

## **Plan of Management – L05/6 – Glenmore Park Shopping Centre (1-11 Town Terrace, Glenmore Park)**

This Plan of Management (PoM) has been prepared by 360fx Pty Ltd on behalf of the owners of the business Enzo Cucina Tenancy L05/6 Glenmore Park Shopping Centre (1-11 Town Terrace, Glenmore Park) to govern the management of the licensed premises that is proposed to operate with liquor. This PoM has been developed in accordance with the provisions and objectives of “Penrith Development Control Plan 2014”.

### ***1.0 Plans to which this Plan of Management Applies.***

This Plan of Management relates to the development application that is submitted with this document.

### ***2.0 Objectives.***

The objectives to which this Plan of Management has is to describe the on-going operation of this commercial premises and how they will be managed to control the impact upon the amenity of nearby residential properties.

### ***3.0 Operational details, including all machinery/equipment to be used.***

This restaurant is a dine in and take away restaurant with a full kitchen to allow for cooking. All machinery/equipment to be used are those that satisfy a full commercial kitchen.

### ***4.0 State the operating and/or trading hours of the premises.***

The premises will operate 7 days per week. Proposed operating times are from 7am – 12am.

### ***5.0 Provide details of type and number of staff that will be employed on the premises at any one time.***

It is estimated that the number of staff employed Enzo Cucina Tenancy L05/6 Glenmore Park Shopping Centre (1-11 Town Terrace, Glenmore Park), will be 8 – 10 people. However, the number on site will vary at any one time depending on the demand and time of the day.

### ***6.0 Details of any music and/or entertainment to be provided on site.***

There will be no live music or entertainment to be provided on site. The only music to be played on site will be soft background music throughout the restaurant.

### ***7.0 Guidelines for staff using the site facilities and equipment.***

There will be strict guidelines for staff using the facilities and equipment of Enzo Cucina Tenancy L05/6 Glenmore Park Shopping Centre (1-11 Town Terrace, Glenmore Park). The use of all facilities and equipment will be used in accordance to their employment contracts and along with the Occupation Health and Safety requirements.

### ***8.0 Deliveries and loading/unloading***

All deliveries and loading unloading will be done through the main entry of the premises and also during off peak periods of the functioning restaurant.

### ***9.0 Describe any arrangements that have been made for on-site security. This is to include specific information on the number of licenses security staff, including details of any electronic surveillance systems within the premises.***

All staff will be accredited with Responsible Service of Alcohol (RSA) qualifications in accordance with the Office of Liquor, Gaming and Racing (OLGR) requirements. The premises has an alarm system installed and video

surveillance installed at the front, rear and dining area of the premises.

***10.0 Describe any steps that will be taken to manage behaviour when leaving the premises late at night.***

Management and staff will regularly monitor inside and outside the tenancy with an aim to prevent patrons loitering in the area as well as taking action to minimise any misbehaviour.

General security procedures are as follows:

- Management will not allow any over intoxicated persons to enter the premises.
- Staff will collect any rubbish on the footpath immediately outside the tenancy.
- If required management and staff will contact and cooperate with the Police and Council.

***11.0 Describe any methods for controlling and managing crowds within and outside the premises.***

Crowds can typically appear outside the premises as it is a thoroughfare for travellers of the Glenmore Park Shopping Centre precinct. The management of crowds will be monitored by staff and management of the tenancy.

***12.0 Describe measure that will be taken to manage large groups of people during peak trading periods.***

Crowds can typically be experienced at peak periods during the hours of operation. The management of these groups will require management and staff to monitor.

***13.0 Describe measures that will be taken to minimise internal and external noise impacts on adjoining properties and how such measures will be implemented.***

This restaurant is located in a high residential area and surrounded by minor roadways. The proposed tenancy will be 'food speciality' and are unlikely to generate any offensive noise. We have proposed to operate to 12am. Any loitering or antisocial behaviour will be discouraged and monitored by management and staff which will assist in limiting and potential internal and external noise impacts on surrounding properties and take action when necessary e.g. requesting customers to keep the noise at an appropriate level.

***14.0 Outline the procedures for minimising and managing waste that is generated on site and how and when will waste be collected.***

General and recyclable waste bins will be provided in the tenancies and public areas for the removal of litter. Once collected, the waste will be store in the areas provided by restaurant owners and is at the rear of the property. The waste will stay in this location until removal off-site in accordance with council's waste collection controls by the organised waste removal contractor. The restaurant will also compost organic matter on site. There are 3 types of bins on the site; there is a general waste, cardboard and mixed recycling bin. The waste bins are controlled by management at Glenmore Park Shopping Centre.

***15.0 Provide a copy of house policy that describes the measures to minimise harm associated with alcohol consumption to ensure responsible service of alcohol.***

It is management's policy, in addition to the controls of the Liquor License that all laws are complied with in regard to the sale and consumption of alcohol. Management will promote the "NSW Liquor Industry Code of Practice for the Responsible Promotion of Liquor Products" as its "House Policy". A copy of the Code will be prominently displayed at the premises and will be readily available to all staff involved in the sale and supply of liquor.

**16.0 State the maximum capacity of the premises and the maximum number of patrons that will be standing and/or sitting at any one time.**

It is estimated that the maximum capacity for this tenancy will be 120 patrons. However, this can fluctuate at any one time.

**17.0 Describe any measures to increase patron awareness of public transport availability in the locality.**

The subject building is situated on a block composed of a commercial shopping centre. Bus stops are all within walking distance and they are visible from the restaurant location.

**18.0 Describe when and how the site will be cleaned and generally serviced.**

Cleaning of this tenancy will be undertaken on a daily basis. This will involve simple tasks like removing litter from the tenancy. Bottle in bins will be emptied daily between 11am and 3pm to reduce noise to surrounding neighbours. Each day after trade the tenancy will be cleaned for the next day's trade.

**19.0 Provide details of the trading hours of other late night trading premises currently operating within a 50m radius.**

Withing Glenmore Park Shopping Centre there is a whole strip of restaurants as part of the shopping complex. These are all located within a 50m radius that has late trading hours.

**20.0 Declaration for the licensee/manager.**

Management shall obtain a signed declaration for the manager of each licensed premises stating that they have read and understood the PoM. This declaration was formed by 360fx Pty Ltd on behalf of business owners of Enzo Cucina Tenancy L05/6 Glenmore Park Shopping Centre (1-11 Town Terrace, Glenmore Park). This PoM should be reviewed yearly and updated if necessary.