

BABYLON

St Marys

A Safe Place/ Adult Concepts

PLAN OF MANAGEMENT

BABYLON ST MARYS

SHOP 3/222 QUEEN STREET

ST MARYS NSW 2760

PLAN OF MANAGEMENT

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PURPOSE

The Purpose of this ***plan of management*** is to establish performance criteria for various aspects of the operation of Babylon St Marys.

USE OF PLAN

All management and staff employed at Babylon St Marys shall be familiar with this plan.

The plan of management will be always made readily available and stored in the business library.

DESCRIPTION OF PREMISES

THE SITE

Babylon St Marys is located on level 1, at 3 /222 Queen Street, St Marys NSW 2760.

The site is within proximity to major roads, a parking station and public transport facilities.

HOURS OF OPERATION

The trading hours for the premises shall operate between the following hours:

- Monday 10am – 11pm
- Tuesday 10am – 11pm
- Wednesday 10am – 11pm
- Thursday 10am – 12am
- Friday 10am – 12am
- Saturday 10am – 12am
- Sunday 10am – 12am

TRADING HOURS

Patrons of the premises shall not be permitted to remain on the premises for more than 15 minutes after the closing times set above. All music will be turned off and the internal lights are switched on.

Staff will complete a full security walk around of the internal premises and will verbally request patrons to depart the premises quietly and to consider neighbourhood businesses while moving away from the facility.

Staff may enter or remain on site at any time to carry out general duties. Tradespersons engaged by the premises may enter or remain on the premises at any time, provided that their activities do not give rise to disturbance to the neighbourhood.

OPERATIONAL DETAILS

BUSINESS OUTLINE

The business will operate as a retail shop (restricted premises/adult bookshop) with screening cinema room.

FACILITIES

Retail/bookshop area

Screening cinema room

- The interior of the premises will not be visible from outside of the premises.

SANITARY FACILITIES

1x Male/1x Female toilet,

- hand wash basins in each toilet space
- liquid soap dispensers
- hand dryers
- water-proof bins fitted with removable plastic liners
- sharps disposal containers
- sanitary disposal unit

STAFF FACILITIES

Private staff area including

- staff office
- kitchenette
- shower and hand basin/soap dispenser

COMPANY MOTTO

Our motto will **always** be to promote a “**Safe Place**” and by welcoming all individuals regardless of their **gender, age, race, creed, colour, sexuality, and size**. All individuals are welcome at Babylon St Marys.

**Please note 18+ ages still apply*

AIM

- The proposed business aims to **create** and **promote** a safe place for Western Sydney; a place in which individuals and couples can meet, converse, and explore their lifestyle choices within the comforts of a discreet and safe environment.
- Our aim is to provide a safe place for the entire LGTBIQ (Lesbian, Gay, Bisexual, Transgender, Intersex and Questioning) and Heterosexual communities.

OPERATIONAL DETAILS

PRINCIPLES

- Our principles are to ensure all patrons have the right to be **respected**, practise safe and consensual sex, and be provided with the educational resources about the importance of safe sex and sexual health.

BRANDING

- We at Babylon St Marys believe a brand identity is the visual representation of the values and personality of our brand. Our brand identity is designed to communicate our company's overall message and promote our business goals; a '**Safe Place**'.

SAFETY FIRST

- We at Babylon St Marys believe in **safety first**, service always. We will endeavour to ensure patrons and staff members are provided with the highest levels of safety through our stringent security measures, educational material, and updated staff training.

EXTERNAL/INTERNAL DESIGN OF PREMISES

The main public access to the premises is obtained via the frontage on King Street.

External appearance of the premises will respect the architectural character of the streetscape so that the premises do not become a prominent feature of the street, as set out by Penrith City Council Development Control Plan 2014.

The premises will be clearly numbered and visible from the street.

The premises will have an electronic entry door which must be released by staff to allow patrons to enter the building; this system will be always used, in addition to a second electronic door which will then give patrons access to the cinema lounge area. This security system allows the premises to be kept safe and secure.

This system of two security doors will facilitate the privacy of staff and patrons without comprising personal safety. This will prevent the interior of the premises being visible from outside.

All glass windows will be covered by light coloured privacy frosted window film.

CCTV will be installed at entry/emergency exit points and foyer area and attached to the outside awning.

Design measures ensuring the safety and security of staff and patrons of the premises will be provided by the minimisation of alcoves. All internal walls built using melamine and veneer products, ensuring a smooth and impervious finish, allowing staff to maintain a clean safe space.

OPERATIONAL DETAILS

SIGNAGE

No signs, including banners shall be displayed on the building without prior consent from council.

The following signage using simple Arial Font is proposed:

- **Awning:**
Babylon St Marys and street number.
- **Awning Hanging Sign:**
Babylon St Marys.
- **Front Door Window:**
Poster signage will be erected to the right of the main door entrance to the premises displaying the following information:
 - Restricted Premises 18+
 - Relating to the use of 24-hour CCTV surveillance

Signage details will be made limited to keep the business discreet and from not attracting unwanted attention from the public.

AVAILABLE SAFE TRANSPORT OPTIONS

Pedestrian traffic to and from the premises is via Queen and King Street.

The premises are located within walking distance of numerous bus stations on Queen Street. St Marys train station is located within 800 metres.

A parking station is located within proximity to the premises via Carson Lane.

Staff will assist with arranging for taxis to collect any patrons from the premises if requested, and staff will be trained in assisting patrons of the public transport options made available within the St Marys area.

Staff will also assist patrons requesting information on Uber and Taxify.

An up-to-date public transport timetable will be always displayed.

COMPLIANCE

Management will reinforce policies to staff members in relation to the standard operating procedures of the premises.

