



**MANAGEMENT AND SECURITY PLAN
FOR THE OPERATION OF THE
WALLACIA COUNTRY CLUB**

13 Park Road, Wallacia NSW

30 April 2020

1. Purpose

The purpose of this security and management plan is to control various aspects of the operations of the licensed premises.

2. Hours of Operation

Monday: 10am to 10pm

Tuesday: 10am to 9 pm

Wednesday: 10am to 10pm

Thursday: 10am to 10pm

Friday: 10am to 11pm

Saturday: 10am to 11pm

Sunday: 10am to 9pm.

3. Amenity of Neighbourhood

The premises and operations will be conducted in such a manner as not to interfere with or materially affect the amenity of the neighbourhood by reason of noise, vibration, smell, fumes, vapour, steam, soot, ash, dust, waste water, waste products, grit, oil or otherwise.

4. Footways

- (i) The footway outside the premises will be kept clean, tidy, washed and maintained at the applicant's expense and to the satisfaction of Local Council at all times.
- (ii) Regular patrols will be made by Club staff to ensure that the area at the front of the Club is kept clear of rubbish.

5. Behaviour of Patrons

- (i) The Secretary/Manager and staff will take all reasonable steps to control the behaviour of patrons of the Club as they enter and leave the premises.
- (ii) The Secretary/Manager and staff will comply with the measures for the responsible service of liquor set out below and further will take all reasonable steps to ensure there is no loitering of persons who have been refused admittance to or have been ejected from the premises.
- (iii) The following operational policies for the responsible service of liquor will apply:
 - (a) The Club will adopt and promote the "New South Wales Liquor Industry Code of Practice for the responsible promotion of liquor products". A copy of the Code will be prominently displayed at the premises and will be made readily available to all staff involved in the sale and supply of liquor.
 - (b) The Club will implement a "House Policy" regarding the responsible service of liquor at the premises, a copy of which will be provided to all staff on commencing employment at the Club, and displayed on entry for patrons' information.
 - (c) The Secretary/Manager and all staff will take all reasonable steps to restrict activities, (such as promotions or discounting) that could encourage misuse or abuse of liquor (such as binge drinking or excessive consumption).

- (d) The Secretary/Manager will ensure that the “No-More It’s the Law” and four “House Policy” posters developed by the Liquor Industry Consultative Council are prominently displayed throughout the premises.
- (e) In addition to any other notices required to be displayed, the “intoxication” sign and the “proof of age” poster will be prominently displayed at the premises.
- (f) The Secretary/Manager and all staff involved in the sale and supply of liquor will complete an approved responsible service of alcohol course.
- (g) The Secretary/Manager will maintain a register, which contains a copy of a certificate of the satisfactory completion of the responsible service of alcohol course by the Secretary/Manager and for the persons required to complete the course. The Secretary/Manager will ensure that the register is made available for inspection on request by New South Wales Police Officer or Special Inspector.
- (h) The Secretary/Manager will encourage patrons to drink responsibly and let them know they will be asked to leave if they become intoxicated, violent or quarrelsome.
- (i) Low alcohol beer and non-alcoholic beverages will be available at all times when full strength liquor is available.
- (j) Food will be available whenever liquor is consumed at the licensed premises.
- (k) No person under the age of 18 years will be served liquor at the Club and production of photographic identification will be provided in appropriate cases. The only acceptable proof of age identification will be:
 - Drivers license;
 - Proof of Age card (RTA);
 - Current passport

6. Noise and Public Entertainment

- (i) The premises will adopt and comply with any noise conditions required by Local Council and the Licensing Court of New South Wales.
- (ii) Any recorded music, live music or other entertainment played or provided within the premises will be controlled to comply with the requirements of the Environmental Noise Control Manual, 1994 and the Protection of the Environment Operations Act, 1997.
- (iii) Further any public entertainment conducted at the premises will be conducted in strict accordance with the conditions of any approval issued by Local Council.

7. Security & Other Related Measures to Ensure No Disturbance

- (i) The security and safety of employees, guests and the public in general are valued by the management of the Club. The licensed security personnel to be employed at the premises will be provided with an intimate knowledge of the layout and operations of the premises and the Club’s clientele.
- (ii) A qualified person (2A licensed consultant) will undertake a risk assessment to determine security requirements.
- (iii) The numbers of security personnel, their duties and the hours during which they are employed will vary depending on demand.
- (iv) Management will ensure that patrons who leave the premises are to be directed waiting transport and are not to congregate in Club’s car park or Park Road.
- (v) At least one uniformed security guard, when on duty, shall be tasked to conduct regular hourly patrols of the immediate area around the Club on Friday and Saturday nights to ensure patrons to do not linger or loiter in the area and cause nuisance to the neighbourhood.

