

Proposed Hotel Development

277 The Grand Parade

Plan of Management

Table of Contents

Proposed Hotel Development	1
277 The Grand Parade	1
Plan of Management	1
1.0 Introduction	4
1.1 Hotel Operator	4
1.2 Objectives of the Plan of Management	4
1.3 Implementation	5
1.4 Location Details	5
1.5 Proposed Floor Plan	6
1.6 Location of Waste and Plant Room	8
2.0 Operational Management Plan	9
2.1 Overview	9
2.2 Hours of Operation	9
2.3 Capacity	10
2.4 Patron Arrival	10
2.5 Check In / Out	10
2.6 Access	10
2.7 Maximum Stay - Hotel Rooms	11
2.8 Management of Large Groups	11
2.9 Public Transport	11
2.10 Hotel Cleaning	12
2.11 Deliveries and Servicing	12
2.12 Staffing	15
2.13 Building Design and Safety Procedures	16
2.14 Crime Prevention Through Environmental Design	17
2.15 Noise	17
2.16 Waste Management	18
2.17 Money Handling	18
3.0 Security Management Plan	18
3.1 CCTV Cameras	18
3.2 General Surveillance	19

3.3	Lighting.....	19
3.4	Restricted Access	19
3.5	Signage	20
2.6	Space Management	20
3.7	Toilets	20
3.8	Security Guards	20
3.9	Guest and Patron Management.....	20
3.10	Weapons	21
3.11	Theft	21
3.12	Antisocial Behaviour	21
3.13	Complaints Handling.....	22
3.14	Incident Reporting and Complains Register	22
3.15	State Health and Safety Regulatory Authority	23
3.16	Consultation.....	23
4.0	Appendix	23
4.1	Appendix 1: Response to RFI (Dec 2022).....	23

1.0 Introduction

This Plan of Management report is to accompany the DA submission for 277 The Grand Parade, the 4.5 – 5-star Hotel Development plus F+B and Retail.

It outlines hotel management policies, addresses security protocols for the operation of the proposed development and explains how the hotel's management will minimise impacts on neighbours.

The development proposes a seven-storey mixed use development comprising ground floor retail uses (supermarket and specialty retail uses), 121 hotel rooms with ancillary food and drink premises, and basement parking.

1.1 Hotel Operator

The Plan of Management establishes a framework for the management of on-going operations by the future hotel operator (yet to be confirmed). An experienced hotel operator will be appointed to manage the property on behalf of the hotel owner. This appointment will ensure best practice operations across all divisions including fire, life, safety, security, application of ESD policies and good corporate conduct. The hotel facilities, area program and functional allocations in the design are based on typical design guidelines and operating requirements of a hotel of this scale and market positioning.

1.2 Objectives of the Plan of Management

The objectives of the Plan of Management are as follows:

- Provide a document that outlines how the hotel will be managed and maintained in a manner that provides for a high standard of accommodation for all occupants and members of the public.
- To ensure that management policies and procedures support the successful operation of the hotel as a responsible and responsive member of the local community
- Present an activated street frontage that energises the hotel and its urban context.
- Ensure that all servicing of the hotel is carried out in a coordinated, safe and managed manner, with minimal disruption to the surrounding area
- Ensure that vehicle access and traffic generation associated with the hotel has a minimal impact on the local road and parking network
- Create an environment that is safe and non-threatening to staff, patrons and other members of the community
- Effectively manage the provision of alcohol on site and discourage the rapid or excessive consumption of alcohol

- Ensure patrons and guest are served in a responsible, friendly and professional manner by trained staff
- Ensure all employees receive induction and training on their responsibilities and have a sound understanding of management procedures adopted by the operator
- Minimise the impacts of the operation of the premises on hotel guest and the community and to respond to community concerns promptly and professionally

1.3 Implementation

The PoM is an evolving document which can be updated to respond to changing regulation, procedures and practice. It complements the large volume of hotel operator policies and procedures that the appointed hotel operator will implement.

All staff and management at the hotel will be provided with a copy of the PoM and briefed on the requirements as part of the employment induction process. A copy of the PoM will be available on site at all times.

The hotel will adhere to the following rules of operation at all times:

- Comply with all regulatory approvals and requirements including any conditions of consent
- Comply with its Brand Policies including emergency and evacuation procedures, responsible service of alcohol (RSA), personal conduct and human resources (HR) policies, interaction with guests and the public, and security
- Ensure compliance with this PoM

1.4 Location Details

The site is located at 277 The Grand Parade, Sydney and is within the Bayside Council Local Government Area.

The site location is shown in Figure 1.



1.5 Proposed Floor Plan

The proposal includes the demolition of existing site improvements and the construction of an seven storey mixed-use development comprising retail uses, tourist and visitor accommodation with ancillary food and drink premises, above basement carparking at No. 277 The Grand Parade, Ramsgate Beach.

More specifically, the proposed mixed-use building will provide 3,166m² of retail floor space at ground level with a 2,500m² Coles supermarket, specialty retail uses sleeving the northern frontage of the supermarket at ground level, and hotel entrance and lobby facing north.