A 'Plan of Management' manual will be designed to ensure a smooth-running order of the business. This manual will be made available to all staff and stored within the business library.

The primary role of our staff is safety and customer service, whilst maintaining cleanliness of the premises is always maintained.

COMPLIANCE

Management and all staff must ensure they comply with all rules and regulations set by Penrith City Council and the NSW State Government in the day to day running of a Restricted Premises/Adult Retail Store. Failure to do so may result in heavy financial fines and/or closure of business.

Staff must ensure they have clearly read and understand:

- Plan of Management
- ACON SOPV Code of Practise Information Manual

THE EMPLOYEE LIBRARY

The Employee Library will contain but not limited to storing the following:

- Emergency Evacuation Map
- Emergency Contact List
- Plan of Management
- ACCON SOPV Code of Practise Information Manual
- Workplace Incident Report Register
- Phone/Bomb Threat Guideline Checklist

CUSTOMER AND STAFF SAFETY

CUSTOMER SAFETY

The Management will ensure all staff has access to ACON's Sex on Premises Venue Code of Practise Manual. This code of practise is designed to promote safety in adult retail stores, gay saunas, sex clubs and back rooms.

Under the code, the premises will agree to provide patrons with the following:

- Access to free condoms and lube
- Adequate lighting
- Access to information resources on sexual health, HIV and STIs
- Staff training in sexual health and drug and alcohol
- Cleaning

CUSTOMER AND STAFF SAFETY

- Hand soap and antibacterial hand sanitizer will be always made available, along with paper towels.
- A First Aid Kit will be stationed and clearly marked at the counter area. This kit will be monitored by management to ensure all contents are regularly replenished.
- Staff are to be familiar and kept up to date with handling in-house emergencies. This will include familiarizing yourself with the locations of fire extinguishers, fire blanket, first aid kit, emergency contact list.

SAFE SEX EDUCATION

A staff booklet supplied by ACON with referral information will be available to all patrons upon request to staff and management:

- HIV and AIDS
- STI's
- Drug related issues
- Emergency contact numbers,
- HIV testing and clinics,
- PEP & PrEP and the gay community

The venue will clearly display safe sex messages/posters throughout the venue.

Sexual health information and updated campaign and educational resources will be always made available to patrons. Both management and staff will be responsible for displaying education materials in well-lit areas.

CUSTOMER AND STAFF SAFETY

EMERGENCY CONTACT LIST

An up-to-date list of all emergency contact numbers will be filed within the staff library, kept near the business telephone.

- **Police, Fire & Ambulance:** 000
- **St Marys Police:** 02 9677 7499
- **Crime Stoppers:** 1800 333 000
- **Nepean Hospital:** 02 4734 2000
- **Blacktown Hospital:** 02 9881 8000
- **24 hr Poisons Information Hotline:** 131126
- **Lifeline:** 13 11 14
- **Rape Crises Centre:** 02 9819 6565
- **Alcohol & Drug Information Service:** 1800 422 599
- **ACCON:** 02 9206 2000
- **Ausgrid:** 131318
- **Gay & Lesbian Liaison Police Officer - GLLO:** 02 987659499
Southwest Metropolitan: Supt Adam Whyte
Liverpool City Police Area Command
Whyt1ada@police.nsw.gov.au

Additional details including nearest medical centre, plumber, electrician, real estate agency, Insurance provider, manager and employee's contact numbers will also be included.

All management and staff will have access to this library.

COMPLAINT HANDLING AND REPORTING

COMPLAINT HANDLING

All complaints made to management and staff members are to be recorded in the Workplace Incident Register and shall note the following:

- Date and time of incident
- Nature of the complaint
- Name, address and contact details of the complainant
- Proposed action(s) to deal with complaint

All complaints are to be responded by management in a timely manner and no later than 3 working days. The incident register is to be reviewed weekly by management to ensure that all complaints, where possible, are being dealt with in a timely and professional manner.

WORKPLACE INCIDENT REGISTER

Despite our best efforts to ensure a safe working environment, accidents, inhouse theft, workplace injuries, property damage or security issues may occur.

The Workplace Incident Register is designed for all Management and Staff to record details of a workplace:

- Accident
- Injury
- Theft
- Incident
- Security Breach
- Property Damage
- Lost Property
- Customer Complaint

Management and staff are advised to record all details immediately, to ensure no important fact is overlooked.

The goals of completing an incident report form are to:

- Understand the circumstances that caused and contributed to the event
- Record specific details about the incident
- Document injuries or property damage
- Determine methods and strategies for avoiding similar incidents
- Help the business improve safety and security measures

COMPLAINT HANDLING AND REPORTING

SECURITY INCIDENT REPORT

This form is to be used to record any situation in which may involve a sexual, physical, or life-threatening altercation, or any other situation in which an individual threatens the safety or violates the privacy of a staff member or patron(s)

This form is to be used to record any crimes or activities involving theft or property damage

INCIDENT REPORT

This form is to be used to record any workplace injury or accident.

COMPLAINT HANDLING REPORT

This form is to be used by staff to record any complaint handling issues. Issues may include but not limited to; OH&S, damaged furniture, slippery floors, noise complaints, untidy areas etc.

The Workplace Incident Report Register and all forms are to be stored in the Employee Library. All recorded information is to remain confidential. No forms are to be shared with public individual(s) without the prior consent by Management.

SECURITY

SECURITY

An electronic entry door allows staff to assess and monitor patrons prior to entering the premises. This lock must be released by staff to allow patrons to enter the premises. This system will be used during evening hours.

CCTV installed at entry/emergency exit points, foyer area and at outside awning level.

An alarm buzzer is in place and is to be pressed in an emergency.

Any patron unduly affected using alcohol or like substance, and/or showing any signs of aggressive behaviour, or refusal to produce photographic identification will not be permitted to enter the premises.