- (vi) Any promotional material produced or supplied by the Club shall encourage patrons to use public transport to access the premises.
- (vii) Electronic security: The licensee shall install and maintain surveillance cameras and recorders to monitor and record access points and interior of the Club. These cameras are also to monitor and record the immediate vicinity of the Club. These cameras shall record all times the premises are open and trading and half an hour after closure time.
- (viii) The footage of surveillance cameras and recorders must be of a quality and clarity that complies with approved government technical standards and safeguards any evidentiary values.
- (ix) The time and date must automatically be recorded on all videotapes/DVDs/CDs when recording. All are to be kept for a period of 30 days before they can be destroyed.
- (x) The security arrangements will be as follows:
 - (a) A Licensed Security Company will be contracted to supply guards and oversee security arrangements at the Club;
 - (b) The number of security personnel proposed is a function of the number of patrons on site at any one time and will vary accordingly, as determined by the risk assessment undertaken and liquor licensing legislation requirements;
 - (c) All security personnel must be in the possession of a current security license;
 - (d) Security personnel will be uniformed so as to be clearly identifiable with their photo security license displayed above the waist;
 - (e) Security personnel will be required to conduct themselves in accordance with the industry code of practice.
 - (f) Security personnel will be required to note details of any incidents occurring within the premises or immediately outside the premises in an incident register to be kept at the Club.
 - (g) The Secretary/Manager and security personnel shall keep a register of all complaints and responses made in respect of the premises. The register is to be made available to the Council and the NSW Police Service.
 - (h) Security personnel will monitor the occupancy levels and patrol the crowd in a responsible manner.
 - (i) The responsible service of alcohol guidelines will be the criteria for admitting, refusing to admit customers and the removal of customers.
 - (j) Security personnel will remove any customer who exhibits unacceptable and/or anti-social behavior.
 - (k) No Patron is to be ejected/escorted from the premises except via the front entrance to the Club building.
 - (l) Security personnel will ensure that customers do not leave the Club premises with any opened bottles or glasses (alcoholic or non-alcoholic).
 - (m) Security personnel will monitor all aspects of the interior and exterior of the premises, (i.e. including the immediate surrounding footpaths) with an aim to preventing patrons loitering in the area, noise and any anti-social behaviour and rubbish and used glasses.
 - (n) Security personnel will not permit any person to enter the premises who they detect is intoxicated and will bring to the notice of the Duty Manager or Secretary/Manager any persons on the premises who might be considered to be intoxicated.
 - (o) At the close of business, security personnel will monitor the patron's behaviour outside the Club at least 15 minutes after closing and as far as practical ensure the quiet and orderly departure of patrons.

- (p) While final patrols are being conducted by security personnel, Club staff will collect any rubbish on the footpath immediately outside the Club which may be associated with the Club.
- (q) A security log book will be established to log all security issues including:
 - start time/end of shift;
 - visits by law enforcement personnel;
 - any and all incidents will be noted in detail in the incident log book
- (r) Security personnel will be required to report to management to obtain a briefing on any specific duties to be addressed each day.
- (s) Patrols will be conducted throughout the Club on a regular basis.
- (t) Security officers on the doors shall be issued with counters to monitor the number of patrons entering and leaving the premises.
- (u) Management will co-operate with other proprietors in the area to provide a co-ordinated approach to the provision of security in the area.
- (v) Security personnel and management will be required to co-operate with the Police and Local Council at all times.
- (w) Appropriate procedures to comply with Occupational Health and Safety legislation will be implemented.

8. Crowd Control

- (i) Management, staff and security personnel will ensure that crowd control is monitored at all times.
- (ii) Staff and security personnel will be informed of the maximum number of persons allowed in the relevant areas of the Club at any one time (if applicable) and be required to monitor the same to ensure that the maximum numbers allowed are not exceeded.
- (iii) Maximum number of persons allowed in the Club will be displayed.
- (iv) In the event that the premises are occupied to capacity patrons will be asked to move on and not congregate or form a queue along the footpath.
- (v) There shall be no queuing of patrons within the public domain.

9. Fire Prevention/Evacuation

- (i) The prime concern of the management will be the total safety of patrons, staff and neighbours.
- (ii) Management will ensure that all levels of management are trained in correct evacuation procedures in the event of an emergency.
- (iii) Management will ensure that up to date safety procedures and equipment are implemented at all times.
- (iv) Management will ensure that a current list of emergency telephone numbers are located near all phones at all times.
- (v) Management will ensure that all staff is aware of the fire safety requirements and the procedures to be followed in the event of a fire at the premises.
- (vi) An appropriate qualified fire equipment maintenance contractor will be contracted to provide an ongoing service to maintain all fire prevention and control of equipment at the Club and ensure all relevant codes are complied with and any recommendations outside of the code which emphasise the safety of patrons

and guests will be implemented.

