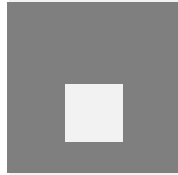


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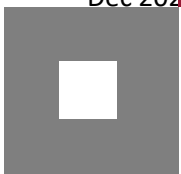
Food and Drink Premises

111-115 Jonson Street, Byron Bay

PLAN OF MANAGEMENT



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1. OVERVIEW

1.1 Purpose and Primary Use

The primary use of the premises on site as restaurant and bar spaces, including the sale of food and beverage.

The purpose of this Plan of Management (the Plan) is to establish performance criteria for various aspects of the operations of the food and beverage licensed premises at 111-115 Jonson Street, Byron Bay (the Premises). The Premises will operate under an On-Premises Licence (Licence).

The primary objective of the Plan is to establish standards and measures to achieve a safe environment for staff and patrons, thereby minimising the potential for alcohol related assaults, anti-social behaviour and adverse impact upon the amenity of the local area.

1.2 Scope

The Premises will operate under the relevant Liquor Licence and will maintain compliance with all relevant regulatory requirements imposed on such licences. This Plan incorporates and supports relevant key legislative obligations including the venue specific Development Application (DA) and Liquor Licence Conditions.

1.3 Amendments to the Plan

Amendments to the Plan may be made from time to time to improve the management of the Premises and maintain compliance with legislative changes.

1.4 Use of the Plan

The Premises will be operated in compliance with this Plan. A copy of the Plan will be made accessible to key management personnel and staff. All staff will be briefed on relevant sections of the Plan as required generally during their induction to the company or through routine team briefings. It is the Licensee's responsibility to ensure all operational strategies identified within the Plan are complied with.

A copy of the Plan of Management will be made available to any authorised Council or Police Officer for inspection upon request.

1.5 Compliance with Existing Conditions

The Premises will be operated in accordance with the Plan including the conditions of consent imposed within its Development Approval and Liquor Licences (as amended from time to time).

2. OPERATIONAL ENVIRONMENT

2.1 Organisational Overview

Hemmes Property Pty Limited and operated by Hemmes Trading Pty Ltd (Merivale). Merivale operates approximately 60 licensed premises throughout New South Wales and Victoria. Examples of similar venues in the Merivale portfolio include:

- The Newport, 1 Kalinya Street, Newport 2106
- The Coogee Pavilion, 169 Dolphin Street, Coogee 2034
- The Collaroy Beach Hotel, 1064 Pittwater Road, Collaroy 2097
- The Royal Hotel (Bondi), 283 Bondi Road, Bondi 2036

2.2 Site Details

The Premises is located at 111-115 Jonson Street, Byron Bay. Any further approvals for outdoor dining will be managed under this Plan of Management and the relevant Council consent.

The primary purpose of the Premises is the sale and supply of food and liquor by retail under the provisions of a On-premises licence. Additionally, the Premises provides for the:

- a. Service of meals, and
- b. Use of the premises to facilitate functions when required.

It is anticipated that the whole of the Premises will roster the following approximate number of 40 staff during peak trading hours, who will perform the following functions:

- 3 x Managers
- 37 x casual and permanent food and beverage staff (the mix of which will vary from time to time, depending on the Premises' operational requirements).

The Premises will have the ability to operate from 10am Monday to Sunday, or such other hours as amended in accordance with paragraph 2.4 of this Plan of Management.

Within those operating hours and determinable by the Premises' management, there will be the provision of food and beverages, including alcoholic beverages.

2.3 Locality Details

(a) Key Locality Information

The following key locality information applies to the Premises:

