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# Plan of Management

**Address of the Site:** 52 Villiers Road Padstow Heights, 2211 NSW

**Existing Use:** Residential

**Proposed Use:** Home Business - Small baker/ soy based dessert

**Trading Hours:** Wednesday to Sunday 8am - 5pm

**Maximum Patron Capacity:** 2

**Works or Installations:** N/A

**Signage Details:** no obvious signage is necessary, the dwelling will remain the same as it is.

**Number of Staff:** 2

**Common Routes and Parking:** 2 parking spaces within residential area, however no additional parking is required as our business will only have maximum 2 customers pick up at a time to ensure minimal disturbance and impact on local traffic.

## **Behavior Management:**

- **Personal and Professional Boundaries:** Maintaining a clear distinction between personal and business activities to ensure smooth operations within a residential building.
- **Respectful Customer Interaction:** Maintaining courteous and professional communication with all customers and neighbours.
- Must adhere to respectful workplace behavior and hygiene standards.
- **Noise and Disturbance Awareness:** Ensuring that conversations, phone calls, food productions and other interactions do not cause disruptions to neighbours.

## **Security Details:**

- Security lighting: Illuminate entry/exit points of the dwelling.
- Windows and doors have locks installed for secured storage, such as ingredients and supplies.
- Access control: restricted access to business areas to authorized individuals only.
- Data Protection: Secure storage of customer information in compliance with privacy laws.

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### **Noise Sources and Measures:**

Noise will be minimal, ensuring no neighbours will be disturbed. Daily operations will not create excessive noise, odors, or disturbances beyond standard residential activity.

#### Potential Noise Sources:

- Kitchen Equipment: blenders, mixers, ovens and packages.
- Delivery/Pickup Activity: Occasional vehicle movement and door access.

#### Noise Reduction Measures:

- Use of Low-Noise Equipment: Selecting quieter kitchen appliances where possible.
- Restricted Operating Hours: Limiting business activities to reasonable daytime hours to avoid nighttime disturbances- wednesday to sunday, 8am- 5pm.
- Efficient Scheduling: Coordinating deliveries and pickups to reduce frequent vehicle movement.
- Communication with Neighbours: Keeping neighbours informed about operational hours and addressing concerns proactively

### **Safety Protocols:**

- Fire Safety: Installation of fire extinguishers and smoke detectors in the kitchen area.
- Food Handling Hygiene: Compliance with food safety regulations, including proper handwashing and sanitization.
- Contain both Food Safety Supervisor Certificate and Food Handling Certificate.
- Equipment Maintenance: Regular inspections and maintenance of kitchen appliances to prevent potential hazards
- Well-stocked first aid kit available in the work area.
- Pest Control: Regular inspections and preventive measures to maintain a hygienic workspace.

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**Emergency Plans:**

- Fire emergency plan: clearly marked escape route from kitchen and work area, shutdown gas and electrical equipment immediately.
- Emergency contact numbers posted in visible locations.
- First aid kits, flashlights, water, batteries and any necessary medications available onsite in case of a medical emergency.
- Clear handling steps available for minor injuries, such as accidental burns and cuts.

**Types of Waste:**

- Food waste: eggshells, excess soy bean and soy milk, fruit peels and cores, leftover flour, expired milk products etc.
- Equipment waste: Packaging materials, plastic wrappers, used baking paper, single used gloves, used kitchen paper towels etc.

**Disposal Methods:**

Standard waste disposal through the existing residential waste collection service would be enough, no need for specialised waste management measures.

Managing food waste's best method is to reduce it in the first place by proper storage and planning production needs for each day/week.

- Recycling: uncontaminated packaging materials, plastic containers and paper waste will be recycled.

**Frequency of Waste Collection:** once per week as per standard Canterbury council waste management. Waste generated by home business will be minimal.

**Toilet Facilities:** There are 2 toilets available within the dwelling.

**Local Authority Contact:** (02) 9707 9000