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Maitland City Council
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Plan of Management Service Station and Takeaway Food and Drink Premises 5-13 Louth Park Road, South Maitland NSW 2320

1 Introduction

This Plan of Management (POM) has been prepared for the proposed service station and takeaway food and drink premises located at 5-13 Louth Park Road, South Maitland NSW 2320.

The operators recognise the need to ensure the safety and security of customers, staff, workers, residents and the greater community in which the proposed development is located. Safety and security issues associated with the proposal have been considered carefully to ensure the utmost safety of staff and patrons.

2 Purpose of Plan of Management

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 residential properties is maintained at all times during the operation of the premises.

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

All staff at the service station and takeaway food and drink premises, as part of the induction process, will be required to be familiar with this POM.

3 The Site and Surrounds

The site is located on the corner of Les Darcy Drive (New England Highway) and Louth Park Road, within the Local Government Area (LGA) of Maitland City Council.

The site is known as 5-13 Louth Park Road, South Maitland. The site is generally flat, is a total area of approximately 4,412m² and irregular in shape.

The site is located within a low density rural residential area at the junction of the RU1 Primary Production zone with SP2 Infrastructure (Road) to the north. The immediate surrounds include an undeveloped site to the east/southeast; residential dwellings to the south; and a service station across Louth Park Road to the west. A

rail corridor is located along the northern side of Les Darcy Drive with High Street Railway Station located 300m to the east.

4 Operational Hours and Staffing

The service station and takeaway food and drink premises seeks to operate 24 hours a day, 7 days a week. The service station will have an average of 2 staff on site. The food premises will have approximately 4-6 staff.

5 Staff Training

All staff will be trained in relevant security measures. Staff training days will be held on a regular basis to reinforce safety and security procedures for the service station. Training will ensure that in the event of a robbery, theft or anti-social behaviour, staff act in a manner to best protect customers, fellow staff members and themselves. Employees will be encouraged to report any suspicious activity or persons in and around the area to the Management and / or Local Police.

Staff will be trained to know how and when to turn over complaints to Managers. If a guest becomes irate and threatens someone, staff will be trained to:

- Ask the guest to leave the premises;
- If the guest refuses, as a last resort, consider calling the police; and
- A permanent file of these complaints/situations to be kept on site.

All complaints will be attempted to be resolved at a store level. However, if needed, the complaint will be escalated to the area manager.

6 Incident Reporting

An incident register will be held on site. This will monitor any complaints and will be made available to Police when requested. 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.

Staff at the service station will have the use of a 'back to base panic button' at all times for emergency situations. Staff must not resist a robbery and are required to deploy the duress alarm after the person(s) has left the premise, at which time doors are locked and the Police are called. The premise(s) must stop trading until emergency services arrive.

After a security incident, staff will complete an incident report and will provide CCTV footage of the security incident to management.

Management will supervise all of the above practices and make sure all measures are adhered to.

The following procedure is used to manage any complaints or issues that are raised by external parties.

- Record in the incident register noting the day, time and address of the complainant, to be dealt with by the shift manager.
- The complaint is then entered via an internal tracking system into a database where it is logged and it is required to be addressed within the 72 hour period.

- If the complaint cannot be resolved at this level, the area manager will be consulted.
- All complaints will be reviewed regularly by managers.

7 Deliveries Management

Deliveries and waste collection is to occur outside peak trading hours to minimise any potential traffic and pedestrian conflict or delays.

It is noted that the frequency of delivery of fuel, goods and waste collection will be determined prior to operation. The loading dock will have acoustic attenuation to reduce noise emissions and preserve the amenity of the surrounds.

8 Noise Management

Staff will be encouraged to minimise customer noise whilst on site and report any negative behaviour. Reports of all noise complaints will be documented in a register and kept on site. Staff will encourage customers to behave in an appropriate manner whilst on the site and to not disturb the neighbourhood when exiting the premises late at night/ early morning.

Excessive noise within the drive-thru will not be tolerated and customers will not be served if they cannot keep noise levels reasonable. In extreme cases, Police will be called for any customers refusing to comply. Acoustic fencing is proposed along the sites southern boundary and adjacent to the loading bay to assist with noise mitigation.

9 Litter Management

Staff will ensure that the paved areas, landscaped garden beds, drive-thru, forecourt, building entry and immediate surrounds are kept clean and clear of litter. Bins will be located through-out the premises for general waste and recycling. This will help mitigate the potential litter impact upon the surrounding environment.

Vandalism and graffiti will be removed (where possible) within 48 hours.

10 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 alarm system will be installed at the building including back to base security which involves the intruder alarm system being linked to the security company.

11 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.

12 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.

13 Safety and Security

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

13.1 CCTV Cameras

CCTV surveillance cameras will be installed in and around the premises in strategic places including within the building, drive-thru and refuelling areas. All cameras will operate 24 hours a day, 7 days a week. CCTV Cameras will remain in working condition at all times. If damage to CCTV Cameras occurs repairs will be undertaken as soon as practicable. CCTV footage of any security incident on the site can be copied and made available to Police as required.

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.

Staff will be encouraged to assist with passive surveillance of all areas of the development by providing efficient reporting systems for any security or safety concerns on a regular basis.

13.2 Surveillance Signage

A sign will be placed in a prominent location advising that the premises is under 24-hour camera surveillance and that any anti-social behaviour will be reported to the NSW Police Service.

13.3 Lighting

External lighting will be provided around the building, drive-thru, fuelling area and vehicle parking areas 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.

13.4 Clear Sight Lines

The development has been designed to and takes into account the need to maximise clear sight lines. The building incorporates the maximum use of natural surveillance through glazing on the front and side building elevations and minimising potential obstructions such as physical barriers to ensure clear sight lines at the entry.

13.5 Access Control

The service station will utilise an intruder alarm, access control and CCTV system to monitor access within the site and building.

13.6 Restricted Areas

Access will be restricted particularly in relation to nominated “secure areas” such as back of house areas. This will be achieved by the installation of movement detectors and security hardware (locks, etc.).

14 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 vehicle and pedestrian flows within the associated car park, fuelling bays and drive-thru facility.

15 Space Management

Routine maintenance checks and reporting will be carried out by staff at the premises to ensure the property is maintained and to reduce the likelihood of crime or vandalism. Landscaping will be maintained in a manner that communicates an alert and active presence.

Furthermore, robust materials are proposed to be used where possible, including graffiti resistant materials and the provision of predominately fixed rubbish bins, however not exclusively, to mitigate against potential malicious damage. Any vandalism or graffiti shall be repaired and removed promptly by staff or contractors.

16 Toilets

Toilets for staff and customer use will be clearly sign posted. The toilet amenities will be well lit and are located close to the building entrance.

17 Waste Management

Staff will separate general waste and recyclables. Waste and recycling bins will be clearly labelled and identifiable. The refuse area is to be maintained to high cleanliness standard. The bins and waste storages areas will be cleaned by staff with protective gloves on a regular basis. Appropriate vermin control measures will be put in place. Refer to the Waste Management Plan (WMP) for further details on waste management.

18 Consultation

The operator(s) are committed to ongoing consultation with adjoining property owners, Police and Council to foster a better understanding of relevant operational issues that may arise at the service station and would be available to be contacted to discuss potential issues should they arise.