AREA	DESCRIPTION & LOCATION
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Surrounding buildings	The Premises is located at 111 & 115 Jonson St, Byron Bay.
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	Six commercial and four residential receptor points have been chosen to represent the closest surrounding uses. R1 is a first-floor apartment which is acoustically screened from the development by the existing design; there do not appear to be any windows facing the development, and the balcony is also screened – the receiver is positioned centrally within the balcony area. Receptor locations are presented below.
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Noise sensitive areas in close proximity	<p>Location of sensitive receptors to 111-115 Jonson Street Byron Bay</p>
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Acoustic environment	<p>A range of background noise sources:</p> <ul style="list-style-type: none"> ▪ Vehicular traffic travelling along Jonson Street. ▪ Pedestrian traffic along Jonson Street. ▪ Residual noise emanating from surrounding hospitality venues and their patrons as well as other businesses.
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Car parking	Car parking is available at the rear of the Premises and there are time limited on-street spaces in nearby streets.
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Public transport	<p>Byron Easy Bus: A local shuttle bus service that operates 24/7 to and from Byron Bay CBD.</p> <p>CDC NSW and Northern Rivers Buslines: Local bus companies that operate in Byron Bay</p> <p>Taxis and Ubers: Available 24/7 in Byron Bay</p>
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Pedestrian routes	The Premises is situated at 111-115 Jonson Street, Byron Bay and there are multiple pedestrian routes in and away from the Premises, along Jonson Street.
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Other late-night trading venues that operate beyond 10pm within 200m	<ul style="list-style-type: none"> ▪ The Northern Hotel (is >200m from subject site) ▪ Saltwater Social Club ▪ Byron Bay Services Club ▪ Railway Friendly Bar (is >200m from subject site) ▪ Loft, Byron Bay (is >200m from subject site) ▪ Bar Heather (is >200m from subject site)
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AREA	DESCRIPTION & LOCATION
	<ul style="list-style-type: none"> ▪ Beach Hotel (is >200m from subject site) ▪ Ember, Byron Bay
Waste Storage	<p>Waste storage facilities have been incorporated within the premises to ensure efficient and accessible waste management. Waste removal will be conducted from a designated storage area, strategically situated adjacent to the loading zone to facilitate ease of access. Disposal services will be undertaken by a licensed commercial waste contractor as required. The waste storage area has been designed in strict compliance with AS 4674-2004 and the Byron Shire Council Development Control Plan (DCP). Furthermore, all staff will be appropriately trained in waste storage and management practices to uphold operational standards and regulatory requirements.</p>
Food service	<p>Food will be provided by food preparation facilities within the Premises.</p>
Plant Rooms	<p>Equipment has been strategically integrated throughout the property to optimise functionality and aesthetics. Key components are located within the rear building, centralised and screened on the roof, and discreetly housed within ceiling voids and cupboards. These areas accommodate essential equipment, including refrigeration motors, air conditioning condensers, hot water systems, and electrical distribution boards, ensuring efficient and unobtrusive operation across the premises.</p>
Security alarm	<p>The Premises is protected by CCTV cameras operating 7 days per week. The Premises is not equipped with an external audible security alarm siren.</p>
Toilet Facilities	<p>One unisex disabled bathroom plus separate male and female bathrooms are located within the Premises.</p>

2.4 Trading Hours / Operating Hours

Trading Hours: The premises are permitted to trade:

Friday and Saturday: 10am to 2am (the following morning)

Sunday: 10 am to 12 midnight

Monday to Thursday: 10am to 1 am (the following morning)

Operating Hours: Operating hours may vary (within those trading hours) from day to day and will be dependent upon trade and patron requirements and the applicable licensing conditions.

There will be no change to the nature of area use within the venue during operating hours.

2.5 Maximum Occupancy

Staff will manage the area of the Premises in accordance with the approved Development Application, to a maximum occupancy of 585 being 545 patrons and 40 staff. Patrons will be able to sit or stand within the Premises.

2.6 Close of Trade

The Premises is licensed to trade across standard trading hours in accordance with On-premises legislation, its Liquor Licences and Development Approval conditions. The Licensees may however elect to open the Premises later or close the Premises early dependent on the day of the week or patronage.

At the close of trade, management will assist with facilitating orderly egress and dispersal of patrons from the Premises.

3. AMENITY OF NEIGHBOURHOOD

The Licensee and venue staff will consider the amenity of the neighbourhood, taking reasonable measures, including liaison with neighbours and police, to ensure that the Premises' operations do not adversely impact the surrounding environment.

Key aspects include:

3.1 Noise, Vibration and Odour

Sound emissions, odour emissions and noise management practices will comply with Council requirements, relevant Liquor Licence conditions, Australian Standards, Protection of the Environment Operations Act 1997, the NSW Environmental Protection Authority (EPA) current Industrial Noise Guidelines.

Potentially identifiable likely noise sources from the venue may include:

- Background amplified music from speakers installed within the venue;

- Mechanical air conditioning and extraction;
- Patrons entering and leaving the Premises.

There are no potential vibration issues associated with the Premises.

The Premises will operate in accordance with the findings, recommendations and limitations of the Noise Impact Assessment *Proposed Additions and Alterations to existing restaurant 111-115 Jonson Street Byron Bay*, Revised Final, 08/2023_nia, Tim Fitzroy & Associates.

