



OPERATIONAL MANAGEMENT PLAN

BAYVIEW HOTEL & RESTAURANT

Lot 2654 (No. 275) Bayview Road, Gap Ridge

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1. INTRODUCTION

This Operational Management Plan ('OMP') sets out the operational framework of systemic strategies and processes that QSD Hire Pty Ltd will adopt, implement and maintain during the operation of the development proposed at Lot 2654 (No. 275) Bayview Road, Gap Ridge, herein referred to as the Bayview Restaurant and Hotel. The contents of this OMP will apply to future leaseholders and operators of the Bayview Hotel and separately, the Restaurant.

1.1 QSD HIRE

QSD Hire Pty Ltd ('QSD Hire') develops, owns and operates (through its subsidiaries) quality, purpose-built hospitality and accommodation assets in the Pilbara region of Australia.

1.1.1 OUR VISION

To provide a thriving hospitality experience in the heart of the Pilbara region, where exceptional service, culinary excellence, and warm hospitality converge to create unforgettable moments for our guests. We aim to be the premier choice for those seeking unparalleled dining, drinking, and accommodation experiences in Western Australia.

1.1.2 OUR MISSION

Our mission at QSD Hire is to curate a diverse range of hospitality offerings, including restaurants, bars, and accommodations, that showcase the rich culture and flavours of the Pilbara region. Through meticulous attention to detail, innovation in culinary arts, and dedication to customer satisfaction, we strive to exceed expectations and create lasting memories for every guest. We are committed to fostering a supportive work environment for our team, promoting sustainability practices, and contributing positively to the local community and economy.

QSD Hire's core values are:



QUALITY



INTEGRITY



COMMUNITY



EXCELLENCE



2. CONTACT DETAILS

2.1 LANDOWNER

Proprietor: QSD Hire Pty Ltd
Name: Neal Guilmartin
Position: Director
Address: 275 Bayview Road, Gap Ridge
Phone: 0418 989 898

2.2 HOTEL OPERATOR

Proprietor: Walkabout Holdings Pty Ltd
Name: Daniel Campbell
Position: General Manager
Address: 945 Great Northern Highway, Port Hedland
Phone: 08 9172 1222

2.3 RESTAURANT OPERATOR

Proprietor: TBC – update when confirmed
Name: TBC – update when confirmed
Position: TBC – update when confirmed
Address: TBC – update when confirmed
Phone: TBC – update when confirmed

3. LOCATION

3.1 LOCAL CONTEXT

Bayview Restaurant and Hotel is located within the City of Karratha, on the outer edge of the residential suburb of Nickol. The subject land is located approximately 3 kilometres west of the Karratha City Centre, accessible directly along Bayview Road, and 1.8 kilometres south-east of the Karratha Airport.

Land located north and east of the subject land is vacant, Unallocated Crown Land reserved for the purpose of parks, recreation and drainage. Land south and west of Bayview Road has been developed for residential development and comprises the suburb of Nickol.

The subject land has an area of 6.3 hectares, and frontage of approximately 20-metres to Bayview Road. Access to the site is via an existing crossover to Bayview Road.

