



PLAN OF MANAGEMENT

McDonald's Operation

1-21 Cranebrook Road, Cranebrook NSW 2749

PREPARED FOR MCDONALD'S AUSTRALIA LIMITED | JUNE 2021





This page has been left blank intentionally



Plan of Management

Final

Prepared for McDonald's Australia Limited, Cranebrook | June 2021

Approved by	Martin Bocking
Title	Development Consultant, NSW/ACT McDonald's Australia Ltd
Date	June 2021



This page has been left blank intentionally



Contents

1	Introduction	1
1.1	Purpose of Plan of Management	1
2	Security and Safety	2
2.1	Surveillance	2
2.1.1	CCTV Camera Systems	2
2.1.2	Lighting	2
2.1.3	Clear Sight Lines	2
2.2	Access Control	2
2.2.1	High Risk Areas	2
2.2.2	Signage	3
2.3	Space Management	3
2.3.1	Seating Design	3
2.3.2	Toilets	3
2.3.3	Landscaping	3
2.4	Ejection of Patrons	3
2.5	Hold Up Procedure	3
2.5.1	In the Event of an Armed Robbery	3
2.6	Money Handling	4
2.7	Theft	4
2.8	Weapons	4
3	Operational Procedures	5
3.1	Communication	5
3.2	Incident Report	5
3.3	Telephones	5
3.4	Registering of Complaints	5
3.5	Unloading/Loading of Service and Delivery Vehicles	5
3.6	Noise Management	5
3.7	Cleaning of Surrounding Public Domain	6
4	Consultation and Assessment	7



This page has been left blank intentionally



1 Introduction

1.1 Purpose of Plan of Management

This Plan of Management (PoM) has been updated for the existing McDonald's operation at 1-21 Cranebrook Road, Cranebrook NSW 2749.

McDonald's Australia Limited (McDonald's) recognises the need to ensure the safety and security of customers, staff, workers, residents and the greater community in which the proposed McDonald's operation will reside. The safety and security issues have been considered carefully to ensure the utmost safety of staff and patrons.

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 Department of Urban Affairs and Planning (now Department of Planning and Environment).

CPTED aims to create the reality (or perception) that the costs of committing crime are greater than the likely benefits. This is achieved by creating environmental and social conditions that:

- Maximise risks 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 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 Cranebrook McDonald's operation will be required to be familiar with this Management Plan.



2 Security and Safety

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

2.1 Surveillance

2.1.1 CCTV Camera Systems

Management will install CCTV surveillance cameras in and around the premises in strategic places including (but not limited to) the drive-thru facility and cashiers' / service areas. This system has automated recording technology, longer video storage capacity, video motion detection and more advanced camera technology allowing greater video resolution and coverage.

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

TV monitors will be located within the premises and will allow staff to monitor the activities on the camera.

Management will ensure the system is maintained in good working order.

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.

McDonald's employees will be encouraged to assist with passive surveillance of all areas of the development and in particular the car park, by providing efficient reporting systems for any security or safety concerns on a 24-hour basis.

2.1.2 Lighting

Perimeter lighting will be provided around the McDonald's, the adjoining service station and car park area of the site 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.

2.1.3 Clear Sight Lines

The McDonald's operation 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 these clear sight lines.

2.2 Access Control

The McDonald's operation will utilise an access control and CCTV systems to monitor access within the car park. Upon commissioning the facility, a risk assessment will be undertaken to consider any pedestrian or vehicular access control issues which may arise.

2.2.1 High Risk Areas

The McDonald's operation has been designed so as not to create a hostile environment. Access will be restricted particularly in relation to nominated "secure areas" such as the kitchen / back of house areas, exits and the loading bay. This will be achieved by the installation of movement detectors and security hardware (locks, etc.).



The PlayPlace will be accessible whenever the store is opened with child proof gate locks. Surveillance of the PlayPlace will be undertaken on a regular basis by staff.

2.2.2 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 pedestrian flows within the associated car park and McDonald's.

Warning signs, at strategic locations are to be placed around the perimeter of the premises, at entry / exits to warn people of existing security measures.

A sign at the entry of the premises advising residents to forward any complaints regarding the operation of the premises to the Duty Manager will be provided. The sign will include a phone number and state that complaints can be made 24 hours a day / 7 days per week. All reasonable endeavours are to be used to answer the telephone. The telephone will also include a message bank.

2.3 Space Management

2.3.1 Seating Design

The McDonald's operation takes into account the need to provide seating and other comforts for persons visiting without interfering or disrupting pedestrian flows. This philosophy is designed to encourage increased use of the common areas to reduce the potential for security breaches by natural surveillance.