To reduce noise impact to the neighbourhood, glasses will not be transferred from one receptacle to another anywhere in a public place. All glass will be emptied/ transferred within the Premises and removed for waste disposal appropriately.

In relation to noise and odour complaints, staff will keep a register of all complaints (see 3.10 below).

3.2 Signage

In order to keep patrons well informed, appropriate signage will be prominently displayed in the premises in accordance with the *Liquor Act 2007 (NSW)*.

The following signage may be erected at the entrances to or within the premises where appropriate and with the consent of Council:

- (a) The name of the licensed premises and of the Licensees
- (b) The type of licences for the Premises
- (c) A warning that CCTV video surveillance cameras are in use
- (d) Sale or supply of liquor to persons under 18 years of age prohibited notice; and
- (e) No patrons under the age of 18 years of age notice.

Evacuation Plans will be detailed by way of signage around the premises and exits will be appropriately marked with approved emergency signage in accordance with relevant Australian Standards.

3.3 Behaviour of Patrons

The Licensees and Premises staff will take reasonable steps to control the behaviour of patrons whilst on the Premises and as they arrive and depart. Signage will be placed within the Premises adjacent to both exits advising patrons to consider the amenity of the neighbourhood and depart the venue and area quietly.

The Premises is a non-smoking venue. Smoking is not permitted within any part of the Premises and management will ensure that any patron who wishes to smoke must move beyond the vicinity of the entry points of the Premises.

3.4 Ingress and Egress

Premises staff will ensure that the behaviour of patrons who are entering or departing the Premises does not detrimentally affect the amenity of the neighbourhood; ie noise will be controlled and there is no littering or loitering by patrons of the Premises.

3.5 Queue Management

If required, an effective queuing system will be implemented at the Premises' entrance to ensure orderly entry and exit and so that pedestrian traffic is not impeded. At all times when there are patrons in a queue to enter the Premises, a public thoroughfare will be maintained, and the queue will be clearly defined.

The queue will be monitored for patrons who may be deemed to be intoxicated, disorderly, quarrelsome or violent, with a view to intercepting and removing such patrons at the earliest opportunity, if deemed necessary. Additionally, staff will be vigilant in managing noise created by patrons queuing to enter the Premises.

The queue will be regularly patrolled by contract security staff, and the number of patrons queuing for entry will be limited in attempts to reduce waiting times.

3.6 Managing patron numbers

Given the limited number of patrons permitted within the Premises at any one time, the Licensees (or delegates) will control patron numbers to ensure they do not exceed the Premises' capacity. To support this, Premises' capacity will be monitored by way of headcounts directed by Management staff during peak trading periods.

3.7 Courtyard

The courtyard shall be managed to ensure compliance with all acoustic measures and the good order and amenity of the surrounding neighbourhood is not unduly impacted.

The capacity of the courtyard shall be limited to 179 patrons at maximum between 8am and 10pm, and 30% (or 54 Patrons) between 10pm and midnight.

3.8 Transportation

When practical, the Licensees and staff will provide patrons with directions to local taxi ranks/ride share pick up zones and other forms of public transport when leaving the Premises.

3.9 Emissions

The Premises and its operations will be conducted in such a manner as to not interfere with or materially affect the amenity of the neighbourhood through the emissions of gases, vapours, dusts or other impurities which create a nuisance, are injurious or prejudicial to health.

The Licensee or manager on duty will actively monitor these elements so as to ensure they do not adversely impact the Premises' neighbours or local community. Any complaints received in relation to the Premises' emissions will be managed in accordance with the Premises' Complaints Handling protocols (detailed below). Additionally, wherever applicable, Council and or Police may be consulted/advised to ensure a collaborative, solution-focussed approach is adopted to resolving any issues.

No stacking of bottles or similar activities are to take place after 9:00 pm.

3.10 Complaint Handling

The Licensees (or delegates) will respond to complaints, whether from patrons, the public, police or council in a timely and appropriate manner. The following telephone number is publicly accessible which complaints can be made via the Premises Contact Number:

- VENUE NAME AND NUMBER TO BE ADVISED: (xx) xxxxxxxx

In addition, complaints can also be lodged through the Merivale website: <http://merivale.com.au/contactus> or by emailing feedback@merivale.com.

The Premises will keep and maintain a record of any complaints made with respect to its operations within a Complaint Register. Upon receipt of a complaint, the Licensee will respond in a courteous and efficient manner. Wherever possible, the appropriate remedial action will be implemented as a priority and the Licensee or Manager in charge will contact the complainant within 48 hours to confirm details of action taken.