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REGIONAL LOCATION

LOT 2654 BAYVIEW ROAD,
GAP RIDGE

FIGURE 1

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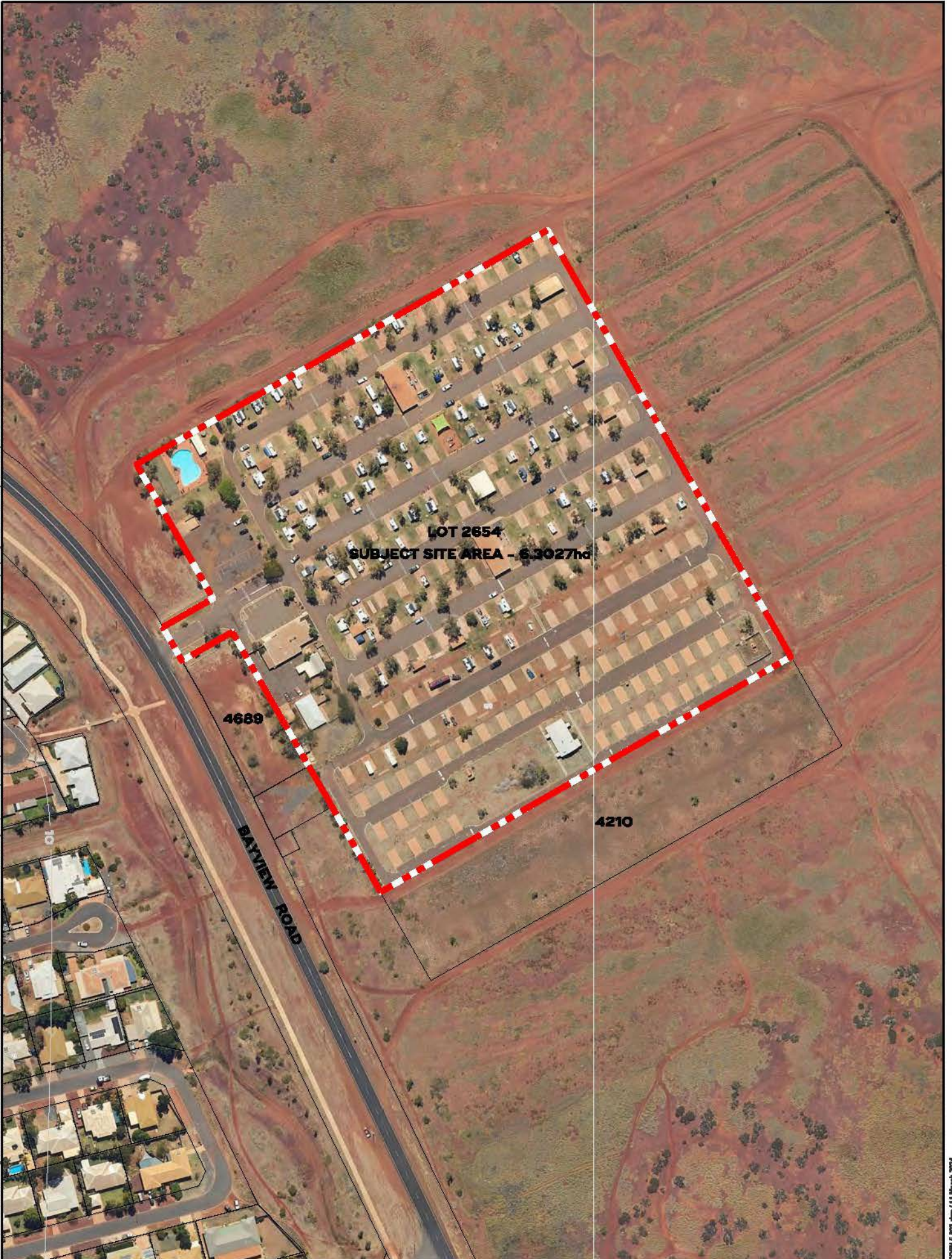
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LOCAL LOCATION
 LOT 2654 BAYVIEW ROAD,
 GAP RIDGE

FIGURE 2

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SITE PLAN

**LOT 2654 BAYVIEW ROAD,
GAP RIDGE**

FIGURE 3

4. BAYVIEW RESTAURANT & HOTEL – DESIGN

The Bayview Restaurant and Hotel has been designed by CK Architecture and provides an affordable, mid-range hospitality offering within the Karratha Townsite.

The proposed development is designed as a redevelopment of the existing caravan park; and in this regard, will retain a number of existing buildings within the Bayview Road frontage. In this way, the Hotel & Restaurant will retain and enhance the existing amenity of the streetscape. Hospitality buildings are sited in this zone to generate activity in this zone. This will also ensure it is obvious to residents and visitors who are not staying at the facility that the hotel amenities and recreation areas are open for and encourage to be used by the general public.



4.1 HOTEL DEVELOPMENT

The design of the Bayview Hotel was guided by the following principles:

- Provide a high-quality, affordable accommodation option to service all visitors to Karratha;
- Ensure buildings are designed in response to climatic conditions, ensuring the safety and comfort of visitors during all seasons.
- Protection of the quiet enjoyment of accommodation by separating the accommodation and hospitality (activity) zones.
- Provide for a range of demographics in room typologies offered.