Staff will monitor the dress code and ensure all patrons are fully dressed when entering and departing premises.

Footwear must be always worn by staff and patrons.

Management and staff will verbally request patrons to depart the premises quietly and to consider the neighbouring business houses while moving away from the vicinity of the premises.

Staff will be instructed to maintain a full walk through of the entire premises, to monitor the behaviour of all patrons, and to ensure there is no engagement in consumption of alcohol or like substance.

Management and staff will co-operate with the local Police Department or any other private security personal operating in the vicinity of the premises or St Marys area.

Staff will notify local Police at any given time to report any incidents requiring police attention.

Not obstruct or interfere with the flow of pedestrians along the footpath and frontage of the premises, and ensure no patrons are loitering around or adjacent to the premises.

Ensure no staff or patrons act as a "spruiker" for the premises.

SECURITY CONTINUED

The following signs will be displayed upon arrival in the foyer area.

- No means No. (any form of sexual misconduct or aggressive behaviour will not be tolerated)
- The consumption and use of alcohol, drugs and smoking is strictly prohibited
- No electronic devices including but not limited to mobile phones, laptops, cameras, or iPad are to be in operation in cinema room
- Drug free zone
- No Weapons permitted

CRIME SCENE PRESERVATION GUIDELINES

Upon knowledge of any incident involving an act of violence causing an injury to a person(s) or the premises, management and staff are instructed to immediately follow:

The New South Wales Police Force - Crime Scene Preservation Guidelines

- Immediately contact “000” or local Police Station
- Render any required first aid
- Determine the Crime Scene and remove all persons from the area. Cordon off the area with things such as bar stools, tables, tape or consider closing off the area completely for areas such as toilets or hallways. (Remember there maybe multiple Crime Scenes)
- Do not allow any persons to enter this area SCENE you may be destroying vital evidence
- Assign a member of staff to guard all Crime Scenes until the arrival of the Police
- Remember some evidence may not be visible to the naked eye such as blood, semen, skin cells, saliva, hair, or fingerprints
- Do not move any items that may have been involved in an offence unless necessary. (For example, they could get wet. Use gloves to stop transference of your DNA or fingerprints)
- Notify Police if any items have been moved or removed from the Crime Scene. (Items may include bottles, glasses, pool cues, clothing, furniture, weapons, or cigarette butts)
- Make notes in relation to the incident. Time, date, location, description of offender(s), vehicle(s) involved, weapons used, last known direction of offender(s), any movement of items involved in the incident
- Obtain any CCTV footage and Security Sign on sheets
- Obtain any details of witnesses and try to keep all witnesses separated to maintain the integrity of their evidence. (Try to persuade witnesses from leaving the premises before Police arrive)
- Hand this information to Police arrival
- Be prepared to make a statement to Police regarding the incident

CRIME SCENE PRESERVATION GUIDELINES

Note: Interfering with evidence may constitute an offence, leaving you liable to prosecution or disciplinary action, and/or may result in the closure of the premises.

A copy of this guide shall be made available to all staff and filed within the library.

Staff will be instructed to complete one of three incident report forms from the Workplace Incident Register.

- Security Incident Report
- Offense Incident Report
- Incident Report

NSW POLICE (GLLO)

Management of Babylon St Marys will encourage and fully support all staff in working with NSW state and local police, and to understand the following guidelines from the LGBTIQ – NSW Police Public Site.

This working relationship will include local and regional GLLOs (originally called Gay and Lesbian Liaison Officers) who are contact officers for the broader sexuality, gender diverse and intersex communities.

Their training includes specific information on the history of the relationship between police and LGBTIQ communities, challenges and sensitivities experienced by some community members to engage with police, and effective responses to people who become victims of crime.

They also assist other police to respond to homophobic and transphobic incidents and work with the Bias Crimes Unit and other specialist areas.

Another aspect of their role is to champion LGBTIQ inclusion at work and provide support to LGBTIQ staff.

Staff will be encouraged to contact their local GLLO or telephone St Mary's police and ask to speak with a GLLO – LGBTIQ Liaison Officer.

Staff will be advised *not to wait to report a crime* – report it immediately to your local police.

Management and staff can also request follow-up support from a GLLO. If the local police station does not have a GLLO, contact with the Region Sponsor, Sexuality, Gender Diversity & Intersex can be made who can locate a GLLO nearby:

- **Gay & Lesbian Liaison Police Officer - GLLO:**
Southwest Metropolitan: Supt Adam Whyte
Liverpool City Police Area Command
Telephone: 02 987659499
Whyt1ada@police.nsw.gov.au

FIRE AND VENUE SAFETY

FIRE AND VENUE COMPLIANCE

Management shall ensure that all essential emergency equipment is installed:

- CCTV system
- Fire extinguishers
- Fire blanket
- Emergency exit signs
- Smoke detectors
- Workplace First Aid Kit

Management shall ensure all essential emergency equipment are fully serviced, maintained, or replaced if damaged:

- Compliance – Ensuring all fire equipment complies to Australian National Standards
- Fire Equipment Testing – Regular maintenance and servicing of equipment

In the event of any malfunctioning of any essential emergency equipment, management shall quickly act in a timely manner to have items repaired or replaced.

Management and staff shall be made aware of fire safety and standard operating procedures to be followed in the event of an emergency at the premises.

Internal signage throughout the premises will highlight the location of all fire extinguishers, fire blanket, workplace first aid kit, emergency evacuation plan, and e

FIRE SAFETY – GENERAL

THE RACE PRINCIPLE:

R – Remove

Assist persons in mediate Danger

A – Alarm

Raise the Alarm.

