



# Plan of Management

**Integrated Service Station and Food and Drink Premises with Drive-through**

**4 Dunheved Road, Werrington County, NSW 2747**

**March 2017**

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## Plan of Management

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Final

Prepared by Caltex Australia Petroleum Pty Ltd | Werrington County Service Station | December 2016

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## **1. Introduction**

This Plan of Management (PoM) has been prepared for the proposed Caltex service station with food and drink premises and drive-through facility located at 4 Dunheved Road, Werrington County, NSW 2747. Caltex Australia Petroleum Pty Ltd (Caltex) recognise the need to ensure the safety and security of customers, staff, workers, residents and the greater community in which the proposed service station with food and drink premises will exist. Safety and security issues of the proposal have been considered carefully to ensure the utmost safety of staff and patrons.

## **2. Purpose of Plan of Management**

The PoM is consistent with the principles of Crime Prevention through Environmental Design (CPTED) as described in the *Crime Prevention and the Assessment of Development Applications* guideline prepared by the former NSW Department of Urban Affairs and Planning (now Department of Planning and Environment).

The policies and procedures outlined in this PoM will help to make the premises a safe, efficient and pleasant environment in which to work and visit. Additionally, the safety and security issues addressed in this PoM have been devised to ensure the amenity of neighbouring properties is maintained at all times during the operation of the premises.

All staff at the Werrington County Caltex service station and food and drink premises, as part of the induction process, will be required to be familiar with this Management Plan.

## **3. The Site**

The site is located at 4 Dunheved Road, Werrington County, NSW 2747. Lot and DP details are: Lot 4 in DP 565623. The site is to be developed for two compatible land uses, including a food and drink premises with drive-through and the Werrington County Caltex Service Station. Access to the site can be gained via Dunheved Road and Henry Lawson Avenue. The Caltex Service Station and the Food and Drink Premises will coexist within the same building.

## **4. Operation**

This POM is to apply to both the Caltex Service Station with convenience store and the Food and Drink Premises with drive-through facility located at 4 Dunheved Road, Werrington County.

The POM is a dynamic document which can be updated to respond to changing procedures and practices.

All staff and management at the Caltex service station and the food and drink premises will be provided with a copy of the POM and be briefed on the requirements as part of the employment induction process. A copy of the POM will be help on site at all times.

## **5. Operational Hours**

The Caltex Convenience Shop and Service Station will operate 24 hours a day, 7 days a week.  
The food and drink premises will also operate for 24 hours, 7 days a week.

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## **6. Ordering procedures**

### **Ordering/Payment**

The Caltex and the Food and Drinks Premises will each have an ordering/payment point internal to the building.

The Caltex operation will have a secure window opening adjacent to the Caltex ordering/payment area which will service the outdoor seating area. This will allow customers to order coffee and bakery items without entering the store. Customers may also pay for fuel at this window, avoiding the need to enter the store.

This window has good surveillance of the immediate surrounding area for optimum safety, and shall be lockable.

### **Outdoor Seating**

Outdoor seating is fixed to the ground and will be in use throughout operating hours. During night operation the outdoor seating area will be well illuminated to create a safe visible environment for patrons. CCTV will operate with coverage of the outdoor seating area also.

### **Drive-through facilities**

Both the Caltex Service Station Foodary and the Food and Drink Premises will operate the drive-through facility. The two operations will share the same drive-through lane, with three (3) drive-through windows in operation.

Two COD units will be installed, where customers can order items from the Caltex Foodary or the Food and Drinks Premises at either COD point with one conversation with one staff member. The first window will be dedicated to payment for both operations. The second window will be dedicated to the food and drink operation for pickup of items. The third window will be dedicated to the Caltex Foodary offer pickup of items.

The Caltex Service Station Foodary will run its drive-through operation 24 hours 7 days a week serving a range including coffee, bakery & Foodary items. The Food and Drink Premises drive-through window will also operate its drive-through operation 24 hours 7 days a week serving their selected range of items.

## **7. Staff Training**

All staff will be trained in relevant security measures. Staff training days will be held on a regular basis to reinforce safety and security procedures for each of the businesses. 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 Local Police.

All staff will adhere to the Caltex Store Emergency Procedures Book for Fuel Stores.

## **8. Incident Report**



An incident register will be held on site. This will monitor any complaints and will be made available to police when requested. All incidents including vandalism and graffiti will be recorded, together with the response time taken to repair or remove the property affected or offending material. The frequency of incidents together with the respective response will be included in the regular site performance reviews to ensure the maintenance of acceptable standards.

Staff will have the use of a 'back to base panic button' at all times for emergency situations if the staff member feels that their life or another person's life may be in danger. Staff must not resist a robbery and are required to deploy the duress alarm after the person(s) has left the shop, at which time doors are locked and the Police are called. The service station must stop trading until emergency services arrive.