The hotel facility will be operated by Walkabout Holdings Pty Ltd.

4.1.1 SCHEDULE OF ACCOMMODATION

Accommodation features and inclusions:

4.1.1.1 OCEAN VIEW SUITES

The hotel comprises 48 Ocean View Suites to accommodate a maximum of 2 persons:

- 40m² GFA
- 1 x Queen Bed
- 1 x bathroom
- 1 x kitchenette
- 1 x balcony



4.1.1.2 FAMILY SUITES

The hotel comprises 96 Family Suites to accommodate a maximum of 5 persons:

- 30m² GFA
- 1 x Queen Bed
- 1 x bunk bed (Queen lower, single upper)
- 2 x bathrooms
- 1 x desk



4.1.1.3 EXECUTIVE SUITES

The hotel comprises 16 Executive Suites to accommodate a maximum of 2 persons:

- 30m² GFA
- 1 x Queen Bed
- 1 x bunk bed (Queen lower, single upper)
- 1 x bathroom
- 1 x desk
- Universally accessible compliant



4.1.1.4 DELUXE SUITES

The hotel comprises 432 Deluxe Suites to accommodate a maximum of 2 persons:

- 20m² GFA
- 1 x Double Bed
- 1 x bathroom
- 1 x desk



4.1.1.5 STANDARD SUITES

The hotel comprises 336 Standard Suites to accommodate a maximum of 2 persons:

- 15m² GFA
- 1 x Double Bed
- 1 x bathroom
- 1 x desk



4.1.2 COMMON AREAS

Common areas are provided throughout the development, including:

- 2 x gymnasium facilities and associated toilets;
- 2 x laundry buildings;
- Car parking areas
- Secure entry lobby, waiting and reception area;
- Bar and beer garden including back of house facilities
- Swimming pool & associated recreation areas.

4.2 RESTAURANT DEVELOPMENT

The design of the Bayview Restaurant was guided by the following principles:

- Provide high quality hospitality offering to the general public and adjacent hotel guests;
- Be set within a significantly landscaped area providing for a tropical amenity and outlook for visitors;

The hotel facility will be operated by a separate tenant, to be confirmed. This OMP shall be updated at such time an operator is confirmed.

5. FACILITY MANAGEMENT

5.1 BAYVIEW HOTEL

The Bayview Hotel will be staffed on-site, for 24 hours a day, 7 days a week, including public holidays. Duty shifts to facilitate this presence (the reception area):

- 7.00am to 3pm;
- 3.00pm to 11pm; and
- 11.00pm to 7am.

Indicative staffing for the Bayview Hotel during normal operating hours are:

POSITION	NO. STAFF	RESPONSIBILITIES	HOURS
Hotel & Accommodation Manager	1	<ul style="list-style-type: none"> - Operational performance - Guest and staff management - Compliance (legislative and approvals); - Workplace health and safety; - Financial performance; and - Customer service. 	Monday – Friday 9.00am to 5.00pm (contactable 24/7)
Assistant Hotel & Accommodation Manager	2	<ul style="list-style-type: none"> - Operational performance; - People management; - Compliance documentation; - Workplace health and safety; - Financial performance; - Customer service; - Facility management 	Monday – Friday 1.00pm to 9.00pm (contactable 24/7)
Evening Duty Manager	1	<ul style="list-style-type: none"> - Operational performance - Overnight support for guests as required; - Guest welfare; - Guest behaviour management 	Overnight Tuesday – Saturday
Customer Service Officers	3	<ul style="list-style-type: none"> - Guest customer service & administrative processes - Enquiries and reservations - Room allocations; - Account and tourist information queries; - Receipt payments and account reconciliation 	Monday – Sunday 8.00am – 6.00pm
Maintenance Manager	1	<ul style="list-style-type: none"> - Oversee repair and maintenance schedules - Landscaping and maintenance - Maintenance and tidy of common areas; - Garbage collections and waste management; - Swimming pool maintenance; 	Monday – Friday 9.00am – 5.00pm