Call 000

C – Contain

Contain the fire and smoke

E – Extinguish

Extinguish the fire if safe to do so

FIRE AND VENUE SAFETY

PREPARE BEFORE A FIRE:

Always familiarize yourself as to where you are and be sure to know how to reach the nearest exit.

Ensure you are familiar with the location of your emergency equipment:

- Fire Extinguisher
- Fire Blanket
- First Aid Kit
- Emergency Contact List

IN CASE OF A FIRE

- On hearing a smoke alarm, or encountering a fire or smoke, immediately cease all activities.
- Assist any person in immediate danger, but only safe to do so.
- Immediately call 000 and await further instructions from Emergency Services Personal.
- Use any potential equipment, fire extinguishers, fire blanket or water to smother the fire (if safe to do so).
- Alert other staff members and/or customers to evacuate the building immediately.
- Move calmly and quickly to the nearest exit and evacuate the building.

WHEN SHOULD YOU USE A FIRE EXTINGUISHER?

- Only if you are trained or feel confident in fire extinguisher use
- If the fire is small, and safe to fight

IF CAUGHT IN SMOKE:

- Drop to hands and knees and crawl towards the nearest exit.
- Stay low, as smoke will rise to the ceiling first.
- Hold your breath as much as possible. Breathe through your nose; and use a filter such as a shirt, towel, or handkerchief.

IF TRAPPED IN A ROOM DUE TO FIRE OR SMOKE:

- Call 000 to report your location and condition.
- Close as many doors as possible between you and the fire.
- Wet and place cloth material around the door to help prevent smoke from entering the room.
- If the room has an outside window, be prepared to break glass and signal to someone outside.

CLOTHING ON FIRE – STOP, DROP AND ROLL:

- Direct or assist a person to roll around on the floor to smother the flames
- Drench with water.
- Seek medical attention immediately

FIRE AND VENUE SAFETY

EVACUATION FOR PERSONS WITH MOBILITY ISSUES:

- Assist the person with mobility issues to the nearest exit.
- Notify 000 of your exact location.
- Use a wet clothing, towels to cover face and instruct the individual to stay low.
- Seek assistance from other staff or customers to assist with exiting the building
- Notify authorities of any change of location
- Report all fires, no matter how small by telephoning 000. Never re-enter the premises without permission from fire authorities.
- Upon exiting the building, advise all staff and customers to walk quickly in a calm manner towards a safe area.

FIRST AID FOR BURNS

- Cool the burn under running water for almost 20 minutes
- Remove any clothing or jewellery from burn unless stuck.
- Protect the burn with sterile, non-adhesive bandage
- Do not apply butter or ointments, which can cause infection.
- Do not break blisters. If blister breaks, gently clean the area.
- Seek medical advice immediately.

FIRE EXTINGUISHER USE

FIRE EXTINGUISHER ACRONYM USE

P – Pull the pin

A – Aim the nozzle

S – Squeeze the handle

S – Sweep side to side at the base of the fire

Only use and extinguisher if you are trained or feel confident in fire extinguisher use.

If the fire is small, and safe to fight.

WORKPLACE VIOLENCE

PHONE/EMERGENCY BOMB THREAT

A bomb threat is defined as a threat to detonate an explosive or incendiary device to cause property damage, death, or injuries, whether such a device exists. All bomb threats are to be taken seriously.

The bomb threat guidance is a quick reference guide that provides Management and staff

Staff will use the bomb threat guideline to ask the caller a key set of questions.

Staff will be reminded after the call is complete; to call 000 immediately and take no further action until advised to do so by police.

PHONE/BOMB THREAT GUIDELINE CHECKLIST

REMEMBER:

- Remain Calm
- Keep caller talking
- Don't hang up
- Gain attention of a supervisor, fellow staff member or witness

Time/Date of call received

Telephone number of caller (if obtained)

Exact wording of threat

IMPORTANT QUESTIONS TO ASK:

Where exactly is the bomb?

What does it look like?

What time is it going to explode?

What will make the bomb explode?

Who put the bomb there?

What kind of device is it?

Why was it put there?

When was it put there?

Where are you calling from?

Can you give me your name and details?

ANALYSIS OF THE CALLERS VOICE:

Australian or foreign accent

Male, female, child, estimate age, angry, calm, obscene, giggling, other

Fast, slow, slurred distorted, distinct, stutter, lisp, other

English fluency: Good/ Fair/ Poor

BACKGROUND NOISE:

None, TV/radio, train, aircraft, traffic, construction, sirens, other

WORKPLACE VIOLENCE

MANAGING AGGRESSIVE AND DISRUPTIVE BEHAVIORS

WARNING SIGNS OF AGGRESSION

- Agitation and intense frustration
- Fearfulness
- Clenched Fists
- Invasion of personal space
- Eyeballing
- Banging/pushing furniture
- Facial muscles tension, furrowed brow, tight and quivering lips.

PREVENTING AGRESSION

- Do not invade person space
- Keep other clients from being involved
- Be calm and speak slowly and clearly while keeping communications short, simple

And to the point

- Be patient, and repeat information where necessary
- Personalise your communication
- Don't confront an intoxicated person

SELF PROECTION STRATEGIES

- Ensure you have an exit strategy
- Call for help from other staff members
- Call the police if the situation is beyond your control.

COMMUNICATION TECHNIQUES

- Stay calm
- Use open ended questions
- Speak respectfully and avoid lecturing
- Use appropriate body language
- Use appropriate tone and language
- Give customers ample opportunity to express their feelings without interruptions

DEVELOP A STRATEGY

- Explain a customer's rights
- Provide choices and options
- Consider a customer's needs

WORKPLACE VIOLENCE

PREVENTION

- Be alert to strangers or individuals who may be observing your business or who are asking questions about how your business runs.
- Ensure all doors and windows are kept secure.
- Do not discuss cash holdings or movements of cash in public.
- Reduce cash held at counters to a workable minimum.
- Install a safe near the cash register which is secured to a sturdy fixture or remove cash to a secure area.
- Designate safe areas and escape routes for you and your employees.
- Make use of signage and stickers both inside and outside your business promoting security measures such as time delay locks, video surveillance and minimum cash held on premises.
- Consider the installation of additional security devices such as duress / panic buttons and Closed-Circuit Television (CCTV).
- Ensure employees are aware of security and armed robbery procedures and what to do in the case of such an event.

