young patrons: Young patrons are to be denied entry even if is suspected they, or a member of their group, is under age.
 - c) Attitude: Any person who is rude, aggressive, violent, quarrelsome, difficult or perceived to have a negative attitude is to be denied entry.
 - d) Clothing: Patrons are required to be neat and tidy wearing casual clothes and footwear as a minimum. No person wearing any clothing, jewellery or accessories indicating association with any gang, including colours, patches, abbreviations, etc., including 1%, or 1%er insignia are to be permitted entry.
- 80) If possible, and at the discretion of the Security Manager, prior to making it to the front of the queue patrons not meeting the above requirements are to be instructed to leave the queue.
- 81) Persons who have been refused entry or turned out of the Premises for being intoxicated, violent, quarrelsome or disorderly and who continue to loiter at the front of the Premises are to be reminded that the Police will be called if they refuse to move 50 metres from the Premises; at which time they may be issued with a fine for \$550.

6.0 Crime Scene Preservation Guidelines

- 82) Immediately after any member of staff of the Premises becomes aware of an incident involving an act of violence causing injury to a person in the Premises or its immediate vicinity the Duty Manager must be advised, and the Duty Manager must:

- a) Provide or arrange for any required first aid;
 - b) Immediately contact '000' or the NSW Police Local Area Commander or their delegate and advise them of the incident;
 - c) Comply with any directions given to preserve or keep intact the area where the violence occurred.
- 83) Unless directed otherwise by the NSW Police Local Area Commander or their delegate upon notification, the following crime scene preservation guidelines must be observed:
- a) 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 bar stools, tables or tape. Consider closing off the area completely for such areas such as toilets, hallways or bars. Remember there may be multiple crime scenes.
 - b) Do not allow any persons to enter this area;
 - c) DO NOT CLEAN UP ANY CRIME SCENE. You may be destroying vital evidence;
 - d) Remember some evidence may not be visible to the naked eye such as blood, semen, skin cells, saliva, hair or fingerprints;
 - e) 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;
 - f) 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;
 - g) 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;
 - h) Secure any CCTV footage and any security sign on sheets;
 - i) 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 Police arrive;
 - j) Hand this information to Police on arrival; and
 - k) Be prepared to make a statement to Police regarding the incident.
- 84) Interfering with evidence may constitute an offence, leaving you liable to prosecution or disciplinary action, and may result in the closure of the Premises.
- 85) Details of the incident are to be recorded in the Incident Register.

7.0 Other Relevant Matters

7.1 Drugs and Drink Spiking

- 86) If any person is caught dealing, purchasing or consuming drugs within the Premises, the person (or persons) are to be requested to leave immediately and the Duty Manager

informed. This is their first and only warning. If the same person is caught again, then the person (or persons) are to be banned for a period determined by the Licensee and the Police notified.

- 87) The incident is to be recorded in the Incident Register.
- 88) Drink spiking is when drugs or alcohol are deliberately added to a person's drink without their knowledge or consent. Additives maybe colourless, tasteless and odourless, and the victim may not be aware of any difference in their drink. Drink spiking is often difficult to detect.
- 89) Below are some things to look out for and what to do:
- a) Common effects attributed to drink spiking include: Poor coordination and balance, loss of motor skills, dizziness, slurred speech, drowsiness, impaired judgment, nausea, visual problems and unconsciousness.

It is important for staff to be vigilant at all times and react accordingly as these symptoms are also commonly associated with intoxication.
 - b) 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 the Duty Manager about any person who goes to length to remain anonymous.
 - c) An affected person may need medical attention, so ask them. If they are not capable of making that decision - then arrange that medical attention.
 - d) 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.
 - e) Contact the Police and thoroughly document the incident in the Premises' Incident Register.
 - f) 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, addition of alcohol to a non-alcoholic beverage, etc.

Drink spiking is a serious crime, and penalties include fines and imprisonment.

7.2 Fire Safety, Essential Services and First Aid

- 90) The Licensee shall ensure that all essential services installed at the Premises are certified annually and shall ensure that they remain in good working order at all times.
- 91) In the event of any malfunctioning of any essential service the Licensee shall ensure that it is rectified as quickly as soon as possible.
- 92) The Licensee shall ensure that lists of the telephone numbers of all relevant emergency agencies shall be kept in the Premises office.

- 93) All managers and other permanent staff shall be made aware of fire safety requirements and the procedures to be followed in the event of an emergency at the Premises. In the instance of an emergency evacuation, staff shall direct patrons to emergency exits.

8.0 Review of Plan

- 94) If, in circumstances where better management or improved amenity outcomes can be achieved by amendments to this Plan, such amendments can be made following consultation with both NSW Police and Council who shall agree to those changes in writing and they shall be provided with a copy of any modified Plan.
- 95) This Plan and its attachments are subject to legislative changes under the *Liquor Act 2007* and *Liquor Regulation 2018*. Where publications of Liquor & Gaming NSW are revised or withdrawn from its website or where legislative changes occur from time to time, the Plan is to be taken to reflect those changes and those changes may be made to the Plan without consultation or approval from any consent authority.

APPENDIX A

DEVELOPMENT CONSENT [NUMBER] ISSUED BY [COUNCIL] DATED
[DATE]
&
LIQUOR LICENCE ISSUED BY LIQUOR & GAMING NSW

APPENDIX B

GUIDELINES FOR THE PREVENTION OF INTOXICATION ISSUED BY LIQUOR AND GAMING NSW DATED [DATE]

APPENDIX C

INTOXICATION GUIDELINES ISSUED BY LIQUOR AND GAMING NSW DATED [DATE]

APPENDIX D

LIQUOR PROMOTION GUIDELINES ISSUED BY LIQUOR AND GAMING NSW DATED [DATE]