		<ul style="list-style-type: none"> - Liaison with contractors as required; - Building risk mitigation 	
Residential Customer Advisors	1	<ul style="list-style-type: none"> - After hours assistance - Customer service - Marketing - Communications 	Casual Hours as required
Security	1	<ul style="list-style-type: none"> - After hours assistance; - Security patrols. 	Casual / Overnight
Housekeeping	8	<ul style="list-style-type: none"> - Housekeeping; - Cleaning rooms; - Laundering bed linens and towels; - Hygiene and safety standards. 	Monday – Sunday Casual 7.00am – 4.00pm

There is a caretaker’s dwelling proposed to be retained as part of the development, which allows for 24/7 service if required. Notwithstanding, the staff on duty will be the first point of contact for guests. Service to accommodation guests is available at all hours. Each room will be equipped with a telephone providing direct communication with the reception staff.

5.1.1 HOTEL BAR & BEER GARDEN

The Bayview Hotel Bar & Beer Garden will operate between 11.00am and 12.00am, 7 days a week, including public holidays.

POSITION	NO. STAFF	RESPONSIBILITIES	HOURS
Bar Manager	1	<ul style="list-style-type: none"> - Staff management; - Inventory; - Financial management; - Safety and compliance; - Quality control; - Customer Service 	Monday – Friday 9.00am – 5.00pm
Bartender	3	<ul style="list-style-type: none"> - Customer Service; - Hygiene and safety standards; - Mixing and serving drinks; - Dishwashing. - Adhere to responsible service of alcohol requirements. 	Casual 11.00am – 12.00am (shifts as required).

The Manager on Duty will be displayed within the Hotel Bar, as required by the legislation.

5.1.2 COMMON AREAS

Common areas will have usage restrictions in place to ensure the quiet enjoyment of the facility by all guests and mitigate noise emissions.

COMMON AREA	OPERATING TIMES
Swimming Pool	6.00am – 10pm
Gym & fitness areas	6.00am – 11pm
Hotel Bar & Beer Garden	11.00am – 12.00am
Internal common areas (excluding above)	Unrestricted

5.1.3 STAFF PARKING

Staff parking will be available on site. Employees living locally will be encouraged to engage in active travel to work.

5.1.4 GUEST & VISITOR PARKING

Guest parking is provided throughout the facility, on the outer edges of the subject land. Parking bays will not be assigned to hotel rooms.

5.1.5 BICYCLE & SCOOTER STORAGE

Secure on-site bicycle and scooter storage is provided and will be available for staff and guest use. Four outdoor (lockable) bicycle parking racks are provided adjacent the hotel reception area. The hotel reception area will have capacity for further secure storage within storage rooms.

5.2 BAYVIEW RESTAURANT

The restaurant will be tenanted, owned and operated separately to the Bayview Hotel and Bar. It is anticipated that the restaurant will offer a full breakfast, lunch and dinner service.

This OMP shall be updated when details of the operator and associated liquor licensing is confirmed.

6. SAFETY & SECURITY

The safety and security of guests and staff is paramount for the operation of the Bayview Restaurant and Hotel. The following security measures will be implemented:



24-HOUR RECEPTION

24/7 staffing of the hotel reception area to ensure guests have on-site contact in the event of an emergency.



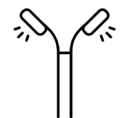
CARETAKER

Retention and refurbishment of the caretaker's dwelling ensuring a consistent and sustained staffing presence.



CCTV

CCTV will be installed throughout the facility to ensure surveillance over all common areas, accessways, car parking areas and entry points.



LIGHTING

Lighting to ensure all common areas, recreation areas and access ways (including car parking areas) are well lit.



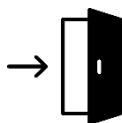
STRUCTURAL SAFETY

All buildings are constructed and classified as "Region D Importance Level 4" buildings ensuring people can shelter in place in the event of emergencies.



FIRE SAFETY SYSTEMS

Smoke detectors, fire alarms and fire extinguishers are provided in all guest rooms, corridors, and public areas.