The Complaint Register will include:

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

3.11 Police and Community Consultation and Co-operation

Merivale is an active member of all Local Liquor Accords that we operate within and Premises Management will join the local Accord and ensure they take reasonable steps to cooperate with Police and the local community concerning the management of its Premises. Participation in the Local Accord provides the Licensees with a forum to routinely liaise with other licensees and operators of late-night trading premises and discuss opportunities to improve security and safety at all times.

4. SECURITY

If security personnel are required to attend the Premises, either as required due to levels of trade or as directed under conditions in the Liquor Licence, the Development Consent or any area related Plans of Management, appropriately accredited security personnel will be used. All security guards will be required to follow the operational procedures in this Plan as well as the related contractual agreements and Merivale Policies and Procedures relating to security guards in Merivale venues.

4.1 Provision of Contract Security

Security services at the Hotel will be performed by an independent contract security company engaged under a formal, performance based agreement (Contractor Agreement).

In accordance with the Contractor Agreement, the contract security company agrees to provide security services in a professional, diligent and lawful manner, having regard to the legislation governing the provision of security services within the State of NSW and in compliance with all security plans, policies and procedures.

Contract security staff will be briefed and inducted to the premises and provided access to peruse a copy of the Plan and/or any other relevant documentation that may be necessary to assist in the delivery of a professional and efficient security service. The Licensees will monitor the provision of security services by the contracted security company to ensure the services are provided in accordance with the Contractor Agreement.

4.2 Roles & responsibilities of Contract Security Provider & Staff

The contract security provider engaged to perform security services for the Premises will be responsible for the following:

- (a) Supplying appropriately licensed, experienced, trained, qualified and uniformed contract security staff to the premises in accordance with the Premise's requests; and
- (b) Developing and maintaining Standard Operating Procedures for the Premises.

The contract security provider's representatives will, when deployed to do so:

- (a) Provide a physical presence that assists in the prevention, detection and where necessary apprehension of persons involved in any inappropriate or illegal activity;
- (b) Assist in the management of the Hotel's duty of care to its staff and patrons;
- (c) Screen patrons as they enter the premises for age, intoxication, dress code, behaviour and attitude. Any person(s) observed drinking an alcoholic beverage on approach to the premises, or carrying open alcohol on approach will be refused entry;
- (d) Prevent or eject any person detected as intoxicated from the premises;
- (f) Proactively monitor and manage:
 - i. Patron intoxication levels and RSA related issues;
 - ii. Use of illegal substances;
 - iii. Anti-social behaviour including use of offensive language and harassment of other patrons;
 - iv. Prohibited and dangerous items;
 - v. Emergency situations and safety procedures;
 - (f) To the best of their ability, protect premises staff, patrons and security colleagues from violent/aggressive or troublesome persons;
 - (g) Prevent patrons leaving the premises with liquor in glasses or other opened drinking containers;

- (h) If required, use appropriate and justifiable levels of force;
- (i) Assist Premises staff with cash transfers within the premises;
- (j) Assist with the identification of Occupational Health & Safety risks;
- (k) Monitor emergency exit doors to prevent unauthorised access or obstructions;
- (l) Monitor and patrol the surrounding premises to ensure the good order of the neighbourhood;
- (m) Routinely monitor and patrol the inside the toilet areas in all parts of the licenced premises until the cessation of trade;
- (n) During special events monitor queuing outside the premises;
- (o) Monitor and patrol the car park when directed;
- (p) Complete incident reports in accordance with legislative requirements and guidelines;
- (q) Protect the assets of the Premises from unauthorised loss or damage;
- (r) Administer basic first aid to staff, patrons or colleagues requiring such attention;
- (s) At the close of business complete a patrol of the area surrounding the premises;
- (t) Cooperate with Police and assist with any response or investigation that may be associated with an incident in or within close proximity to the premises; and
- (u) Abide by the relevant legislation pertaining to the provision of contract security services within a licensed premises in NSW.

4.3 Vetting of Contract Security Staff

In accordance with the Contractor Agreement governing the appointment of the contract security provider, the Licensees retain the right to accept, reject or request specific security representatives from the contract security company as circumstances may dictate.

4.4 Dress Code

Contract security staff will wear a uniform that readily identifies them as security staff of the premises; this includes appropriate footwear and necessary safety clothing. Patron(s) will be permitted entry to the premises providing they are suitably attired in accordance with the Premise's dress code and conditions of entry.