All staff must be made aware of agreed procedures for:

1. A safe place to retreat to
2. Defusing potential incidents
3. Contacting emergency services
4. Armed hold ups

DURING AN ARMED ROBBERY

- STAND STILL
- OBEY THE ROBBERS' INSTRUCTIONS
- REMAIN CALM AND QUIET
- OBSERVE, IF YOU CAN DO SAFELY
- STAY OUT OF THE DANGER ZONE
- STAY WHERE YOU ARE, DO NOT CHASE
- CALL THE POLICE
- SEAL THE HOLD UP AREA
- ASK WITNESSES TO REMAIN

Try to remain calm, assess the situation, and do exactly as the offender(s) says. Remember the number one priority is your safety, the safety of other employees and customers.

Activate alarm devices as soon as possible, but only if it is safe to do so.

Always remember that the offender will be nervous, and tense so explain any movements and avoid any sudden actions.

Speak only when spoken to as any conversation with the offender will prolong the incident.

Avoid eye contact with the offender.

WORKPLACE VIOLENCE

DURING AN ARMED ROBBERY - CONTINUED

Note the offender/s conversation including any indecent language, accent, nicknames, or speech impediments.

Unless otherwise ordered, continually watch offender/s making a mental note of their description especially scars, tattoos, and any other prominent features.

Observe and take note of weapons that are being used.

Observe the direction of travel taken by the offender/s when they leave the premises.

Look to see if a vehicle has been used and if there are any other occupants.

Never take drastic action during the robbery and do not chase the offender.

AFTER THE ROBBERY

Immediately telephone the Police on Triple Zero (000) (even if you have activated hold up or duress alarms).

Name and exact location of where the crime occurred including closest intersecting street and name of retail outlet.

Date/time/nature of offence.

Persons injured and whether medical assistance is required.

Provide the following details if possible:

- Type of weapon used.
- Number and description of offender/s:
 - Height
 - Weight
 - Clothing – including unusual marks, stains, and tears
 - Age
 - Hair colour
 - Eye colour
 - Identifying marks – scars, tattoos etc
 - Speech patterns, impediments
- Type of weapon used
- Any vehicles used to include:
 - License number
 - Make
 - Year
 - Colour
 - Direction of travel

Only hang up the telephone when told to do so and stay off the phone until police arrive unless you remember additional information that may be important.

Close the premises to the public and keep unauthorised persons out.

WORKPLACE VIOLENCE

DURING AN ARMED ROBBERY - CONTINUED

Make sure that no person touches or moves any items where the offenders were present.

Consider arranging someone to meet police outside, to make the response more efficient.

Have witnesses and customers remain until the Police arrive – failing that, obtain their names, addresses and telephone numbers.

Make sure witnesses are isolated from each other.

Witnesses should independently try to write a full description of offender/s and what occurred in as much detail as possible.

Do not make any statements to the media before discussing the matter with police.

AFTER THE ROBBERY - CONTINUED

Supply all details to police no matter how insignificant they appear to you. This may also include earlier suspicious customers, rude, drunk or drug affected customers, cars constantly driving past etc.

NOISE MANAGEMENT

Management and staff shall take all reasonable steps to control the behaviour of patrons of the premises as they enter and leave it.

Management and staff will verbally request patrons to depart the premises quietly and to consider the neighbours while moving away from the vicinity of the premises.

Music will be played internally, which shall be inaudible to neighbouring premises

SHARPS COLLECTION AND DISPOSAL

NEEDLE STICK INJURY

A needle stick injury is almost completely preventable by improving workplace practises, but when they do occur the consequences for the individual, workplace, and business reputation, can be a serious and devastating event.

The major blood borne pathogens of concern are HIV, hepatitis C and hepatitis B.

Infection from a discarded needle or other blood contaminated material can only occur if blood or other fluids pass into the body. The most likely source of this is a needle stick incident where the discarded needle pierces the skin.

The knowledge that the risk of transmission of HIV from a significant needle-stick injury is low, will only partially comfort the injured person. Many people have varying degrees of anxiety until the serological follow-up is fully completed. While most individuals will cope with this natural anxiety, a small number will require more intensive support. This may involve formal counselling, or psychiatric intervention.

It is paramount management and staff ensure a safe working environment, whilst implementing sensible precautions to reduce the risk of infection.

NEEDLE STICK INJURY - GENERAL PROCEDURES

- Never place hands into areas which cannot be inspected first i.e., behind toilets and inside of bins, and always walk with used garbage bags outward and away from the body, to reduce the risk of any sharp item piercing the skin.
- If a syringe or needle is found, it is important that disposable gloves are always worn, changed frequently and hands are washed after each collection of items.
- Always take the “sharps container” to the syringe/needle for safe disposal.
- Using barbeque tongs to collect, place the used syringe/needle directly into a puncture resistant container labelled “sharps only”.
- Do not attempt to recap the used needle.
- If the syringe/needle must be picked up by hand, always wear gloves and hold the barrel of the syringe and dispose of correctly and immediately wash hands. Disposable gloves will not protect the skin against a needle stick injury.

Once the “sharps container” is full, it must be sealed, correctly stored before being disposed of only into a community sharps disposal facility.