Car parking will be located on B1 and B2 basement levels, and servicing areas including a loading dock with turntable will be provided at ground level. On levels 3 to 6, the proposed development will provide for a 121-room hotel offering quality tourist accommodation for domestic and international tourists. Vehicle access to the site will be provided from the Council car park parallel to Ramsgate Road into the basement car parking levels. Due to the flood prone nature of the site, the basement carpark will be protected from flooding with the entry point being designed above the PMF level.

Figure 2 Illustrates the proposed Basement 2 floor design, including the hotel loading dock, general and Hotel parking, Hotel BOH and Plant.

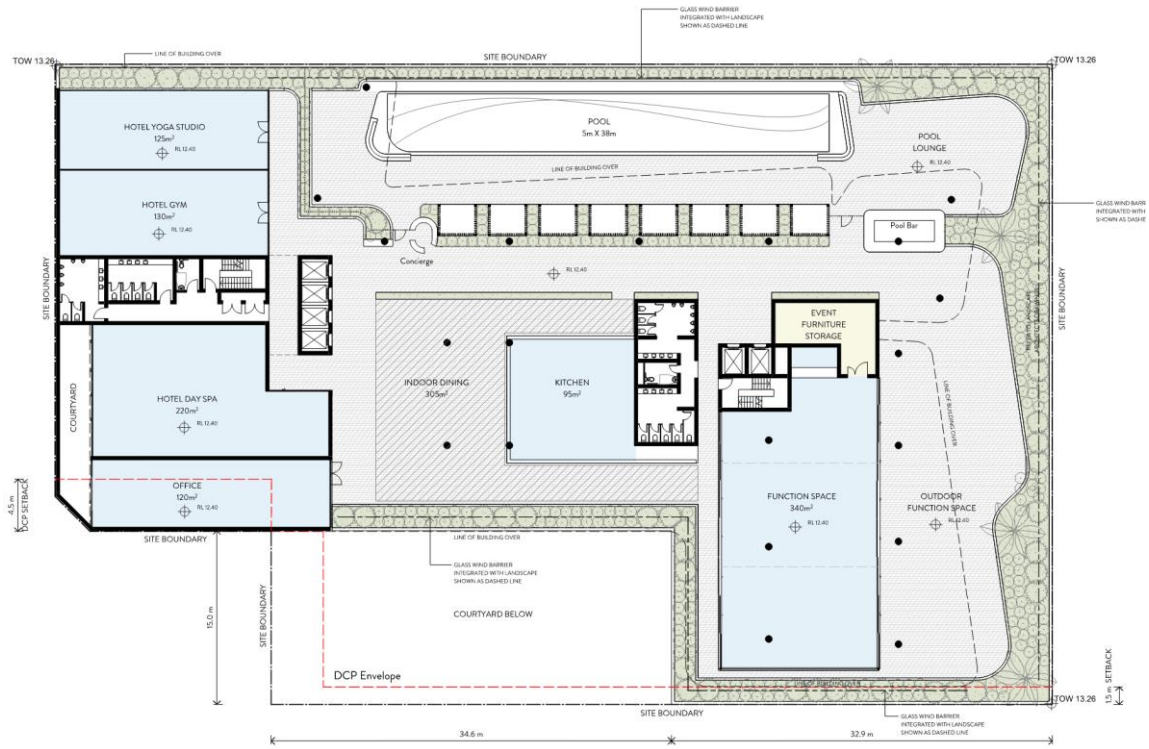
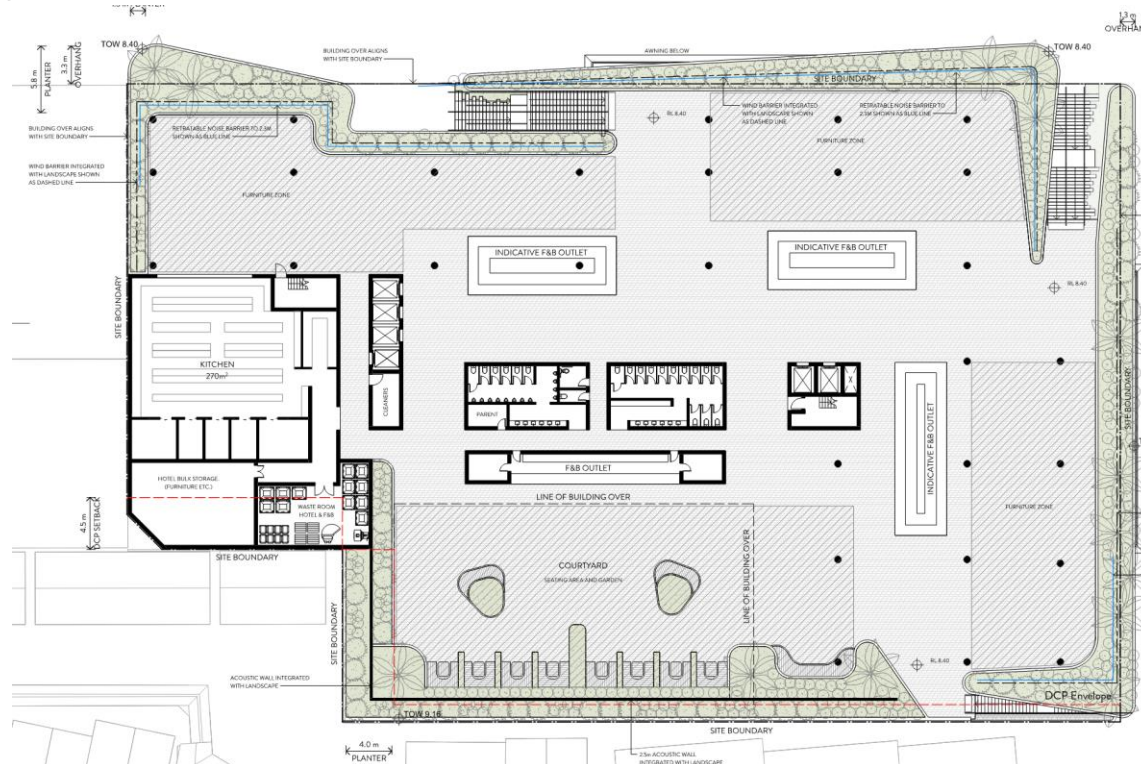