4.5 Accreditation

All contract security staff will possess a current NSW security licence (Class 1A) and Responsible Service of Alcohol card, as required by the Security Industry Act 1997 and Liquor Regulation 2008 respectively.

4.6 Security Attendance Register

Prior to the commencement of their shift, contract security staff will sign on in the Security Attendance Register before commencing duties. The Security Attendance Register will contain each contract security officer's name, start time, start date, finish time, and finish date. The Security Attendance Register will be made available for inspection by the Licensees upon request from a NSW Police Officer or Inspector.

4.7 Contract Security Staffing Levels and Positions

The Licensees will ensure an appropriate number of contract security staff are deployed to manage patron numbers during peak trading periods. When assessed as necessary by the Licensee, contract security staff numbers will be increased to meet requirements for a special event.

As per the Liquor Licence, a minimum of two (2) security officers are to be engaged on the Premises after 10pm each evening until the last person has left the area of the Premises.

When the premises are trading after 10:00pm at least one (1) licensed uniformed Security Guard is to regularly patrol the area in the vicinity of the premises. Namely Jonson Street between Carlyle and Kingsley Streets to ensure that patrons of the Premises do not loiter or linger in the area or cause nuisance or annoyance to the neighbourhood.

- (i) Such patrols to continue until the last patron has left the premises and the vicinity.
- (ii) No security personnel is to perform any security function unless wearing their identifying number.

Security Patrols are to pick up any rubbish or litter in the area of the security patrols, whether it is associated with the licensed premises or not.

4.8 Communication

Contract security staff deployed at the premises will be issued with a hand held 2-way radio for operational communication purposes. Additionally, other staff that possess an operational need will be supplied with a radio. This may include bar supervisors and glassies. All staff issued with a radio will receive basic training in their use prior to deploying with radio communications.

4.9 Security Incident Register

Contract security staff will complete incident reports within a reasonable time after an altercation or disturbance occurring on the Premises in accordance with all legislative requirements, guidelines and conditions. All incidents involving contract security staff intervention will be documented in the Security Incident Register. Serious incidents will also be entered into the Security Incident Register in greater detail. Wherever possible, contract security staff will attempt to obtain the name, address and contact number of any witnesses to an incident. When obtained, these details will also be included within the Security Incident Register.

5. RESPONSIBLE SERVICE OF ALCOHOL

The Licensees will promote responsible service of alcohol by Premises managers, staff and contractors including:

1. Not permitting service of alcohol to minors or any person who is intoxicated;
2. Closely checking ID presented by young people;
3. Refusing entry to the premises of any person who is intoxicated, indecent, violent or quarrelsome; and

4. Ejecting any person who causes a disturbance including being indecent, violent or quarrelsome while on the premises; and
5. Barring from entry (for a pre-determined period) any person who is extremely or repeatedly objectionable.

5.1 Harm Minimisation

The Licensees and staff will take reasonable steps to minimise harm through the promotion of responsible service of alcohol initiatives including:

- (a) All staff members who are required to have an RSA Competency card as part of their normal duties will possess one;
- (b) Not selling undesirable liquor products or engaging in irresponsible liquor promotions;
- (c) Making available (and promoting) food and free drinking water within the Premises at bars where liquor is served or near the point of service; and
- (d) Making available alternatives to full strength alcohol, such as low alcohol beer, soft drinks and other non-alcoholic beverages within the Premises.

5.2 Merivale House Policy

The Licensees and staff will be briefed and confirm their understanding of the Merivale House Policy and associated practices on harm minimisation and Responsible Service of Alcohol.

The Merivale House Policy will be available for viewing within the premises and updated by Merivale when required to reflect any significant changes to legislation, industry standards and/or management policy.

A copy of the Merivale House Policy is contained at **Accompanying Document 1** of the Plan.

5.3 Removal of Liquor from the Premises

The Licensees and Premises staff will prevent patrons leaving the Premises with liquor in opened containers or glasses.

5.4 RSA Monitoring

All staff who are required to have an RSA Competency card as part of their normal duties will, in addition to performing their primary function, act in a secondary capacity by performing RSA supervisory duties within the Premises by assisting to monitor patron intoxication levels.

5.5 RSA Marshals

An RSA Marshal must be engaged by the venue from 10pm until close on every Friday and Saturday when selling or supplying liquor on the Premises.