After a security incident, staff will complete the appropriate form within the Caltex Store Emergency Procedures Book for Fuel Stores and will be provided to Caltex Head Office with copies of the CCTV footage of the security incident.

Management will supervise all of the above practices and make sure all measures are adhered to.

## **9. Delivery and Service Vehicles**

The loading and unloading of service and delivery vehicles will occur within the designated loading bay at the northern end of the convenience store. Both the Caltex operation and the Food and Drink operation will share the loading bay.

The majority of goods and fuel deliveries, as well as waste collection will occur during off-peak periods. This will limit any disturbance to patrons on the premises or the amenity of the surrounding area.

## **10. Noise Management**

Staff will be encouraged to minimise noise whilst on site and always report any negative 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 installation of signage requesting all patrons to respect the local residents when exiting the building in a quiet and orderly manner will be incorporated to encourage patrons to consider the wellbeing of local residents.

## **11. State Health & 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.

## **12. Cleaning**

Cleaning of the store building will be shared by all staff. The areas to be cleaned will be split between the Caltex and the Food and Drinks premises. Cleaning of the Food and Drinks premises area will be the responsibility of the Food and Drink employees and management. Cleaning of internal seating and tables will

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be shared between the two operations. Other parts of the store will be the responsibility of the Caltex Foodary staff.

## **Wash-Up Areas**

Use of the wash-up area will be shared between the Caltex operation and the Food and Drink premises. It will be the responsibility of all staff regardless of employer to maintain a safe and clean wash-up area.

### **13. Litter Management**

#### **Dumpsters and Trash Receptacles**

- All outside Dumpsters must have an enclosure with wood or brick facing or a facing that matches the material and colour of the building, unless otherwise specified by local code.
- Trash from the site must be picked up or disposed of daily by store Staff and put into the rubbish bins.
- The enclosure and/or gates must not have significant damage or disrepair, and will be kept free of any accumulation of equipment, materials, or food/grease residue that contribute to pest harbourage.
- Dumpsters and trash receptacles at the site will be kept clean, in good repair, covered and odour free.
- All car-park bins are to be checked regularly and have the refuse removed to the dumpster area which is hidden from public view.
- The site will be kept clean and free of grease/food accumulation.

#### **Property Cleanliness**

- The property that the food and drink premises are located on must be free of accumulated litter and trash. All litter and trash from the previous day must be picked up prior to opening or no later than 30 minutes after dawn or opening.
- Throughout the day, litter and trash will be disposed of on a regular and frequent basis as needed but not less than once per hour during daylight hours. (After nightfall, safety considerations may dictate a different litter pickup schedule).
- All paved areas, including the drive-thru lane and pad, will be kept free of a significant accumulation of grease, oil, chewing gum, stains, straw wrappers and cigarette butts.
- All adjoining property must be kept free of the food and drink premises identified litter.

All trash, waste, grease and water used to rinse outside, cleaning chemicals will be disposed of in a manner that is environmentally safe and in compliance with regulatory requirements. Do not dispose of cleaning products, or rinse cleaning products, into storm drains or other waterways. Use wet-vacuum or absorbent material to pick up rinse water or runoff.

### **14. Dealing with Graffiti**

The premises will comply with common policy in relation to all Graffiti. Any damage to property by way of Graffiti will be removed from the site within 24 hours of being noticed.

### **15. Money Handling**

An independent security company will be employed to undertake all movement 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 including back to base security which involves the Intruder Alarm System being linked to the security company.



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## **16. 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.

## **17. Theft**

In the event that theft occurs involving a customer, every effort must be made to assist the customer 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 police 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.

## **18. Antisocial Behaviour**

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

Below are the safety measures which are to be put into place for 4 Dunheved Road, Werrington County:

- Having a well illuminated store, car park areas and Drive Thru (DT) lane (where applicable);
- Flood lights – all must be lit, functioning and replaced within 24 hours if not operating;
- Where applicable, DT Order point (Speak box) lighting must be operating and lit at 500 lumens;
- Where applicable, DT lane lighting to be operational from dusk till Dawn;
- Deterrent signage alerting patrons that the area is under video surveillance;
- The requirement of security providers will be reviewed upon the opening of the store and assessment of the subsequent requirement of a security provider to act as a deterrent against antisocial behaviour.

## **19. Security and Safety**

The security and safety of employees and the general public are highly valued by management and staff of the premises.

All staff will be trained in safe operating procedures and be supplied this Plan of Management as part of their initial training.

## **20. Surveillance**

The building that the service station and food and drink premises are located within will have a surveillance system installed so that the car park and internal areas of the premises can be viewed if required.

Panic Alarms (Mandatory Requirement for 24hrs stores).