Figure 3 Illustrates the hotel floor plan on level 4 of the development



Figure 4 Illustrates the hotel floor plan on the top level of the development

Figure 5 Illustrates the waste room and Hotel F&B located on the first floor of the proposed development



2.0 Operational Management Plan

2.1 Overview

The operation and management of the hotel is to always have regard to the following:

- To ensure a high standard of accommodation for all guests
- To ensure that guests enjoy their stay in a comfortable and safe environment
- To ensure the cleanliness of the premises
- To ensure the maximum occupancy provided by the capacity of the hotel is not exceeded
- To ensure the on-going workability of emergency systems, including those of lighting and smoke detectors, fire services and air conditioning
- To ensure premises are regularly checked to ensure fire safety, including that of exits and egress paths are clear and free of locks and obstructions
- To ensure no actions are carried out that will infringe fire safety requirements
- To ensure all staff receive training on their responsibilities and serve guests in a responsible, friendly and professional manner
- To ensure proper staff training for handling of disputes for various guest issues
- To ensure proper staff training on all policies, including the operation of the Emergency Management and Evacuation Plan, and to be able to guide the guests to safety should situation arise
- To ensure waste minimisation, and efficient and appropriate storage and collection procedures
- To ensure energy minimisation and environmental sustainability
- Neighbours are not materially adversely affected, and to deal with any complaints appropriately
- To ensure that the hotel is a responsible and responsive member of the community.

2.2 Hours of Operation

Specific hours of operations proposed as follows:

- The hotel will operate 24 hours a day, 7 days a week
- The café/grab and go style tenancies on ground level will operate from 6:00am until 5:00pm, 7 days per week. Liquor will only be sold or supplied during any hours specified in the licence issued or not issued by the Liquor Authority in relation to these premises.
- The restaurants/bars on level 1 will operate from 11:00am until 12:00am, 7 days per week. Liquor will only be sold or supplied during any hours specified in the licence issued by the Liquor Authority in relation to these premises.
- The level 2 pool will operate from 6:00am until 11:00pm
- The level 2 pool bars and restaurant will operate from 6:00am until 11:30pm
- Security will be present on level 2 from 12:00pm until 6:00am, 7 days per week

- The front door / hotel reception will be manned 24 hours with the receptionist able to lock the door from 11:00am until 6:00am, 7 days per week.
- The rooftop pool will operate from 9:00am until 10:30pm 7 days per week

2.3 Capacity

Hotel management will comply with the approved patron capacity of the hotel and its facilities as prescribed in the development consent and any liquor licence approval. The hotel will have visible internal signage alongside the licensee's name stating the maximum number of persons, as specified in the development consent, that are permitted in the building.

2.4 Patron Arrival

The hotel lobby will be clearly identified and will be managed by staff at all times in order to manage guest check-in/outs, members of the public and any building related enquiries. A short stay drop-off / pick-up zone is proposed outside the hotel adjacent to the council carpark.

2.5 Check In / Out

All guest check in/out services and bookings will occur at the hotel reception area and will be tracked by a Property Management Software System which monitors and regulates guest activity and hotel bookings.

The hotel will have an electronic key system, which will control the hotel lifts, access doors into the hotel, guest rooms, and pool and gym access. This is programmed to allow the guest access to the floor their room is on and their room, as well as the hotel amenity areas. The keys will be encoded to stop working on the day of the scheduled departure. In the event a guest key is lost, the reception staff will be able to program a new key for the room, and once used in the room the lock prevents the lost key from working in the lock.

2.6 Access

Vehicle access to the ground floor lobby is provided from the Council car park parallel to Ramsgate Road. Guests arriving by vehicle will be directed to follow and adhere to Council restrictions. A Porte cochere will be available outside the hotel in the development proposal where a valet driver will be able to take vehicles down to the designated hotel carparking.

Guests who require car parking will be directed to the 45 allocated hotel carparking spaces in the two basement levels.

Guests and staff who require bike parking will be provided with secure access and direction to the bike storage facilities located within the building.

Pedestrian access to the ground floor lobby is provided from Ramsgate Road and The Grand Parade.

2.7 Maximum Stay - Hotel Rooms

In accordance with the Botany Bay Development Control Plan 2013, the maximum permitted length of stay at the hotel is 3 months.

2.8 Management of Large Groups

The proposed hotel contains 121 hotel rooms. The hotel will be positioned in the market as a lifestyle design led offer and it is not expected that large group bookings are a material part of the market mix for the hotel.