SHARPS COLLECTION AND DISPOSAL

NEEDLE STICK INJURY

If you pierce or puncture your skin with a used needle, follow first aid advice immediately:

- Encourage the wound to bleed, ideally by holding it under water
- Wash the wound using running water and plenty of soap
- Do not scrub the wound whilst you're washing it
- Do not suck the wound
- Dry the wound and cover it with a waterproof plaster or dressing

Seek urgent medical advice immediately.

If able to do so, place the used needle into a puncture resist container. Do not attempt to recap the used needle.

The incident must be immediately discussed with management, and all information documented and recorded immediately. Additional information may need to be discussed with the treating doctor and insurance provider.

MINORS

The premise has a strict NO MINORS policy, and no person under the age of 18 years shall be allowed access to the premises, this policy will include trades people hired for general duties and staff members employed at the premises.

All staff shall be reminded to monitor and check the identification of all patrons attempting to enter the premises, and production of valid photographic identification will be required where age is an issue.

The following proofs of age identification will be accepted:

- A valid Australian or foreign passport.
- A proof of age card issued by the Commonwealth or Australian State or Territory.
- A valid state driver or rider's licence or permit issued by an Australian State or Territory or any foreign country.
- All forms of acceptable government issued identification will be displayed using educational posters within the foyer area of when entering premises.

CHILD/TEENAGER ABUSE PREVENTION

Child/teenager grooming is befriending and establishing an emotional connection with a minor, and sometimes the family, using a variety of manipulative and controlling techniques to lower the child's inhibitions and with the objective of sexual abuse.

Sexual grooming of children and teens also occurs on social media apps and internet chat rooms. Some abusers will pose as children or young teenagers online with the intent to decide to meet with them in person.

Child grooming is also regularly used to lure minors into various illicit businesses such as child trafficking, child prostitution, or the production of child pornography.

Abusers who prey on children often take weeks, months or even years to lure them into a sense of security with their company. This is called 'child grooming'.

Grooming techniques aimed at building trust are purposefully undertaken by the perpetrator so that any interaction between the perpetrator and child is seen as legitimate activity. Grooming can often occur in 'normal' environments, even public spaces in which we are all present.

Management and staff MUST remain vigilant (always keeping careful watch for possible danger or difficulties).

As members of the community, we all have a moral obligation to protect any child/teenager from foreseeable harm. Management and staff employed at Babylon St Marys play a critical role in protecting children, and have a legal obligation to identify, respond and report child abuse.

MINORS

CHILD / TEENAGER ABUSE PREVENTION GUIDELINES

If you suspect or know a child/ teenager has been a victim of abuse you must act.

To combat any situation in which may arise, staff must always remain vigilant.

Staff members must always monitor and check the identification of all patrons attempting to enter the premises, and production of valid photographic identification will be required where age is an issue.

Use the CCTV to monitor if any minor is in communication with anyone older, both on street level and the stairways.

IF AN ADULT TRIES ENTERING THE PREMISES WITH A SUSPECTED MINOR

If an adult individual(s) enters the premises with a minor, staff will be encouraged to monitor body language and to communicate openly and effectively.

Make all individuals feel comfortable, looking for signs the minor may be under duress:

- Fidgeting, biting of nails, posture, non-eye contact
- Use open ended questioning probing the individuals to provide details:
- How is your day?
- Are you both local? Or visiting from which city/suburb?
- How did you meet?
- What is the nature for your visit to Babylon St Marys?
- Staff must ask to inspect a valid photographic Identification of the suspected minor.

Failure to provide identification will give support in Management and staff refusing entry to the premises.

Staff must ensure they are not pressured at any time by any adult individual(s) in letting the minor access to the premises. They must always uphold state laws.

Communicate effectively with non-threatening body language, careful to use soft yet open wording, if a minor is trying to enter the premises. Staff will immediately ask the individual for valid photographic identification. Staff are instructed to discuss state laws that prohibit minors from entering a Restricted Premises.

Without valid photographic identification staff will be instructed to politely ask the suspected minor to leave the store.

Staff can always use this time to gather any relevant information:

- Has the minor been coaxed in visiting the venue and by whom?
- Has the minor made plans to meet with and spend time with an adult individual(s)?
- Does the minor know both the name and age of the adult individual(s) along with contact details – phone number, email address, online username
- What personal connection dose the adult individual(s) have with the minor – family friend, teacher, neighbour, employer, relative etc
- How did the minor meet and/or connect with the individual?

OCCUPATIONAL HEALTH AND SAFETY

Protecting the safety, health and welfare of people engaged in work or employment.

BE AWARE

Always be alert to what's happening in your surroundings; remember that your safety is your responsibility. Understand the hazards related to your job or workplace and keep clear of potentially hazardous areas or situations. Be awake and attentive on the job and be particularly aware of inhouse equipment. Avoid going to work under the influence of alcohol and/or drugs, which can compromise your concentration, coordination, judgment, motor control and alertness.

MAINTAIN CORRECT POSTURE

Use correct posture to protect your back while at work. The following tips provide information about lifting correctly:

- Use both hands to lift or carry a heavy object.
- Adopt a proper lifting stance by putting the strain on your legs, keeping your back straight and not bending at the waist.
- Wear a back brace for heavy work.
- Test the weight before picking up the item.
- Lift items smoothly and slowly.
- Move your feet instead of your back when traveling or turning with a heavy object.
- Hold the load close to your body.
- Ask for help to move loads that are too heavy for you.

TAKE BREAKS REGULARLY

Feeling tired and burned out makes you less likely to be aware of your surroundings and is a common cause of workplace injuries. Regular breaks help you stay fresh and alert on the job.