The RSA Marshal must be exclusively tasked with actively:

- (a) Monitoring responsible service of alcohol practices by venue staff
- (b) Assisting in encouraging responsible attitudes and practices towards the promotion, sale,

supply and service of alcohol;

(c) Monitoring patron alcohol consumption and behaviour for signs of irresponsible, rapid or excessive consumption; and

(d) Monitoring patrons for signs of intoxication.

The RSA Marshal must:

i. Wear a high visibility uniform and be clearly distinguished from other staff; and

ii. Hold a current approved RSA competency card.

5.6 Incident Registers

The Licensees will maintain Incident Registers, in the form approved by the Authority. The Licensees will record relevant information within these registers, including details of any incident:

(a) involving violence or anti-social behaviour occurring on the licensed premises;

(b) of which the Licensee is aware that involves violence or anti-social behaviour occurring in the immediate vicinity of the licensed premises and that involves a person who has recently left, or been refused admission to, the Premises;

Staff will ensure that it will complete incident reports whenever they:

(a) make forcible physical contact with, or physically restrains a person; or

(b) ejects a person from, or directs a person to leave, the Premises.

Staff will complete incident reports within a reasonable time after an altercation or disturbance occurring at the Premises or in the immediate vicinity, in accordance with all legislative requirements, guidelines and Liquor Licences / DA conditions.

5.7 ID Policy

As a general rule, identification will be requested from all persons who could potentially be under the age of 18 years in accordance with relevant legislation. The only acceptable proof of identification will be:

(a) A driver's or rider's licence or permit (issued by an Australian State or Territory or any foreign country);

(b) Australian passport or a foreign passport issued by another country;

(c) NSW photo card (issued by Roads and Maritime Services NSW);

(d) Proof of age card issued by a public authority of the Commonwealth or of another State or Territory for the purpose of attesting to a person's identity and age; and

(e) Keypass (over-18) identity card issued by Australia Post.

5.8 CCTV Surveillance

The Premises is equipped with a digital video surveillance system which is maintained in good operational order. The correct time and date is automatically recorded on all surveillance footage whilst recording.

The methods of CCTV recording, and retention and provision of CCTV footage will be in accordance with the Premises' Liquor Licences, as may be amended from time to time.

The following areas will be covered by the Premises' CCTV surveillance system:

- (a) principal entrance and exit and the immediate footpath areas surrounding these access points; and
- (b) areas within the Premises occupied by the public (excluding toilets).

The surveillance system operates during trading hours and is checked daily to ensure it is functioning correctly. A routine maintenance program is also employed to ensure appropriate functionality is maintained and the equipment is serviced.

Recorded surveillance footage is retained for a period of thirty (30) days and will be made available for viewing whenever the Premises is trading, and any copies will be supplied to Police or any other authorised Inspector upon request within a reasonable time.

Specifically:

1. The Licensees must maintain a closed-circuit television (CCTV) system internally and externally to the Premises in accordance with the following requirements:
 - a. the system must record continuously from opening time until one hour after the premises is required to close (or, in the case of premises that is not required to cease trading, continuously at all times);
 - b. recordings must be in digital format and at a minimum of six frames per second;
 - c. any recorded image must specify the time and date of the recorded image;
 - d. the system's cameras must cover the following areas:
 - (i) all entry and exit points on the premises,
 - (ii) the footpath immediately adjacent to the premises, and
 - (iii) all publicly accessible areas (other than toilets) on the premises.
2. The Licensees must also:
 - a. keep all recordings made by the CCTV system for at least 30 days;
 - b. ensure that at least one member of staff is on the premises at all times the system is operating;
 - c. who is able to access and fully operate the system, including downloading and producing recordings of CCTV footage, and
 - d. provide any recordings made by the system to a police officer or Liquor and Gaming NSW Inspector within 24 hours of any request by a police officer or Liquor and Gaming NSW inspector to provide such recordings.

5.9 Patron Ejection

Wherever practical, the Licensees and staff will adopt the following procedure when involved in the removal of a person from the Premises who is intoxicated, disorderly, violent or quarrelsome:

- (a) Interception and verbal communication with the patron will occur to explain the reason for the person being requested to leave the Premises including, where appropriate, provide an explanation of any applicable breach of conditions of the Liquor Licences or Liquor Act;
- (b) In the event that a fight occurs, staff's physical involvement will be limited to the necessary restraint required to escort the individuals involved from the Premises as quickly and safely as possible so that other patrons are not unduly disturbed. Patron(s) who are asked to leave for starting a disturbance are no longer considered welcome and may be banned from the Premises for a nominated period;
- (c) Premises staff will not unlawfully strike or kick a customer; and
- (d) Wherever possible, patrons will be ejected via the safest and most direct route. In choosing an appropriate ejection route, factors such as CCTV coverage, patron safety, staff and other persons within the Premises will be taken into consideration.