Staff will be trained in check in / out procedures to ensure guests have a seamless entry or exit even if there are some groups. It will be the responsibility of the hotel management to monitor peak times during the day and assign staff accordingly.

In managing the hotel from day to day the operator will ensure:

- Management and staff take all reasonable steps to direct the behaviour of patrons entering and leaving the premises and whilst at the premises, does not detrimentally affect the amenity of the neighbourhood
- If necessary, signage will be prominently displayed at the premises requesting that patrons upon leaving to do so quickly and quietly having regard to the amenity of the area.
- Management will ensure patrons are directed to suitable nearby transport including train, buses and taxis to promote the orderly movement of groups during peak trading periods.
- Groups who are being overly noisy will be asked by staff to quieten down.
- Management will also develop and implement practices relating to the management of large groups attending the premises to minimise the potential for adverse impacts.

2.9 Public Transport

Public transport in the vicinity of the site is provided by Sydney Buses with the Route 947 service which runs along Ramsgate Road and Route 478 which runs along The Grand Parade

Hotel guests and staff will be encouraged to utilise public transport. The staff will also be able to provide knowledge and resources regarding the location and operation of public transport.

2.10 Hotel Cleaning

The hotel's housekeeping and stewarding staff are responsible for the maintenance of the premises to ensure it is always in a clean and tidy state. The hotel's management will also ensure that areas surrounding the premises are monitored on a continual basis and that all fire escapes and stairways are always kept clear of obstructions.

2.11 Deliveries and Servicing

All deliveries and servicing of the hotel will occur via the main loading dock and secondary bays for smaller deliveries. The loading dock will be managed by the hotel management in accordance with the Loading Dock Management Plan.

Deliveries and servicing to the hotel will occur in accordance with the following key principles:

- All collection of waste and other materials is to be undertaken via the loading dock
- All deliveries of goods and services is to be undertaken via the secondary loading bays where possible by light van deliveries (usual) or the loading dock for heavy vehicles (occasional).
- To the extent possible, deliveries are to occur during off-peak periods to limit interaction with cars and pedestrians in the laneway and at time that will limit disturbance to hotel guests and nearby residents.
- In accordance with the Traffic and Parking Assessment by TTPA + VARGA and the Acoustic Assessment Report by Renzo Tonin and Associates, 12 deliveries are allowed to the site per day, 4 for the Hotel, 4 for Coles and 4 for F&B. 1 of the 12 deliveries will be allowed before 7:00am and 2 of the 12 deliveries will be allowed after 6:00pm. Impacts to the surrounding traffic flow are shown in the Traffic and Parking Assessment by TTPA + VARGA.
- The three entities will be responsible for coordinating delivery and servicing times in accordance with a loading dock management plan to ensure that overlapping of delivery vehicles does not occur. This could include allocation of delivery windows for specific service providers.
- Access for deliveries and waste collection will minimise any interruption to the flow of external traffic.

Figure 6 Illustrates the proposed Basement 2 floor design, including the hotel loading dock, general and Hotel parking, Hotel BOH and Plant.