Minimum 1 located at / near DT, Preferred installation is 3 1 DT, 1 FC, 1 Mgr. Office.

A sign will be placed in a prominent location in the shop advising that the shop is under 24-hour camera surveillance and that any anti-social behaviour will be reported to the NSW Police Service.

Additionally, the managers of the food and drink premises have the authority to refuse service to any customer not behaving in an acceptable manner. If situations were ever to escalate, the policy is to call the Police.

## **21. CCTV Camera**

Management will install CCTV surveillance cameras in and around the premises in strategic places including within the store and fueling areas. All cameras will operate 24 hours a day. CCTV Cameras will remain in working condition at all times. If damage to CCTV Cameras occurs repairs will be undertaken as soon as practicable. CCTV footage of any security incident on the site will be copied and provided to Caltex Head Office and made available to NSW Police Service as required.

Management will also ensure that the coverage will be operated with due regard to the privacy and civil liberties of all persons within the development.

Staff will be encouraged to assist with passive surveillance of all areas of the development by providing efficient reporting systems for any security or safety concerns on a 24-hour basis.

## **22. Lighting**

External lighting will be provided around the building and fueling area and building entries to enable clear vision and will be designed in such a manner so as 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 the high technology CCTV cameras proposed.

Broken light fixtures and bulbs within the premises and car park will be replaced within 24 hours.

## **23. Clear Sight Lines**

The service station has been designed to take into account the need to maximise clear sight lines. The building incorporates the maximum use of natural surveillance and minimises potential obstructions such as physical barriers to ensure clear sight lines.

## **24. Access Control**

The service station will utilise an intruder alarm, access control and CCTV system to monitor access within the site and building.

## **25. Restricted Areas**

Access will be restricted particularly in relation to nominated "secure areas" such as the office, back of house areas, and the loading bay. This will be achieved by the installation of movement detectors and security hardware (locks, etc.). The drive-through server windows shall be lockable and should not be opened unless clear sight of the customer is achieved.

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## **26. Signage**

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

Signage and clear sight lines will assist with the anticipated vehicle and pedestrian flows within the associated car park and fueling bays.

## **27. Space Management**

Routine maintenance checks and reporting will be carried out by personnel employed at the service station to ensure the property is maintained and to reduce the likelihood of crime or vandalism. Landscaping will be maintained in a manner that communicates an alert and active presence.

Furthermore, robust materials are proposed to be used where possible, including graffiti resistant materials and fixed rubbish bins to mitigate against potential malicious damage. Any vandalism or graffiti should be repaired and removed promptly by staff or contractors.

## **28. Toilets**

Toilets for staff and customer use will be clearly sign posted. The toilets are well lit and located where the entrance can be seen from the front counter and general retail area.

## **29. Landscaping**

The site landscaping is designed not to create pockets or enclosures whereby victims could be entrapped but to help integrate the built form into the site and surrounds. The proposed landscaping scheme avoids vegetation that impedes the effectiveness of outdoor lighting. It will be maintained regularly to communicate an alert and active presence.

## **30. Waste Management**

Staff will separate general waste and recyclables; this will occur within the garbage yard of the service station where a minimum of two separate bins will be located. Waste and recycling bins will be clearly labelled and identifiable. The bins and waste storages areas will be cleaned by staff with protective gloves. Refer to the Operational Waste Management Plan for further details on waste management.

## **31. Complaints Handling**

### **Only Managers should handle complaints**

Team Members are trained to know how and when to turn over complaints to Managers.

If a Guest becomes irate and threatens someone:

1. Ask the Guest to leave the premises;
2. If the Guest refuses, as a last resort, consider calling the police;



3. It is recommended that you keep in the restaurant a permanent file of these complaints/situations.

### **Be Prepared to Resolve Complaints**

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

Company-Operated Premises are to refer such complaints to your District Manager (DM).

### **32. Complaints/Issues from External Parties**

The following procedure is used to manage any complaints or issues that are raised by external parties.

#### **Public**

Any issues that are raised by members of the Public are:

- Recorded in the premises diary noting the day time and address of the complainant and dealt with by the Shift manager/Premises Manager;
- The complaint is then entered via our internal tracking system into a database where it is logged and it is required to be addressed within the 72 hour period;
- If the complaint cannot be resolved at this level, the District Manager and/or State Manager will then be consulted;
- All complaints are reviewed with all managers at the Weekly Managers meeting.

Issues are raised as an Incident Report or "Complaints Form" and are addressed by premises management through the Incident Reporting procedure and a copy of the Incident report with corrective action sent to the District Manager and OHS Manager.

### **33. Consultation**

Caltex are committed to ongoing consultation with adjoining property owners, Police and Council to foster a better understanding of relevant operational issues that may arise at the Werrington County site and would be available to be contacted to discuss potential issues as they may arise.