5.10 Police Notification of Violent Incidents and Crime Scheme Preservation

Immediately after the Licensees or a staff member becomes aware of an incident on the Premises involving an act of violence that has caused a serious and visible injury to a person, the Licensees (or delegates) will ensure:

- (a) all reasonable steps are taken to preserve and keep intact the area where the incident occurred and that any implement or other thing associated with the act of violence is retained in accordance with guidelines issued by the NSW Police Force relating to the preservation of crime scenes; and
- (b) the Local Area Commander of the local police area is advised of the incident;
- (c) any directions given by the Commander to the Licensee or a staff member to preserve or keep intact the area where the incident occurred are complied with; and
- (d) offer and supply first aid as necessary.

A copy of the NSW Police Crime Scene Preservation Guidelines is contained at **Accompanying Document 2** of the Plan.

5.11 Illegal Substances

The Premises policy is that the carrying, use or dealing in any form of illegal substances by any patron or staff member will not be tolerated. Any patron identified selling, purchasing or in possession of an illegal substance will be ejected from the Premises and may be handed over to Police for further investigation. Any employee proven to be selling, purchasing, using or in possession of an illegal substance on the Premises will be dismissed.

5.12 Drink Restrictions

As directed by Liquor Licence conditions, the following drink restrictions will apply (as long as the condition applies);

After midnight, no more than:

- (a) Four (4) alcoholic drinks, whether or not of the same kind, or
- (b) The contents of one (1) bottle of wine

may be sold or supplied on the premises to the same person at any one time.

The following drinks must not be sold or supplied on the premises after 10pm:

- (a) Any drink (commonly referred to as a shot or shooter) that is designed to be consumed rapidly.
- (b) Any drink containing more than 50% spirits or liqueur
- (c) Any ready to drink beverage of an alcohol by volume content of more than 5%
- (d) Any drink prepared on the premises that contains more than one 30mls nip of spirits or liqueur

5.13 Patrons Drinking on Approach

As directed by Liquor Licence condition, the following restrictions will apply (as long as the condition applies);

The licensee must refuse entry to a person observed consuming liquor on approach to the venue.

5.14 Lockout

As directed by Liquor Licence condition, the following lockout restriction will apply (as long as the condition applies);

The licensee shall implement a lockout whereby no patron may be permitted to enter the premises after 1 am until close of trade for that day.

For the avoidance of doubt, patrons who are on the Premises before 1 am may leave the premises at any time or remain on the premises while the Premises is authorised to trade but are not permitted to re-enter the Premises while the lockout is in effect.

An exception to this condition is that a patron may be permitted to re-enter the Premises after 1 am for the sole purpose of recovering lost property, provided that the patron is accompanied by a member of staff while doing so.

6. EMERGENCY MANAGEMENT

6.1 Emergency & Evacuation Procedures

The Premises maintains effective emergency and evacuation procedures that are compliant with relevant Australian Standards. These procedures are contained within Merivale's Work Health & Safety Program. Relevant staff are appropriately trained to facilitate these emergency procedures should they be required.

In addition, the following fire safety measures are followed:

- (a) The Licensees will ensure all essential services installed at the Premises are certified annually and that they remain in good working order;

- (b) In the event of essential service malfunctioning, the Licensees will ensure the fault is rectified in a reasonable timeframe;
- (c) Fire extinguishers are located at various points within the Premise which are highly prominent and easily accessible. Key staff are trained in the usage of fire extinguishers;
- (d) An annual fire safety statement is obtained;
- (e) Emergency exit signage is clearly visible and easily identifiable to all patrons and staff;
- (f) Management ensure that all fire escapes and stairways are kept clear of persons(s) and/ or objects at all times;
- (g) Staff and management conduct routine white level inspections of the Premises; and
- (h) In the event of an emergency staff are instructed to dial **000**.

6.2 Staff Training

Merivale's emergency and evacuation trainings are run by EMS (Emergency Management Services). Two sessions per year are conducted, per venue/precinct. Sessions are compulsory for all management and senior chefs to attend. The sessions are as follows:

Session One:

- Warden Training (ERT-200)
4 sessions over two years run at 6 monthly intervals meeting the requirements of AS3745. Each session will take into account the previous session.
- First Attack Fire (ERT-FA)
Fire Extinguisher training including Hose Reels and Blankets. This session is to be conducted annually.