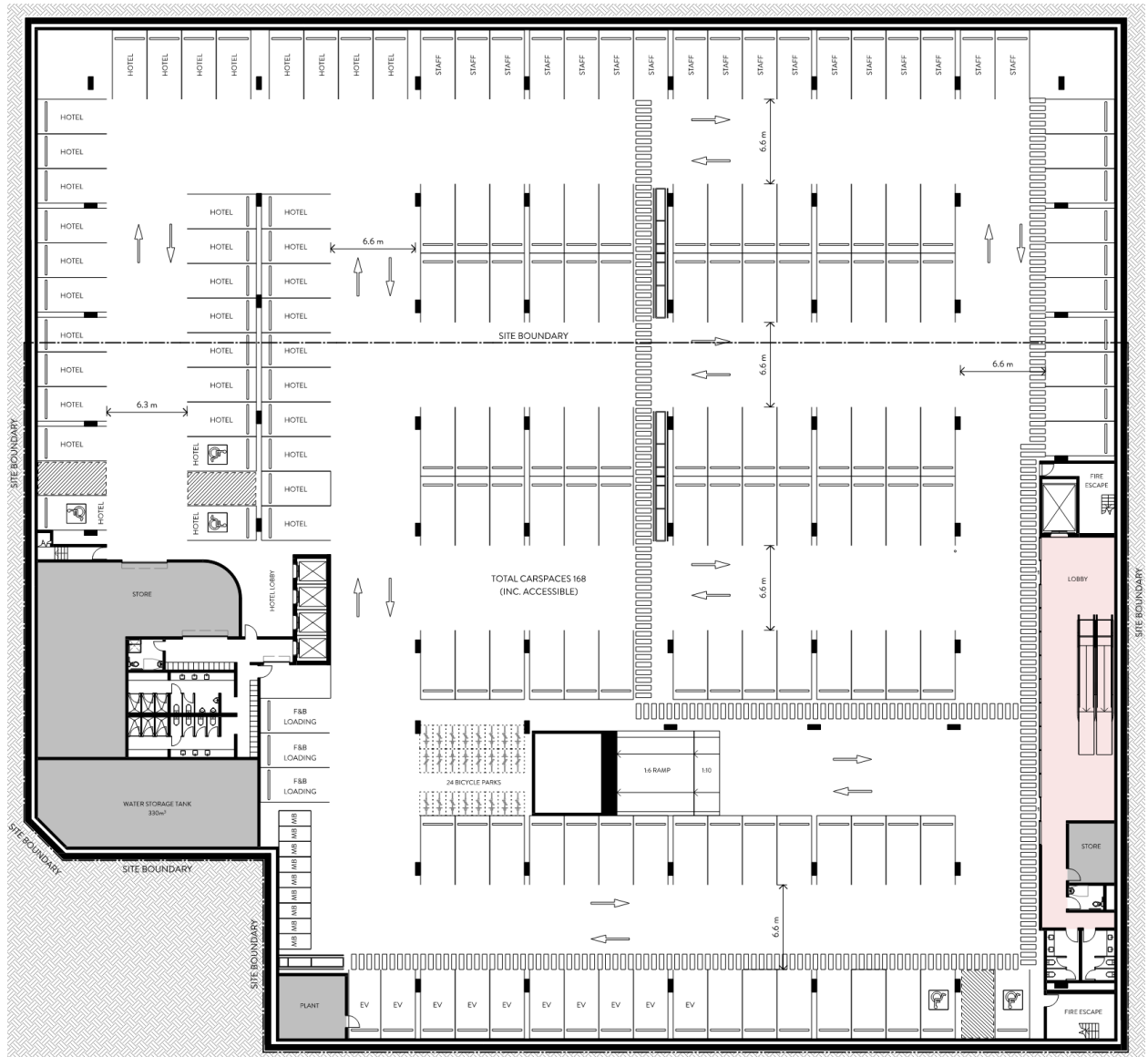
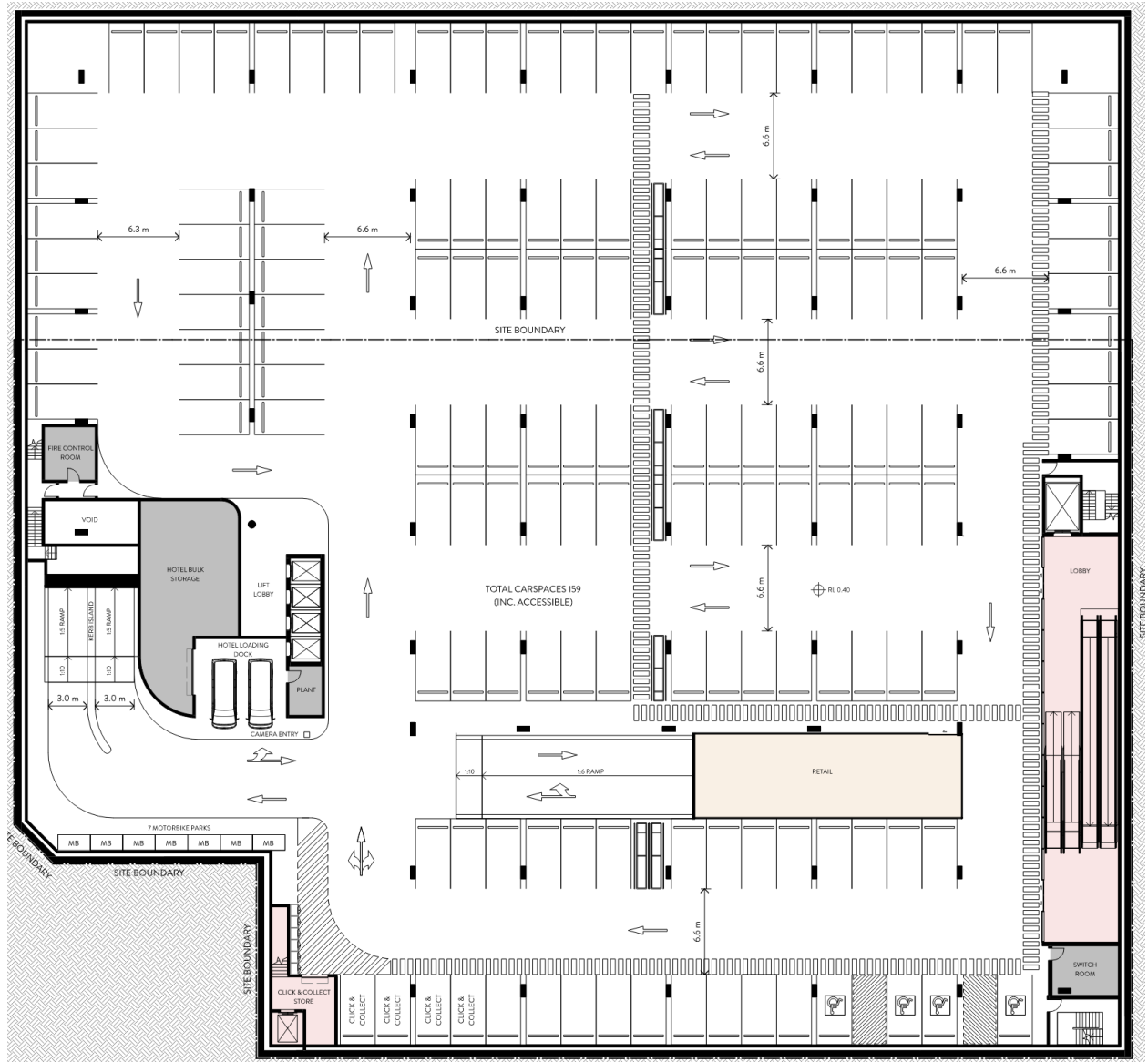


Figure 7 Illustrates the proposed Basement 1 floor design, including the F+B loading dock, general parking and Plant.



principles of Equity and Fairness embodied in the government's anti-discrimination legislation. The objectives of this legislation are to eliminate and ensure the absence of discrimination in employment and to actively promote equal employment opportunities regardless of colour, gender, sexual orientation, age, disability or any other discriminatory factor.

