

**ATTACHMENT C**

**PLAN OF MANAGEMENT**

**19-35 BAYSWATER ROAD POTTS POINT  
(THE CRESCENT)**

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## **PLAN OF MANAGEMENT For the operation of**

**Hugo's Bar Pizza  
Bayswater Road, Kings Cross, NSW 2011**

**June 2008**

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## **PART 1 PURPOSE**

The purpose of this Plan of Management is to set out the methods by which the management of Hugo's Bar Pizza will address issues of concern to the local residents and the City of Sydney, and outline the procedures of staff when dealing with the public.

## **PART 2 HOURS OF OPERATION**

The hours of operation of the venue are 24 hours, 7 days a week.

## **PART 3 SIGNAGE**

No signs including banners will be displayed on the building without prior application being lodged with the council and approval thereto being given by the council.

## **PART 4 AMENITY OF NEIGHBOURHOOD**

The premises and operations will be conducted in such a manner as to not interfere with or materially affect the amenity of the neighbourhood by reason of noise, vibration, smell, fumes, vapour, steam, soot, ash, dust, waste water, waste products, grit oil or otherwise.

At all times a high standard of cleanliness and orderliness is required in front of the venue and in the immediate vicinity of the venue. To achieve this aim:

- (a) Designated personnel will be assigned to each shift to patrol on the hour the vicinity of the property, being the footpaths and lanes immediately surrounding the building.
- (b) All rubbish, bottles, papers whether originating from the venue are to be collected and disposed of in the venues rubbish bins
- (c) Rubbish is not to be swept into the gutter.
- (d) The duty manager will make random inspections throughout the day and night.

## **PART 5 BEHAVIOUS OF PATRONS**

The Licensee and staff will take all reasonable steps to control the behaviour of the patrons of the premises as they enter and leave the premises. In this regard the Licensee will erect signs at all points of exit of the venue requesting patrons to leave quietly at all times and will station staff near the exit doors to ensure patrons leave the immediate vicinity of the venue in a prompt and quiet manner.

The licensee and staff will comply with the measures for responsible service of liquor set out hereunder and further will take all reasonable steps to ensure there is no loitering of persons who have been refused admittance to or have been ejected from the premises.

In addition the management/licensee will ensure that the control of noise, loitering and litter generated by patrons is undertaken on a half hourly basis each day within surrounding footpaths.

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The following operational policies for the responsible service of alcohol will apply, together with the NSW Liquor Industry Code of Practice.

- (a) The venue will adopt and promote the 'New South Wales Liquor Industry Code of Practice for Responsible Promotion of Liquor Products.'
- (b) All supervisory staff employed at the restaurant, all bar staff having responsibility for the restaurant will attend an approved course in responsible service of alcohol unless they have already completed it within the last five years and will hold a current Responsible Service of Alcohol Certificate at all times.
- (c) The venue and its employees will not engage in any liquor promotion that is likely to promote the irresponsible service of alcohol.
- (d) The venue will not serve any person who is intoxicated and will decline entry or service to any person who is already intoxicated.
- (e) The venue will promote the service of non alcoholic beverages and food.
- (f) The venue will not permit intoxication or any indecent, violent or quarrelsome conduct on the premises. Any person causing such disturbance will be refused service, asked to leave the premises and, in severe cases, barred. Police assistance may also be requested.
- (g) No person under the age of 18 years will be served liquor at the venue and production of photographic identification will be required in appropriate cases. The only acceptable proof of age identification will be
  - Photo drivers licence
  - Proof of age card
  - Current passport.

## **PART 6 CODE OF CONDUCT FOR SECURITY PERSONNEL**

All security personnel will

- Be licenced under the appropriate legislation relating to crowd control. No "Trainees" are to be employed
- Must have satisfactorily completed all relevant training associated with crowd control licence.
- Display their current licence /identification as required by NSW Police.
- Maintain a well kept, tidy and professional appearance and be at all times easily recognisable to other staff and patrons.
- Be respectful of people and treat people in a dignified manner.
- Be required to know all aspects of security procedures.

## **PART 7 SECURITY OFFICER DUTIES**

Security staff are employed on an "as needs" basis. At all times there will be a duty manager at the restaurant who, in conjunction with his

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other activities, will be responsible for security matters. Security staff may be employed on busy nights or a patrol officer may be required to attend the restaurant to ensure the safe and orderly conduct of patrons leaving the premises.

From 10.00pm on Fridays and Saturdays and on busy nights, it is envisaged that a Security officer from a contract provider will be used on the premises.

With any modifications in the restaurant's trading patterns, the number of security personnel will be reviewed as required.

Included in the security officers duties is to

- Prevent food and drink entering the premises (unless sanctioned by the premises)
- Stop any glassware or open containers leaving the restaurant
- Regularly carry out patrols of the restaurant and its environs during trading hours. During these patrols staff must collect any glasses, bottles, cans, rubbish etc even though they are recognised as not coming from the premises
- Ensure that all patrons leaving the restaurant do so quickly and quietly and from 10.00pm onwards continually request patrons leaving the venue to do so quickly and quietly.

## **PART 8 OCCUPANCY AND QUEUING**

There will be no queuing outside the restaurant. Any patrons waiting for a table will be seated at the bar until such time as a table becomes available.

