

# PLAN OF MANAGEMENT

**Address:** No. 8 Dawn Fraser Avenue, Sydney Olympic Park

**Proposal:** Commercial Premises

**NOVEMBER 2023**

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## 1. OBJECT OF THIS PLAN

The primary purpose of the Plan of Management is to ensure the proposed commercial development maintains a high level of amenity for neighbouring properties and for all customers. To achieve this, the following matters have been considered:

- General site management
- House rules
- Fire safety of the premises including Emergency Management and Evacuation
- Occupational Health and Safety
- Complaints register

## 2.0 SITE MANAGEMENT

The commercial premises are to be managed by the owner or lessee and will be responsible for ensuring the site is regularly monitored.

The owner / lessee will be responsible for ensuring the House Rules are being adhered to.

If any customers do not respect the House Rules this will be cause for politely asking them to leave and or contacting the Police for forceful removal off the premises.

Signage will outline the fire evacuation procedures for the commercial premises.

Appropriate wayfinding signage will signal the fire egress pathways.

The on site management team will be responsible for logging any complaints in a "Complaints and Incident Register" and the resolution of those complaints will also be documented. The Complaints and Incident Register will be available on demand at the request of Council and/or the Police.

The premises will be checked annually to ensure that fire safety and essential fire safety measures in the building are maintained and that all required exits and egress paths are clear and free of obstructions. Inspection times are to be logged into an "Inspections Log" and made available on demand at the request of Council officers and/or the Police.

### 3.0 HOURS OF OPERATION

The proposed hours of operation are as follows:

**Monday to Thursday:** 7:00am – 9:00pm

**Friday and Saturday:** 7:00am – 10:00pm

**Sunday:** 7:00am – 9:00pm

### 4.0 CONTRACT CLEANING AND MAINTENANCE STAFF

The leasee will be responsible for the ongoing cleaning of internal and external common and communal areas including bathroom, waste storage areas, stairs and lift.

The site shall be appropriately constructed, maintained and controlled against vermin. The site will be regularly inspected by an authorised pest control company at minimum once every 12 months.

Building maintenance/repairs is to occur when required.

The owner / lessee of the building must ensure that the surroundings of the building including road reserve and gutters are kept clean and free of litter at all times.

The owner/ leasee of the site must be responsible for the removal of all graffiti from the building within 48 hours of its application.

## 5.0 SAFETY AND SECURITY

### Access

Arrangements for initial access to the premises will be through the designated entry points and will be monitored via CCTV.

### Lighting

Perimeter lighting shall be provided to ensure that there are no areas of concealment when entering or leaving the property.

### Safety

First aid will be readily available to case of emergency or injury to patrons or staff members.

## 6.0 HOUSE RULES

House rules will be displayed at the property. House Rules as are considered agreed upon by virtue of entrance onto the premises.

### Smoking

Smoking will not be permitted indoors or outdoors.

### Misconduct

Any customers failing to observe the rules and any cases of serious misconduct will be dealt with by the owner / lessee who may require the customer to vacate the premises.

Examples of serious misconduct include but are not limited to: drug or alcohol abuse, sexual, racial or religious harassment, theft, or violence. Staff are instructed to call the police if a customer is performing illegal acts on the property.

### Noise

Live music will not be permissible on the premises at any time.

No electrically amplified sound equipment is permitted at any time upon the outdoor decked areas.

Electrically amplified sound equipment is permissible indoors during daylight hours between 7:00am and 8:00pm Sunday to Thursday and between 7:00am and 10:00pm Friday and Saturday.

#### Disposing of Waste

Staff are to ensure all rubbish and recycling is to be deposited within the respective bins provided in waste storage areas.

#### Pets

No pets are allowed within the premises at any time.

### **7.0 WASTE POLICY**

The bins in the waste bin area will be separated for:

- Paper & cardboard;
- General waste; and
- Aluminium cans, glass, and plastic bottles.

### **8.0 FIRE SAFETY**

#### Evacuation Plan

Building layout indicating, position of commercial premises relative to the rest of the development, location of fire exits, and firefighting equipment and emergency evacuation procedures shall be displayed in all rooms and common areas.

#### Maintenance

Emergency systems are maintained as part of a maintenance contract by a qualified company.

All equipment will be tested and checked in accordance with the relevant Australian Standards. Any faults are documented and rectified immediately. These checks take place, weekly, monthly, bi-annually or annually depending on the required frequency.

### **Annual Certification**

Annual certification of Fire Safety Equipment and preparation of the Form 15a is carried out by a fire consultant. Annual certification required of any of the equipment is overseen by the owners.

## **9.0 OCCUPATIONAL HEALTH AND SAFETY REQUIREMENTS**

The Managing Agent and staff must be aware of their responsibilities under such legislation as the Work Health and Safety Act 2011.

The following safety guidelines will be observed in the premises and employees must abide by them:

- All hazards (e.g. broken chairs, loose carpets, missing lights) should be removed, repaired or replaced in consultation with the owner / lessee;
- No item of plant or machinery may be operated unless the safeguards provided are correctly in place, secured and operating effectively and the staff member and/or contract services personnel have been trained;
- Dangerous chemicals are to be handled properly, labelled (MSDS), and locked in a secure storage area when not in use;
- Work areas are to be kept clean and tidy;
- Passageways and aisles are to be kept clear at all times;
- Materials or products are not to be stacked higher than what is considered to be safe;
- Rubbish bins must be used to dispose of all rubbish;
- Excessive alcohol consumption or drugs not prescribed by a doctor are forbidden on the premises; and
- No smoking is permissible on premises.

## **10.0 STORAGE OF CHEMICALS**

All chemicals and other substances stored for use in workplaces will meet the requirements of certain Acts and Regulations. Chemicals or substances that are labelled Hazardous Goods will have a Materials Safety Data Sheet on site.

All hazardous chemicals/substances are to be securely stored when not in use.

## **11.0 PUBLIC LIABILITY**

The owner / lessee will maintain appropriate public liability cover.

## **12.0 COMPLAINTS AND INCIDENT REGISTER**

The owner / lessee / management staff will be available during standard hours of operation, to deal with any complaints or incidents that occur on the premises. The register will contain:

- Complaint/Incident date and time
- Name of person/police/council making the complaint or notifying of the incident
- Contact details
- Nature of the complaint/incident
- Action taken (by whom and when)
- Outcome and/or further action required

All complaints shall be dealt with by management with 48 hours of notification.

The complaints register is to be made available to Council, Police or a Special Investigator on request.