2.12.3 Training Policy

The hotel will have a high focus on training and development of staff in accordance with its training programs. Staff training days will be held on a regular basis to reinforce safety and security procedures for each of the businesses. A staff member with a first aid qualification will be required at all times at the hotel to be able to respond to any medical incidents. Staff will also have access to medical equipment including Automated External Defibrillator devices. Training will ensure that in the event of a robbery, theft or anti-social behaviour, staff acts in a manner to best protect themselves. Employees will be encouraged to report any suspicious activity or persons in and around the area to the management and / or the local Police.

2.13 Building Design and Safety Procedures

The building has been designed to ensure the enjoyment and safety of guests. The lifts will adequately service the guests to travel between the lobby / reception, the food and beverage area and their hotel floor. Fire stairs and other safety measures have been incorporated into the design as an alternative means of egress during an emergency. Common areas and the hotel rooms will be sprinkler protected and a building Occupant Warning System (BOWS) will be installed into the building for fire evacuations.

All building emergency systems will be periodically tested including lighting and smoke detectors, sprinkler systems, and air conditioning as part of normal operational procedures.

An Emergency Management Evacuation Plan will form part of the operation of the hotel and all staff and security will be appropriately trained in relation to administering and implementing the Plan

A range of measures have been implemented into the building to minimise the impact of noise from adjoining neighbours within the building.

The hotel floors will be acoustically treated for both airborne noise and foot fall noise to comply with the requirements of Bayside Council's DCP and BCA. Walls between hotel rooms will be designed to comply with BCA and Bayside Council's DCP requirements, and all mechanical services will be treated for compliance with Bayside Council's criteria. From an operational perspective, all guests behaviour will be supervised by hotel management and integrated security.

2.14 Crime Prevention Through Environmental Design

The PoM is consistent with the principles of Crime Prevention Through Environment Design (CPTED) by creating environmental and social conditions that:

- Maximise the risk to offenders (increasing the likelihood of detection, challenge and apprehension)
- Maximise the effort required to commit crime (increasing the time, energy and resources required to commit crime)
- Minimise the actual and perceived benefits of crime (removing, minimising or concealing crime attractors and rewards); and
- Minimise excuse-making opportunities (removing conditions that encourage / facilitate rationalisation of inappropriate behaviour)

The safety and security issues addressed in this PoM are consistent with the current policies that ensure the quiet amenity of neighbouring properties is maintained at all times during the operation of the premises. All staff, as part of the induction process, are required to be familiar with this PoM.

2.15 Noise

The hotel will be managed to minimise the potential of causing a nuisance, or an offensive noise as defined in the Protection of the Environment Operations Act 1997 to adjoining properties or the public. The following measures will be implemented:

- The hotel will ensure management is aware of the operational consequences of the PoM to ensure that it is consistently enforced.
- All staff, as part of the induction process, will be required to be familiar with this PoM and will play an important part in maintaining a quiet ambience.
- Patrons of the hotel making any significant noise at sensitive time and any customers behaving in an unsociable manner will be asked to moderate their behaviour.
- Additionally, the safety and security issues addressed in this Plan of Management have been devised to ensure the quiet amenity of neighbouring properties is always maintained during the operation of the premises.

Staff will be encouraged to minimise the noise while on site and always report any anti-social behaviour. Reports of all noise complaints will be documented in a register and kept on site. Staff will be encouraged to ensure that customers behave in an appropriate manner whilst on the site and do not disturb the neighbourhood when exiting the premises late at night.

The premises will be operated in accordance with noise conditions imposed by the Bayside Council as part of any development approval as well as any requirements of the relevant licensing authority. All sound emissions and noise management practices will comply with

Council's requirements, the Protection of the Environment (Operations) Act 1997 and NSW Office of Liquor, Gaming and Racing (OLGR).

Key initiatives to minimise noise during normal hours and after hours include:

- Management and staff intervention
- Noise limiting applications on sound systems and equipment
- Passive design noise barriers including screens and curtains

2.16 Waste Management

The hotel will manage waste strictly in accordance with the Waste management Plan for the property which has been prepared by TTM. The document outlines the estimated requirements for the site as well as detailing the access and collection of waste from the building.

The hotel manager will be responsible for overseeing the waste management system for the property. The hotel manager will be trained and informed about their responsibility to work closely with the private service provider and Bayside Council regarding the schedule for collection and presentation of bins. There will be staff members responsible for maintaining the bin store in a clean and tidy condition at all times and ensuring bins are washed regularly.