USE EQUIPMENT PROPERLY

Always take the proper precautions when operating equipment or using tools. Taking shortcuts is a leading cause of workplace injuries. Use the appropriate tool for the job and use it in the right way. Always put safety first with the following tips:

- Only use inhouse equipment you are trained and authorized to use.
- Keep tools clean and in good working order.
- Organize tools and always return them to their proper place of storage.
- Only perform tasks you have been properly trained to perform.
- Never leave equipment unattended while it is running.
- Always read and obey operating instructions.
- Never remove or tamper with safety guards.

OCCUPATIONAL HEALTH AND SAFETY

- If something seems wrong, immediately stop the machine, and get assistance.

USE EQUIPMENT PROPERLY - CONTINUED

- Communicate with those around you.
- Don't tamper with hazardous items, including cords, switches, and electric controls.
- Wear appropriate clothing; loose, billowing clothing and accessories can easily get caught in moving parts.
- Never place fingers or other objects into moving machinery.
- Turn off equipment before moving, cleaning, adjusting, oiling or un-jamming.

LOCATE EMERGENCY EXITS

Always know where the emergency exits are located and keep the path to them clear.

REPORT SAFETY CONCERNS

If you notice potential safety hazard or risk, report it to your manager immediately so they can address the situation. Work as a team to create a safe working environment. Never ignore the risk.

PRACTICE EFFECTIVE HOUSEKEEPING

Maintain a clean and organized workplace environment. Ensure housekeeping is an ongoing project that everyone is involved in:

- Prevent trips, slips, and falls by keeping all floors clean and dry.
- Eliminate fire hazards by removing combustible materials and storing flammable materials away from sources of ignition.
- Control dust accumulation.
- Keep the workplace clutter free.
- Store all cleaning materials and equipment properly.
- Regularly inspect cleaning equipment and personal protective equipment to make sure they are in good working order.

REDUCE WORKPLACE STRESS

Stress can contribute to difficulty and depression, which make it hard to be alert at the workplace. There are many causes of stress at work including conflicts with co-workers or customers, heavy workloads, long hours, and job insecurity. If you are experiencing workplace stress, talk to your manager about ways to address your concerns.

OCCUPATIONAL HEALTH AND SAFETY

USE APPROPRIATE SAFETY EQUIPMENT

It is important to use the proper safety equipment for a task to help protect yourself from injury:

- Wear appropriate clothing and shoes for your job.
- Know the location of fire extinguishers and first aid kits.
- Wear gloves when handling toxic substances or sharp objects.
- Wear goggles when there is a hazard to your eyes.
- Wear non-skid shoes when working on slippery surfaces or lifting heavy objects.
- Wear a facial mask when required.
- Use all protective equipment intended for your task.

Creating an environment that is safe is the responsibility of everyone; do your part by following safety guidelines and policies. If you are injured on the job, notify your manager immediately and get assistance. Avoid taking risks when it comes to safety, be aware and do your part to maintain a safe workplace environment.

WORKPLACE BULLYING AND HARASSMENT

Management can prevent harassment by:

- Informing employees that harassment is prohibited.
- Identifying who employees should contact to discuss harassment questions or concerns.
- Assuring employees that they will not be punished for asking questions or sharing their concerns.

Harassment and workplace bullying leads to absenteeism, poor morale, loss of focus, and legal consequences.

WHAT CAN YOU DO IF YOU ARE BEING BULLIED IN THE WORKPLACE?

- Make sure you're informed of your rights.
- Keep a diary. Documenting everything that happens, including what you have done to try stopping it.
- Get support from someone you trust or contact support services. Even if you don't know anyone you can talk to, there are support services which are available.
- Speak to management and/or reach out to a co-worker.

DIFFERENT TYPES OF WORKPLACE BULLYING AND HARASSMENT

- Physical Harassment
- Personal Harassment
- Discriminatory Harassment
- Psychological Harassment
- Cyberbullying.
- Sexual Harassment.
- Material (computer screens, emails, material displayed or distributed that is racist, sexist, sexually explicit, anti-gay
- 3rd Party Harassment.

It is the responsibility of all staff to respect the rights of others and never get involved in or encourage harassment.

STAFF AND CONTRACTOR'S RESPONSIBILITIES

MANAGER

The role and responsibilities of the Manager will include:

- Delegating responsibilities and supervising business operations
- Hiring, training, motivating and coaching employees as they provide attentive, efficient service to customers, assessing employee performance and providing helpful feedback and training opportunities.
- Resolving conflicts or complaints from customers and employees.
- Monitoring store activity and ensuring it is properly provisioned and staffed.
- Analysing information and processes and developing more effective or efficient processes and strategies.
- Establishing and achieving business and profit objectives.
- Maintaining a clean, tidy business, ensuring that signage and displays are attractive.
- Generating reports and presenting information to upper-level managers or other parties.
- Ensuring staff members follow company policies and procedures.
- Other duties to ensure the overall health and success of the business.

COUNTER/FLOOR STAFF

Babylon St Marys will employ 1-2 counter/floor staff on the premises at any one time.

The role and responsibilities of the counter/floor staff will include:

- Sales of adult goods and accessories.
- Staff will conduct a thorough walk-through of the premises at the beginning and finishing of each shift, and at regular intervals.
- Staff will uphold and implement all relevant policies and workplace procedures:
 - Monitor underage access, checking identification of all patrons entering the premises. You must be 18+ years and over to enter. This rule will also apply to tradespeople and any individuals applying for employment.
 - Monitoring the security CCTV.
 - Preventing the consumption of alcohol and/or drugs or smoking within the premises or directly adjacent to the building.
 - Ensuring the use of cameras and phone cameras are not permitted to be used throughout the venue.
 - Ensuring no loitering or spruiking by patrons or staff will be conducted at store entry, footpaths or nearby.
- Staff must ensure all emergency exit lights and smoke detectors are in running order at the commencing of each working shift. They must also ensure fire extinguishers, fire blanket, and first aid kit are correctly placed in their allocated placement.
- Ensuring at no times, is any door and/or corridor allowed to be blocked or interfered with by furniture, personal belongings etc.

