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Penrith City Council
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Plan of Management
Take Away Food & Drink Premises
1 Renshaw Street, Cranebrook NSW 2749

1 Introduction

This Plan of Management (PoM) has been prepared for the three take away food and drink premise tenants of 1 Renshaw Street, Cranebrook NSW 2749 (Lot 13, Deposited Plan (DP) 286568). The take away food and drink premises proposed on site includes a Hungry Jacks, Taco Bell and El Jannah's.

All tenants recognise the need to ensure the safety and security of customers, staff, workers, residents, and the greater community in which the proposed development will exist. Safety and security issues of the proposal have been considered carefully to ensure the utmost safety of staff and patrons at the development.

1.1 Purpose of Plan of Management

The policies and procedures outlined in this PoM will help ensure safety on the premises and an 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. Objectives of the PoM:

- To demonstrate the development's commitment to the ongoing amenity of staff and nearby properties;
- To set out specific actions and procedures to safely manage patrons and the operation;
- To establish a process to receive and remedy complaints; and
- To promote good communication between the proposed operations of the premises, and the local community and residents.

As part of the induction process, all staff at each tenancy will be required to be familiar with this Plan of Management.

1.2 Site Details

The site is situated on the corner of Renshaw Street and Andrews Road in the suburb of Cranebrook which forms part of the Penrith Local Government Area (LGA). The subject site is approximately 1.5 hectares and is zoned IN2 Light Industrial. The site is located within a mixed use zoned area and is surrounded by a diverse range of developments including residential, commercial and public land uses.

2 Operational Details

2.1 Operational Hours

All premises are proposed to operate 24 hours a day, 7 days a week.

2.2 Staff

All staff will be trained in relevant security measures. Staff training days will be held on a regular basis to reinforce safety and security measures. 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.

2.3 Incident Report

An incident register will be held on each tenancy. 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 must not resist a robbery and are required to alert police after the person(s) has left the shop and the doors are locked. The premises will stop trading until police arrive.

After a security incident, staff are required to complete the appropriate paperwork and copies will be provided to the relevant 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.

2.4 Deliveries

The loading and unloading of service and delivery vehicles will occur within the designated loading bay of each tenancy. Delivery loading and waste collection for the take away food and drink premises will occur adjacent to each building, next to the drive through, in a designated loading bay.

The expected number of deliveries will be low, at 1-2 times per day. This detail will be refined upon commencement of operation. Waste collection times will be discussed with the contractor and will depend on store volumes once operational.

2.5 Waste Management

Staff will separate general waste and recyclables; this will occur within the waste store 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 Waste Management Plan (WMP) at **Appendix D** for further details on waste management.

2.6 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.

2.7 Cleaning

Cleaning of each building will be the responsibility of the respective tenant. The undertaking of the task will be shared between tenancy staff and/or undertaken by cleaning personnel.

2.8 Graffiti Management

Each 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.

2.9 Money Handling

An independent security company will be employed to undertake all movement of cash to and from the tenancies. 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.

2.10 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.

2.11 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 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.

3 Safety and Security

The security and safety of employees and the general public are highly valued by all operators on the site. The following management strategies will be implemented to ensure the utmost safety of patrons and staff.

3.1 Surveillance

CCTV surveillance cameras will be established in and around each tenancy in strategic locations. All cameras will operate 24 hours a day. CCTV cameras will be checked regularly to ensure they remain in working condition. 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 made available to NSW Police Force as required. Managers will generally have access to the CCTV (both live and recorded) from a remote device (i.e. mobile phone).

Management will ensure that the coverage will be operated with due regard to the privacy and civil liberties of all persons within the operation. Signage will be displayed noting that CCTV cameras are recording the site.

3.2 Lighting

All lighting on the site shall be designed so as not to cause a nuisance to adjoining properties or to motorists on nearby roads to minimise light overspill. Lighting shall comply with the *AS 4282:1997 Control of the obtrusive effect of outdoor lighting*.

External lighting will be provided around the building, building entry and car park to enable clear vision and will be designed in such a manner to prevent concealment and shadowing. The standard of lighting will also serve 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 where practical.

3.3 Access Control

As detailed above, the site will utilise access control and CCTV systems to monitor access within the site and buildings.

3.4 Space Management

Routine maintenance checks and reporting will be carried out by personnel employed at the site 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.

4 Consultation

Tenants of the site are committed to ongoing consultation with adjoining property owners, Council and the wider community to foster a better understanding of relevant operational issues that may arise at the Cranebrook site from time to time.

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