2.17 Money Handling

An independent security company will be employed to undertake all movements of cash to and from the premises. There will be no cash movements from the premises by the staff at any stage. There will be no movement of monies from the premises by Security Personnel at night. All appropriate safety alarms will be installed at the building back to base security which involves the Intruder Alarm System being linked to the security company. Minimal amounts of cash for the hotel will be used with managements payment preference being credit cards. Money handling for F+B services will be handled separately to hotel money handling.

3.0 Security Management Plan

The following management plan has been outlined to ensure the safety of the hotel staff, guests and members of the community.

3.1 CCTV Cameras

The security and safety of employees and the general public are to be of top priority to the management of the premises.

The hotel will have CCTV surveillance cameras in the premises in strategic places including the building entry points, hotel lobby, loading dock and common areas. This system has automated recording technology, longer video storage capacity and video motion detection.

All cameras will operate 24 hours a day. The surveillance tapes / videos should be kept for at least 1 month for viewing by the police if required. The quality of the images filmed are to satisfy police requirements.

Management will ensure the system is maintained and in good working order. Management are to ensure that the coverage is operated with due regards to the privacy and civil liberties of all persons within the development and in strict accordance with the *Privacy and Personal/Information Protection Act 1998*.

3.2 General Surveillance

The hotel staff are encouraged to assist with passive surveillance of all areas of the development, particularly in the café, bar and restaurant and reception areas by providing efficient reporting systems for any safety or security concerns.

Clear lines of sight and lighting will be provided within the lobby and at street level to activate the ground plane, encourage passive surveillance and deter anti-social or criminal behaviour.

The hotel is to undertake a risk assessment analysis on a continual basis to determine the need for security personnel in the hotel.

3.3 Lighting

External lighting will be provided around the building and building entries to enable clear vision and will be designed in such a manner to prevent concealment and shadowing. The standard of lighting will not only reduce the fear of crime in accordance with Australian lighting standards, but also serves to provide clear identification of activity using high technology CCTV cameras proposed. Broken light fixtures and bulbs within the premises will be replaced within 48 hours.

3.4 Restricted Access

Access will be restricted particularly in relation to nominated “secure areas” such as office and back of house areas. This will be achieved by the installation of security hardware (locks, etc.).

3.5 Signage

Clearly identifiable signage will be installed in and around the building to indicate which areas are open to guests and members of the public and which areas are restricted.

2.6 Space Management

Routine maintenance checks and reporting will be carried out by hotel staff to ensure the property is maintained and to reduce the likelihood of crime or vandalism. Furthermore, robust materials are proposed to be used where possible to mitigate against potential malicious damage. Any vandalism or graffiti should be repaired and removed promptly by staff or contractors.

3.7 Toilets

Common toilets for staff and guest use will be clearly signed.

3.8 Security Guards

A team of security guards for the ground level and level 1 of the hotel (excluding Coles) will be present on the site during opening hours. A second team will be devoted to the hotel and be capacity driven based on time of day, functions going on, and so on (and will maintain some presence 24 hours per day 7 days per week). A general security guard/building manager team will be devoted to loading dock areas and carpark levels with some form of presence 24 hours per day. The amount of security guards will be provided in accordance with the relevant NSW legislation/regulation.

The three separate security teams will be connected and be able to communicate via 2-way radio.

Security for Coles on ground floor will be run independently.

3.9 Guest and Patron Management

The following principles are recommended as part of any future detailed Plan of Management adopted by the hotel to manage individual patrons and crowds:

- All staff are to be trained with regards to the obligations, practices and procedures of the Hotel with regards to Responsible Service of Alcohol

- The hotel does not serve liquor to intoxicated patrons. As well, intoxicated patrons are not allowed to remain on the premises, and due to the nature of the area, this is, and will continue to be tightly controlled by hotel management.
- The hotel refuses entry to intoxicated persons coming from other venues in order to reduce incidences.
- All staff, as part of the induction process, are fully briefed on how they should address and caution potentially inebriated or unusually vocal customers in order to minimise the likelihood of disturbing the quiet and good order of the neighbourhood.
- Customers making any noise are asked to leave quietly and quickly and any customers loitering are asked to move on
- Additionally, the safety and security issues addressed in this Plan of Management have been devised to ensure the quiet amenity of neighbouring properties is maintained at all times during the operation of the premises.
- Hotel employees are encouraged to assist with passive surveillance of all areas of the development. Staff will be encouraged to call their supervisor or manager if any difficulties arise to quickly “Intercept” any potentially noisy, rowdy or abusive patrons to attempt to calm them down as much as possible as they leave.

3.10 Weapons

Weapons of any type, i.e., knives, firearms, etc, will not be permitted at any time, unless in the hands of authorised security personnel or Police.

3.11 Theft

In the event that theft occurs involving a guest, every effort must be made to assist the guest in any way possible, i.e., forms, police report, telephone calls. All personal information must be recorded on the Incident Report Form in case any items are recovered at a future time.

Incidents involving staff members must also be documented on the Incident Report Form and any necessary policy reports must be completed. A list of all items missing must be recorded.

The theft of any property on the premises must be reported to the police for insurance purposes. All thefts must be documented clearly and concisely on an Incident Report Form.

Any guests engaged in theft or vandalism will be required to immediately vacate the building with the appropriate authorities notified. Criminal charges may be laid.