2.3.2 Toilets

Public toilets will be clearly sign posted. The toilets are located in areas which maximise sight lines, are well lit and are in areas which engender an overall sense of safety to the user, particularly females, children and elderly.

2.3.3 Landscaping

Landscaping is to be maintained regularly with trees and shrubs trimmed away from doors and windows (as relevant).

2.4 Ejection of Patrons

The following procedure will apply to all staff and security personnel (if applicable) that are involved in the removal of a person from the premises who is intoxicated, drunk or disorderly:

- Verbal communication with the customer(s) will occur;
- The Duty Manager will be instructed to contact Police for assistance in removing any customer who exhibits anti-social or violent behaviour; and
- An Incident Report will be completed following an altercation and/or disturbance stating all the relevant information for reference purposes.

2.5 Hold Up Procedure

2.5.1 In the Event of an Armed Robbery

The primary advice to staff is to remain as calm as possible. Other advice is as follows:



- Activate alarm devices as soon as safe to do so;
- Try to remain calm and assess the situation;
- Unless otherwise ordered, "continually observe the bandit making a mental note of the bandit's appearance";
- Pay particular attention to scars, tattoos, firearm or weapon, plus any unusual or prominent features;
- Note his / her conversations including any indecent language, accent, nicknames or speech peculiarities;
- Look to see if a motor vehicle is being used and note any occupants;
- Obey the instructions of the bandit, do not be over co-operative;
- Move slowly. Only do this with safety. Advise of any sudden movements you have to make;
- Do not put up a fight;
- Do not discuss the incident with anyone other than the Police and Senior Management; and
- Observe the direction taken after the bandit leaves the premises.

2.6 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.

2.7 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.

2.8 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 Operational Procedures

3.1 Communication

Staff training days will be held on a regular basis to reinforce safety and security procedures for the operation. Employees will be encouraged to report any suspicious activity or persons in and around the area to the Duty Manager and / or Local Police.

3.2 Incident Report

An Incident Report will be required to be completed on all incidents that necessitate action by an emergency service, fire brigade, police and maintenance called in after hours. As well, the Duty Manager is required to be informed.

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.

All incidents, hazard identifications and reports are placed on Donesafe, a record keeping program used within all McDonald's operations.

3.3 Telephones

Telephones are to be pre-programmed with the emergency number '000'. Telephone lines are to be secured with an approved lock to avoid unlawful tampering.

3.4 Registering of Complaints

Any complaints received will be documented in a register and followed up by the Duty Manager. The register will include details of the complainant's name, the date the problem occurred, the nature of the complaint and outcome of the complaint.

3.5 Unloading/Loading of Service and Delivery Vehicles

The loading and unloading of service and delivery vehicles will occur within the loading bay at the western end of the building. Loading and unloading times will occur during off peak times.

3.6 Noise Management

The Duty Manager will closely monitor the following noise management procedures:

- The Duty Manager will ensure that customers keep noise to an appropriate level upon entering and leaving the premises. The Duty Manager will ask customers making any noise to leave quietly and quickly and ask any customers loitering to move on; and
- Signs will be placed at the points of exit requesting customers leave quietly and in a prompt manner so as not to cause any disturbance to the surrounding neighbourhood;

Particular attention will be made to cars which enter the site and either park or enter the drive-thru facility where noise from these vehicles (including noise generated from any car stereo) exceed acceptable noise levels. Should this occur, the owners of such vehicles will be instructed to reduce noise levels or move on. McDonald's will not provide a service to customers or vehicles in the drive-thru facility who refuse to comply.

Reports of all noise complaints received by the Duty Manager will be documented in a register.



3.7 Cleaning of Surrounding Public Domain

The Duty Manager will ensure that the footpath, gutter, building entry and surrounds are kept clean and clear of litter at all times.

A litter patrol area will be determined. At a minimum, McDonald's staff will perform litter patrols at the following times:

- After sunrise;
- After the breakfast period (approximately 10.00 am);
- After the lunch time period (approximately 3.00 pm); and
- Before sunset.

Bins will also be located through-out the premises. This will help mitigate the potential litter impact upon the surrounding environment. Additional litter patrols will be carried out on Saturday and Sunday mornings, as required.

Vandalism and graffiti will be removed (where possible) within 24 hours.



4 Consultation and Assessment

McDonald's are committed to ongoing consultation with adjoining property owners, Police and Council to foster a better understanding of relevant security issues.