## **PART 9 EJECTION OF PATRONS**

The following procedures will apply when involved in the removal of a person from the premises who is either intoxicated, drunk or disorderly:

- Verbal communication with the patron will occur to explain the break of conditions of the Liquor Licence.
- Under no circumstances is it permissible for any employee to strike a customer in the event that a fight develops, physical involvement will be limited to the necessary restraint required to escort the individuals involved from the building as quickly as possible so that other patrons are not unduly disturbed. Patrons who are asked to leave for starting a disturbance are no longer welcome guests of the establishment.
- An Incident Report must be completed following any altercation/disturbance stating all relevant information for reference purposes.
- Should the person become violent and need to be restrained by personnel, the person will be escorted by personnel with force duly proportionate to and not excessive to the situation. If a crime has

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been committed Security Personnel will detain the person and contact the police.

## **PART 12 INCIDENT REPORT**

An Incident Report will be required to be completed for all incidents that necessitate action by an emergency service, Fire Brigade, Police and maintenance called in after hours. As well, an executive of the company is required to be informed.

The incident report should contain.

- The date and time of the incident
- The details of the incident
- The action taken
- The name and appointment of the person or persons notified of the incident and the time notified.
- The instructions given to the personnel and the time the instructions were carried out.

## **PART 13 GLASS BOTTLE COLLECTION**

The venue will adopt the most environmentally sound recycling program available. All glass waste will be broken down inside the premises with a bottle crusher, minimising any risk of disturbance (including noise) that could affect neighbours.

An appropriate contractor has been selected by the venue to provide collection services from the venue for recycled bottles and glasses and kitchen waste. Collection is on a daily basis after 9.00am from the building dock within the venue, to avoid noise disruption to the neighbourhood.

Hygiene will be of the utmost importance. The venue will clean all recycle bins to maintain an odour and germfree environment.

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## HUGO'S BAR PIZZA HOUSE POLICY

### **INTRODUCTION**

This policy has been prepared to enhance HUGO'S BAR PIZZA'S management and staff awareness of their responsibilities concerning the responsible service of alcohol including, but not limited to:

- Prevention of intoxication on the licensed premises;
- Harm Minimisation;
- Signs of intoxication; and
- Strategies for prevention and management of intoxicated patrons.

HUGO'S BAR PIZZA is committed to the "Responsible Service of Alcohol" which has been identified as a key issue by the NSW Government in the context of the NSW Drug Strategy 1993 - 1997.

Misuse of alcohol is a public health and safety issue. It contributes to many problems in the community ranging from street and domestic violence to the trauma of road fatalities. Increased community concern around the State has highlighted the need for the promotion of responsible serving practices and associated training.

Responsible Service Practices is a term that covers both the House Policies and practices, which ensure that service of alcohol:

- Complies with the law;
- Helps staff deal with problem customers;
- Maximises the profitability and good name of the establishment.

### **EMPLOYEES' RESPONSIBILITIES**

Licensees and employees have a statutory responsibility to ensure that patrons do not become intoxicated on their premises and to prevent such patrons from entering or remaining on licensed premises.

Although none of these situations are easy to deal with, management and staff must, at times, deal with problem customers who may:

- be loud and abusive;
- be too drunk to drive;
- not care for themselves or others.

It is therefore very important to have policies and practices in place to prevent intoxication.

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## **RESPONSIBLE SERVICE OF ALCOHOL STRATEGIES**

### ***Observations and Signs of intoxication:***

To determine intoxication it is necessary to firstly have a reference point. Staff need to make an assessment of whether alcohol has been consumed prior to arrival at the premises. If none has, then the behaviour of people when they arrive can be used as a reference point.

Staff should observe and note the appearance and condition of the patron sold or supplied with liquor, as well as the period of time the patron has been consuming liquor on the premises. This assessment needs to consider that:

- Everyone is different; and
- Physical factors such as weight, sex, height, age, health and fitness all affect the body's ability to absorb alcohol and remove it from the bloodstream.

### **ADOPTING A HOUSE POLICY**

HUGO'S BAR PIZZA'S House Policy is a framework within which the business operates by outlining practices, procedures and conditions. It serves to guide the behaviour of staff to assist in serving liquor responsibly and to deal with difficult situations when they arise.

When serving liquor, the following should be kept in mind:

- Do not serve liquor to anyone who is under age;
- Recognise the signs of intoxication;
- Try not to serve anyone to the point of intoxication;
- Do not serve anyone who is already intoxicated;
- Try to discourage people from engaging in activities that can harm themselves or others; and
- Prevent drink driving.

### **APPROACHES TO ADOPT FOR MANAGEMENT OF INTOXICATED PERSONS**

A tactful approach should always be employed to remove intoxicated persons from premises. These may include:

Communication with the patron outlining any concerns followed by continual observation;

- Informing patrons of your legal obligations regarding the service of liquor;
- Seeking assistance from the patron's friends;

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- Intervening tactfully and peacefully;
- Consulting with the manager on duty or more experienced staff members and seeking their assistance;
- Avoiding touching the patron;
- Offering to arrange safe transportation from the premises;
- Remaining calm and courteous at all times.