3.12 Antisocial Behaviour

The hotel will adopt a zero-tolerance approach to antisocial behaviour at the premises.

3.13 Complaints Handling

All staff members will undergo complaints training to ensure that they are skilled in being able to appropriately manage complaints or when they are required to be elevated to a manager. Generally, all complaints will be dealt with by managers

Staff will be trained to handle complaints by teaching them the LAST process – Listen, Apologise, Solve and Thank.

Staff are trained to know how and when to turn over complaints to managers.

As a basic course of procedure if a hotel guest or member of the public becomes irate and threatens someone, the following actions should be followed:

1. A manager will be requested to address the guests concerns and take appropriate action to resolve the situation
2. If the guest continues to behave in an unsatisfactory or threatening way the person will be asked to leave the premises
3. If the person refuses, as a last resort, consider calling the Police
4. This incident or complaint would be required to be noted in the complaints register.

Complaints will be handled by management and staff at the hotel. Guests will also have the opportunity to escalate issues to the head office.

3.14 Incident Reporting and Complaints Register

A register is to be kept, which identifies any incidents that may have occurred or complaints that are considered to be worth noting. The day, time and details of the incident/complaint are to be noted within the register. A copy of the register will be made available to the police within 48 hours upon request if requested.

Staff must not resist a robbery and are required to call the police after the person(s) has left the building, at which time doors are locked. The hotel must stop trading until emergency services arrive.

The entries within the incident / complaints register will be used as a basis for the review and amendment to this plan of management as required. A review of the incident / complaints register will be undertaken annually.

3.15 State Health and Safety Regulatory Authority

Any notice / document / request that are raised by a State Health & Safety Regulatory Authority Inspector must be immediately communicated to the OHS Manager who will then ensure that all other appropriate personnel are informed. The OHS Manager will then develop an Action Plan / Actions with responsibilities to address the issue raised.

3.16 Consultation

The developer on behalf of the hotel operator and F&B tenants will consult with adjoining property owners, Police, Council and community to discuss any issues that arise and determine the most effective solutions.

Ongoing review of this document may be undertaken to ensure that the PoM remains relevant to the operation of the Hotel and that issues that can arise can be managed into the future.

4.0 Appendix

4.1 Appendix 1: Response to RFI (Dec 2022)

4.1.1 Trolley Management:

Trolley movement will operate within the Coles tenancy and B1 and B2 carparks only. Trolley management will be organised and run by Coles involving the collection and movement of trolleys from the trolley bays in the basement including any stray trollies that may be outside trolley bays. Trolley retention systems will be installed at The Grand Parade entry/exit in order to eliminate theft and the scattering of trolleys around the area. The intention is trolleys will have zero access to council footpaths that adjoin the site.

4.1.2 Parking Fee Structure:

The basement car parking provided will have:

- 2-hours free parking,
- charged thereafter in 30-minute increments up to a maximum of 6 hours,
- charged thereafter at a daily rate up to a maximum of 2 days (48 hours).
- With free parking for hotel guests for the duration of their stay.

4.1.3 Operational aspects:

This report above addresses operational aspects.

4.1.4 Hotel and public use of areas:

Refer to section 3.6 in the report above (space management) for more information.

4.1.5 Management measures to consider amenity impacts to neighbours:

A range of measures regarding the consideration of the amenity impacts to neighbours have been considered.

As per point 2.8 management of large groups, staff will be trained in check in / out procedures to ensure guests have a seamless entry or exit. Further, management and staff will take all reasonable steps to direct the behaviour of patrons entering and leaving the premises and whilst at the premises, does not detrimentally affect the amenity of the neighbourhood. See 2.8 for more details.

For further guidance refer to 2.2 – 2.8 for management measures to consider amenity impacts to neighbours.

As per point 2.2 hours of operation, the proposed developments operating hours have been limited. This includes the setting of specific quiet hours in which loud music cannot be played, limits on the use of outdoor spaces including the pools and bars during certain times. Through limiting the hours of operation, the hotel can reduce the potential impacts on neighbouring properties and maintain good relationships with the community.

4.1.6 Key management measures from expert operational reports:

Some key management measures from expert operation reports include limitations to the loading dock and waste collection operation, as specified in the loading dock management section in acoustic assessment with further recommendations for Noise screens along the southern edge of the restaurant tenancy and around the south-east

corner of the outdoor function space. Management measures also include information regarding service and delivery vehicles as specified in the traffic report. Refer to the Acoustic and Traffic management reports for more detailed information.

4.1.7 Any green travel measures:

There will be several green travel measures provided by the Hotel including:

- Bicycle racks and storage in B2
- End of Journey facilities to encourage bike use, walking, and jogging.
- 10 EV Charging stations in B2 upon construction completion with 10 additional provided per year thereafter.
- An Electric Airport shuttle that will be provided for hotel guests.
- An Electric Courtesy shuttle for local pick ups and drop-offs of F&B guests.

4.1.8 Other Travel Measures:

The development has considered servicing by buses in response to the RFI and discussions. We intend for 12-seater buses to be adequate to service the needs of a 121 room hotel from a curb side drop off zone. Nevertheless, for redundancy a 22 seat bus can also be accommodated at curb side and a coach is able to use the turntable to comfortably access the site. The latter being for good measure and not realistically ever needed by a hotel this size.