- (vii) Management will ensure that all fire exits are in working order and kept free of blockages or impediments to use.
- (viii) See attached Emergency Evacuation Plan for the operation of the Wallacia Country Club.

10. Street frontage and neighbourhood cleanliness

- (i) At all times a high standard of cleanliness and orderliness will be required at the front of the Club and the immediate vicinity of the Club.
- (ii) All rubbish, bottles, papers whether originating from the Club or not will be collected and disposed of in the Club's rubbish bins.
- (iii) It will be ensured that rubbish will not be swept into the gutter.
- (iv) The Duty Manager will make random inspections throughout the day/night to ensure that this is the case.
- (v) Security, when on duty, will monitor the area and notify a manager of any rubbish in the area.

11. Complaint Resolution

- (i) Management will have a complaint register in which is noted any complaint made by the Police, Local Council, surrounding business owners, or residents and will Endeavour to fully address any reasonable concerns of such persons.
- (ii) Management will endeavour to fully address any reasonable concerns of people in the surrounding area or other third parties without the involvement of the Local Council or the New South Police Service.
- (iii) The Secretary/Manager and/or Management will meet with any complainants and endeavour to fully address reasonable concerns.

ATTACHMENT

Emergency Evacuation Plan for the Wallacia Country Club

Wallacia Country Club Organisation Personnel

At all times of operation, the Club will have a minimum of at least one Duty Supervisor. Each Supervisor at the start of there shift will have the responsibilities of Fire Warden passed over to them. All Supervisors and Managers will be trained in the procedures for an emergency that follow.

On becoming aware of an emergency, the Fire Warden should take the Following action:

- Ascertain the nature of the emergency and determine appropriate action.
- Ensure that the appropriate emergency service agencies have been notified.
- Ensure that the appropriate security personnel have been notified.
- If necessary, initiate evacuation and controlled entry procedure.
- Searching floor or area to ensure all persons are accounted for.
- Ensuring orderly flow of persons into protected areas, eg. stairwells.
- Assisting mobility-impaired persons.
- Acting as leader of groups moving to designated assembly areas.
- Operating first attack fire fighting equipment, eg. portable fire extinguishers, Hose reels and fire blankets when suitably trained.
- Brief the emergency services personnel upon arrival, on type, scope and location of the emergency and the status of the evacuation, and thereafter acts on the incident commander's instructions.

Wallacia Country Club Staff

In case of a fire, employees should actuate the nearest fire alarm box and/or make a telephone call to the Fire Brigade, dial 000. Staff should also alert the Manager or Supervisor on duty, alerting them of the situation and action taken so far. When the fire alarm sounds all personnel should ensure that nearby personnel are aware of the emergency, quickly shutdown operating equipment, close doors and exit the building using stairwells. Directions should be taken from the Manager or Supervisor duty.

Wallacia Country Club Patrons

In the event of an emergency all music will cease immediately, house lights will be returned to full. Patrons should exit the building using exits. Directions should be taken from the Club management.

General Guidelines for Fighting Fires

ONLY ATTEMPT TO FIGHT A FIRE IF IT IS SAFE TO DO SO OR IF SOMEONES LIFE IS IN DANGER.

Select the right type of extinguisher; all hose cabinets, in addition to a fire hose, contain a Type A fire extinguisher. Some staff offices have small ABE type extinguishers.

A-type extinguishers are for CLASS A FIRES such as paper, wood, cloth, etc. They put out Class "A" fires by lowering its temperature using a water or water-based extinguisher. Wet fire to cool. Soak to stop smouldering, or coat the burning combustibles with "multipurpose" dry chemicals. If you are using a HOSE REEL to fight a CLASS A FIRE - Remember to turn on the water supply at the reel before running out the hose

B-type extinguishers are for CLASS B FIRES. Class B fires are those that involve flammable liquids such as oils, paints and gasoline.

E-type extinguishers are for CLASS E FIRES. Class E fires are those that involve energised electrical fires such as burning wires, switches, machinery, kitchen appliances, computers and photocopiers.

Note: ABE type extinguishers can be used on all of the above listed classes of fires.

When fighting any fire remember the basics of using an extinguisher:

- Keep near the door when using extinguishing equipment so that you have an escape route (always stay between the fire and the exit).

- Stay low to avoid heat and smoke.
- If the fire becomes LARGER -- get out, close doors!
- Have someone report to the arriving fire department personnel to advise them about the situation.