Session Two:

- Practical Evacuation (ERT-PRAC)
This is a practical simulation of an evacuation
- Emergency Control Systems (ERT-ECS) (Fire Panel and EWIS Training)
This covers the use of the EWIS and Fire Panels. (This module is only required at the Ivy and the Establishment Hotel).

Detailed information concerning emergency management procedures is contained within the *Merivale in house procedures manual*.

7. FACILITY MANAGEMENT SERVICES

7.1 Cleaning and Maintenance

The Premises will be kept in a clean and tidy condition and regularly maintained both internally and externally, including the surrounds of the building, will be kept clean and free from litter.

7.2 Glass removal

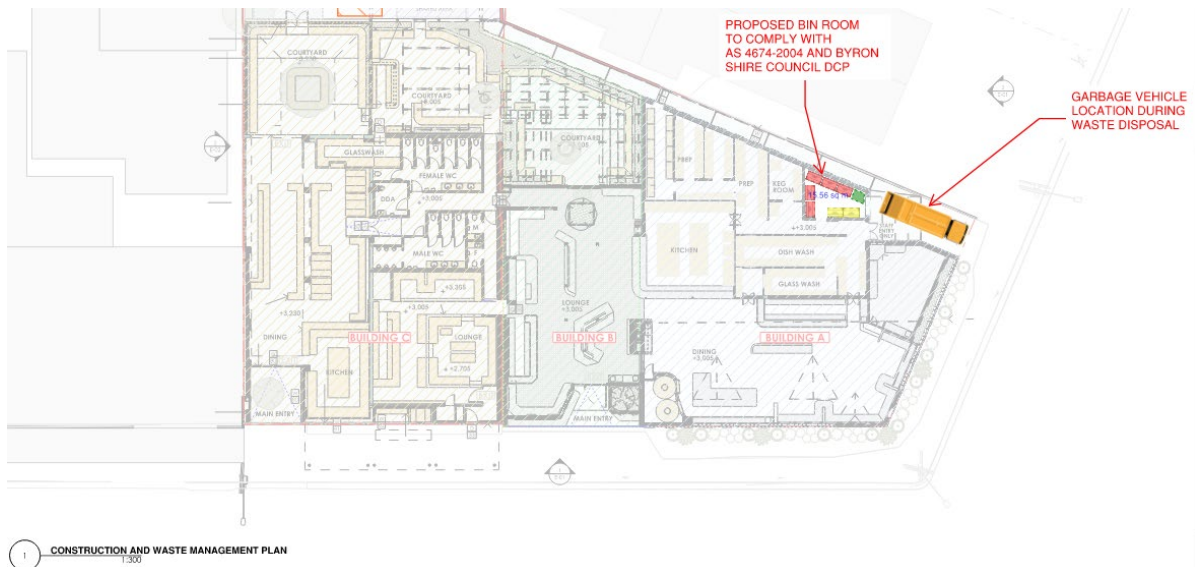
Glass will not be emptied or transferred from one receptacle to another anywhere in a public place (external to the Premises). Whenever required glass will be emptied / transferred within the Premises and removed in containers.

No stacking of bottles or similar activities are to take place after 9:00 pm.

7.3 Delivery & Waste Disposal

Removal of waste from the Premises will occur from the loading dock off Kinglsey Street. The Licensees will take all reasonable measures to ensure that deliveries to, and the removal of waste from, the Premises are made between 07:00am and 10pm on any other day than a Sunday. Waste from the operation of the Premises will be removed from the Premises at least daily at the end of trade each day and taken to the waste management facility located within the building as shown on the plan below.

Despite the above, the removal of recycled bottles and glasses will only occur between 7am and 10pm weekdays, and 9am and 5pm weekends and public holidays to avoid noise disruption to the surrounding area.



MERIVALE HOUSE POLICY

The document sits outside of the Plan of Management as an Accompanying Document and is provided for information purposes only. Merivale reserves the right to update this Accompanying Document when revised versions are published without the need to resubmit the entire Plan for approval.

CRIME SCENE PRESERVATION GUIDELINES

This Accompanying Document is published by the NSW Police and is likely to change and be updated from time to time. The document sits outside of the Plan of Management as an Accompanying Document and is provided for information purposes only. Merivale reserves the right to update this Accompanying Document when revised versions are published without the need to resubmit the entire Plan for approval.

LIQUOR LICENCE

To be supplied

Dec 2024

FLOOR AND LOCALITY PLAN

