

The Plan of Management

PLAN OF MANAGEMENT

Opera Kitchen (THE PREMISES)

Dated: 11 April 2016

1. OBJECTIVES

1.1 The objectives of the Plan are to ensure that:

- (a) the Premises is properly managed at all times;
- (b) alcohol is served responsibly at all times; and
- (c) the operation of the Premises does not impact detrimentally upon or detract from the amenity of the neighbourhood.

1.2 The Premises will operate in accordance with the Sydney Opera House Trust Liquor Management Code (**the Code**). The Premises are located in the Sydney CBD Entertainment Precinct. As a result it is also required to meet the additional obligations placed on it pursuant to the Plan of Management for the Sydney CBD Entertainment Precinct (**the Sydney CBD POM**). This Plan does not duplicate any matter addressed within the Code or the Sydney CBD POM.

1.3 Where there is any conflict between the provisions of this Plan and the Objectives, the conflict will be resolved in such a way so as to best achieve the objectives. Where there is a conflict between the Code, the Sydney CBD POM and this Plan the higher standard will apply.

1.4 A copy of this Plan will be kept in a readily accessible place at the Premises and will be made available to all persons involved in its management. It will be made available for inspection by the Police or Inspectors of the Liquor and Gaming NSW, upon receipt of a request.

1.5 All persons involved in the operation of the Premises, such as staff, will familiarise themselves with this Plan, the Code, the Sydney CBD POM and the Licence conditions to ensure those terms are understood and complied with at all times.

2. OPERATING PROCEDURES

2.1 The Premises are under the supervision of the Licensee to ensure that it is managed in accordance with this Plan and its Objectives.

2.2 The Licensee will ensure that at all times alcohol is served responsibly and in accordance with the Liquor Act 2007 (**the Act**), the Liquor Regulation 2008 (**the Regulation**), the Licensee's On-Premises Liquor Licence and the Conditions attaching to that Licence, and the special licence conditions imposed because the Premises are within the Sydney CBD Entertainment Precinct, and this Plan.

2.3 The Licensee shall take all reasonable measures to ensure the behaviour of staff and patrons do not adversely affect the amenity of the neighbourhood and that adequate controls and policies are in place to monitor customer behaviour across the entire licensed area of the Premises, when it is trading.

2.4 The Licensee will ensure that all staff involved in the sale, service and supply of liquor hold a valid Responsible Service of Alcohol (**RSA**) Competency Card or Certificate (as the case may be).

2.5 The Licensee will ensure that copies of the RSA Competency Card and/or Certificate for the Licensee and all staff members engaged in the sale, supply or service of alcohol are kept at the Premises and are available for inspection on request by a Police Officer or an Inspector of Liquor and Gaming NSW in addition to a register maintained at the Premises of the existing RSA certificates, competency cards or interim RSA certificates of each such staff member.

2.6 **SECURITY**

2.7 The Licensee must keep the licensed area safe and properly secure at all times.

2.8 The Licensee must through the implementation of the Plan and generally, implement measures to ensure that at all times customers within the Premises do not unduly create any disturbance or nuisance and do not act in a disorderly manner; and that there is appropriate crowd management; and to ensure the responsible service of alcohol.

2.9 The Licensee and the Trust will continue to instruct Security to patrol, at regular intervals, the the liquor licensed for anti-social behaviour.

2.10 The Licensee in the course of implementing those requirements will liaise with the security personnel engaged by the Sydney Opera House Trust (**Security**); but at all times the obligations under the Plan are the prime responsibility of the Licensee and its own security personnel or security contractors (**Licensee Security**) who the Licensee will ensure are deployed in the Premises at all times when the Premises are trading and for 30 minutes after trading ceases.

2.11 A Major Event is a significant event at the Sydney Opera House as determined by the Sydney Opera House Trust.

2.12 In particular, on the occasions each year when there is a Major Event, the Licensee both reasonably in advance and during the event will liaise and cooperate with the Trust such that patron capacities can be reasonably managed and observed.

2.13 The Licensee will cooperate and liaise with the Trust and Security in ensuring that if an area reaches its patron capacity, that area is then duly managed on a "one in one out" basis with entry being refused when that would result in patron capacity in a particular part being exceeded.

2.14 The Licensee at all times when the Premises are trading will use its best endeavours to ensure that the walkway through the Premises is not obstructed and in accordance with the Code, is always accessible for use as a public walkway and that persons do not linger in that public walkway. The Licensee will also use its best endeavours to avoid anything being done or permitted by the Licensee that causes the walkway to be obstructed at any time when the Premises are not trading.

3. **SIGNAGE**

3.1 The Licensee will cooperate in the placement of all signage reasonably required by the Sydney Opera House Trust including in relation to the use of CCTV surveillance.

3.2 All signage required under the Liquor Act 2007 will be conspicuously displayed and maintained.

4. **EMERGENCY PROCEDURE**

4.1 Lists of the telephone numbers of all relevant emergency agencies must be kept near all telephones.

4.2 All managers and other permanent staff must be made aware of fire safety requirements and the procedures to be followed in the event of an emergency at the premises.

4.3 In the event of an emergency, the Sydney Opera House Trust's emergency procedure policy will be adopted.

5. HOUSE POLICY

5.1 A House Policy of the Premises has been adopted at the Premises, and is **attached** to this Plan.

6. THE UPDATE OF THIS PLAN

6.1 The Licensee will review and update this Plan when it is deemed warranted.

Warning

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House Policy



The Operator and its staff are committed to responsible service of alcohol measures and policies at this venue. Operating in this way will ensure (as is humanly possible) that this venue does not result in a negative impact on the public that it serves. This venue will operate at all times in accordance with the Liquor Management Code agreed upon with Sydney Opera House. Where there is a conflict between that Code and the Operator's legal responsibilities then the higher standard will apply.

This House Policy serves as a reminder to staff of their obligations and that they must always:-

- Hold a valid RSA Competency Card or RSA certificate. The Operator will maintain details in a register kept at this venue.
- Ensure that persons under 18 years of age do not purchase liquor or have liquor purchased on their behalf. In this regard staff will:-
 - Assess a customer's age by taking into account their height, weight, demeanour, confidence, facial hair, clothes, makeup, voice, wrinkles, hairstyle at the time of service.
 - If there is any doubt that the person is not 18 years of age then the relevant staff member will ask for proof of age identification. Acceptable identification includes a current photo driver's licence, NSW photo card or passport.
 - Know what features to check when presented with a proof of age identification to ensure the person is 18 years of age or over and that it is genuine document not tampered with.
 - Refuse service to any person who has been requested, but cannot produce, a proof of age identification.
 - Be conscious of potential secondary purchase situations.
- Ensure that liquor is consumed on the licensed premises in a responsible way, and that no alcohol is removed from the venue.
- Ensure that a range of low alcohol and non-alcoholic products are available for purchase. Free drinking water will be promoted.
- Ensure that the signage to be displayed at this venue pursuant to the 2007 Liquor Act and 2008 Liquor Regulation remains prominently displayed at all times.
- Ensure that liquor is not sold or supplied to a person who is in a state of intoxication. In assessing whether a person may be intoxicated, as a guide only the following should be considered:-
 - whether their speech is slurred or slow;
 - whether their breath smells of alcohol;
 - whether they have difficulty walking, standing, with their co-ordination or moving; or
 - whether they have difficulty understanding you, answering questions or asking for their intended purchase.
- Ensure that potential problems are identified and steps taken to avoid serious situations. This includes reporting any concerns to the manager/licensee on duty for appropriate action.