STAFF AND CONTRACTOR'S RESPONSIBILITIES

COUNTER/FLOOR STAFF - CONTINUED

- Placement of safe sex and related posters and ensuring sexual health information and updated campaign and educational resources will be always made available to patrons.
- Spot cleaning on an hourly basis and more frequently if required.
- Oversee emergency procedures in the case of a fire or other emergency
- Communicating with NSW Police or other emergency services as required.

Floor Staff will conduct a thorough walk through of the premises at the beginning and finish of each shift, and at regular intervals. It is highly recommended by management a walk-through of each 30min - 60min time frame, in which staff will inspect and provide general cleaning of the screening room, toilets, private office and retail floor.

CONTRACT CLEANER

The premise will engage the services of a contract cleaner daily. The floor-staff will attend to spot cleaning on an hourly basis and more frequently if necessary.

TRAINING OF STAFF

Babylon St Marys will ensure all management and counter/floor staff will be trained and have knowledge in the following:

- Basic first day of induction of the day-to-day operations of the premises.
- Occupational Health and Safety
- Sexual health
- Harassment policies
- Complaint handling
- Sharps collection and disposal
- Workplace violence
- Fire and venue safety
- Cleaning and infection control
- The plan of Management
- ACON SOPV Code of Practise Information Manual

CLEANING AND INFECTION CONTROL

INFECTION CONTROL

Regular checks will be conducted to identify cracked, chipped, or damaged surfaces that may be a potential harbour of micro-organisms.

To aid in minimizing the risk of infection to customers and staff, the following will be inspected weekly.

- Lounges and chairs
- Floors and walls
- Retail shelving
- Toilet tiles and fixtures

SPOT CLEANING

Spot cleaning is to be performed by the floor staff at least every 1-2 hourly (more frequent during busy periods), and/or after an area has been vacated in the cinema room.

Spot cleaning shall include the following area's

- Cinema Lounge and furniture
- Bathroom (including toilets and hand wash basins)
- Garbage bins / receptacles

ROUTINE CLEANING

Routine cleaning is to be performed at least once daily by the contract cleaner and shall include:

- Staff area's (counter, kitchenette, and office)
- Cinema Lounge
- Bathroom (including toilets and hand wash basins)
- Floors and walls
- Vinyl lounges and chairs
- Doorknobs / handles
- Cinema lounge walls
- Garbage bins / receptacles
- Storage area

CLEANING AND INFECTION CONTROL

If blood or body fluids are spilled on surfaces, the following cleaning procedures should be used:

- Wear gloves.
- Remove as much of the spill as possible with a paper towel.
- Clean area with warm water and detergent, using a disposable cleaning cloth or sponge.
- Disinfect the area with a solution of household disinfectant.

For these reasons, it's highly recommended that anyone cleaning up and disposing of blood and other bodily fluids uses the following PPE:

- Eye protection.
- A disposable plastic apron.
- Disposable gloves

Disposal and Equipment Clean-Up Dispose of Waste:

Double bag all towels, absorbents, and gloves and tie the bags closed. Dispose of the double-bagged materials in the garbage and wash your hands thoroughly with soap and warm water.

Disinfect re-usable cleaning equipment:

Any equipment used in this process should be disinfected with one of the properly diluted disinfectants. Carefully emptying collected contents into a toilet.

CLEANING ITEMS

Cleaning items (including solutions, water, buckets, and mop heads) should be changed after each use. They should also be changed immediately following the cleaning of blood or body substance spills.

These items should be washed in detergent with hot water, rinsed and stored dry between uses. Mops with detachable heads should be laundered between uses.

All disposable cloths must be disposed of after each use.

The procedure for routine surface cleaning is as follows:

- All cleaning solutions should be prepared immediately before use.
- Work surfaces should be cleaned (wiped over) with a detergent and warm water solution, rinsed and dried before and after each session, or when visibly dirty. Spills should be cleaned up as soon as practical.
- When a disinfectant is required for surface cleaning, the manufacturer's recommendations for use, and workplace health and safety instructions should be followed.
- Buckets should be emptied after use, washed with detergent and warm water, rinsed in hot water, and stored dry (turned upside down).

CLEANING AND INFECTION CONTROL

CLEANING ITEMS - CONTINUED

- Mops should be laundered or cleaned in detergent and warm water, rinsed in hot water, then stored dry. Mop heads should be detachable or stored with the mop head up.

Management will provide staff with the correct cleaning equipment and detergents for dealing with spillages and general cleaning. Mop heads, buckets and brooms will be replaced when either worn, or every 3 months to reduce the spread of infection.

COLOUR CODING SYSTEM AND INFECTION CONTROL FOR CLEANERS

Staff will ensure they follow the colour coding system and infection control for cleaners.

The aim of an equipment colour coding system is to prevent cross contamination during the cleaning process.

RED

Red mops and red cloths for toilets

GREEN

Green mop and green cloths for cinema room

BLUE

Blue mop and blue cloths for retail and reception area

WASTE DISPOSAL, CLEANING AND MAINTENANCE

All waste shall be stored in a secure area until collected by waste disposal company, Cleanaway.

Staff are reminded to never place hands into a garbage bin and always walk with used bags outward and away from the body, to reduce the risk of any sharp item piercing the skin.

Rubbish bags are to be transferred from the premises to outside wheelie bins during business/daylight hours only, to ensure staff safety.

Cleanaway will be responsible for the once weekly removal of the following during daylight business hours:

- General waste and recycling
- Sharps disposal

Flick Services will be responsible for the removal of the following:

- Sanitary disposal unit