EVACUATION PLAN

Emergency evacuation plans to be prepared and reviewed annually and displayed in all hotel rooms and common areas outlining the evacuation and muster protocols.



FIRST AID

First aid kits stocked with essential supplies are located in the reception area, bar area and restaurant.

7. GUEST HEALTH & WELLBEING

7.1 HEALTH & WELLBEING POLICY

QSD Hire is committed to enhancing the guest experience by prioritising wellbeing through the following initiatives:

- **Fostering Positive Communities:** We strive to cultivate communities and cultures that promote wellbeing, embracing diversity and inclusivity.
- **Normalising Mental Health Support:** We aim to destigmatise mental health and wellbeing issues, providing easy access to support services for all guests.
- **Promoting Protective Factors:** Our focus extends beyond reactive measures to proactively promote protective factors and foster social and community networks.
- **Accessible Accommodation:** We ensure a range of accommodation options at various price points to alleviate financial stress, with a community-centric approach at the core.
- **Zero Tolerance for Discrimination:** Discriminatory behaviour is not tolerated, and we are committed to creating inclusive environments where everyone feels respected and valued.
- **Designing for Healthier Lifestyles:** Our environments are thoughtfully designed to promote healthier lifestyles, with easy access to local amenities and green spaces.
- **Emphasising Communal Spaces:** Communal areas are designed to facilitate social interaction, providing opportunities for guests to connect and engage with one another.
- **Utilising Data for Diversity Understanding:** We leverage behavioural, attitudinal, and socio-economic data to deepen our understanding of diversity and better serve our guests' needs.
- **Enhancing Accessibility:** We strive to make our services easily accessible to guests with physical, logistical, cultural, and linguistic barriers, ensuring inclusivity for all.

In addition to providing basic amenities, our accommodation design prioritises the health and wellbeing of our guests. We carefully consider design factors and the quality of services to ensure the holistic wellbeing of all occupants.

Our management team is available 24/7 to assist guests with any issues regarding wellbeing, health, safety, and security. We regularly communicate the availability of support services through email and notices placed in common areas throughout the building.

At QSD Hire, we are dedicated to creating a welcoming and supportive environment where every guest feels valued and cared for.

7.2 UNIVERSAL ACCESS & INCLUSION POLICY

QSD Hire's objective is to ensure safe, dignified, and equitable access for all users of the building, while eliminating discrimination against people on the grounds of disability. We place high significance on compliance with accessible design features.

Access for people with disabilities will be provided, including but not limited to the following:

- Main entrance/reception;
- All common areas on an accessible path of travel;
- Front door access to all Accessible rooms;
- Communal sanitary facilities;
- Parking drop-off zones; and
- Hotel bar and restaurant.

Access will be provided to all levels of the building and all facilities and services, ensuring it does not impose unjustifiable hardship for a person with a disability or pose a health and safety risk for guests.

We provide accommodation for guests with mobility issues, as well as rooms for users with vision, hearing, and intellectual disabilities. Rooms are available for the three key identified disability groups as follows:

- Mobility impairment and multiple disabilities;
- Hearing and speech impairment; and
- Vision impairment.

8. PROCESSES & PROCEDURES

QSD Hire has well developed management procedures and processes to ensure clarity and consistency of service and in the way all assets operate. These ensure that its guests have a positive and safe experience during their stay.

8.1 MANAGEMENT DURING HOLIDAY PERIODS

The facility is staffed on-site twenty-four hours, seven days a week, including weekends and public holidays. Guests can contact the on-site Manager or staff on duty at any time via the provided telephone system or in the reception area.

8.2 HOUSEKEEPING

The building is cleaned according to a standard cleaning and hygiene practices. Communal areas such as recreation, bar/ beer garden, gyms, and laundry facilities, as well as common areas, are cleaned regularly. Cleaning within individual rooms is undertaken upon checkout. A full deep clean, including carpets, curtains, windows, cooking appliances, kitchens, and bathrooms, is conducted before occupation by the next guest.

Daily housekeeping services for guests staying more than one night is provided and includes light cleaning, and provision of new linen and towels.

8.3 WASTE MANAGEMENT

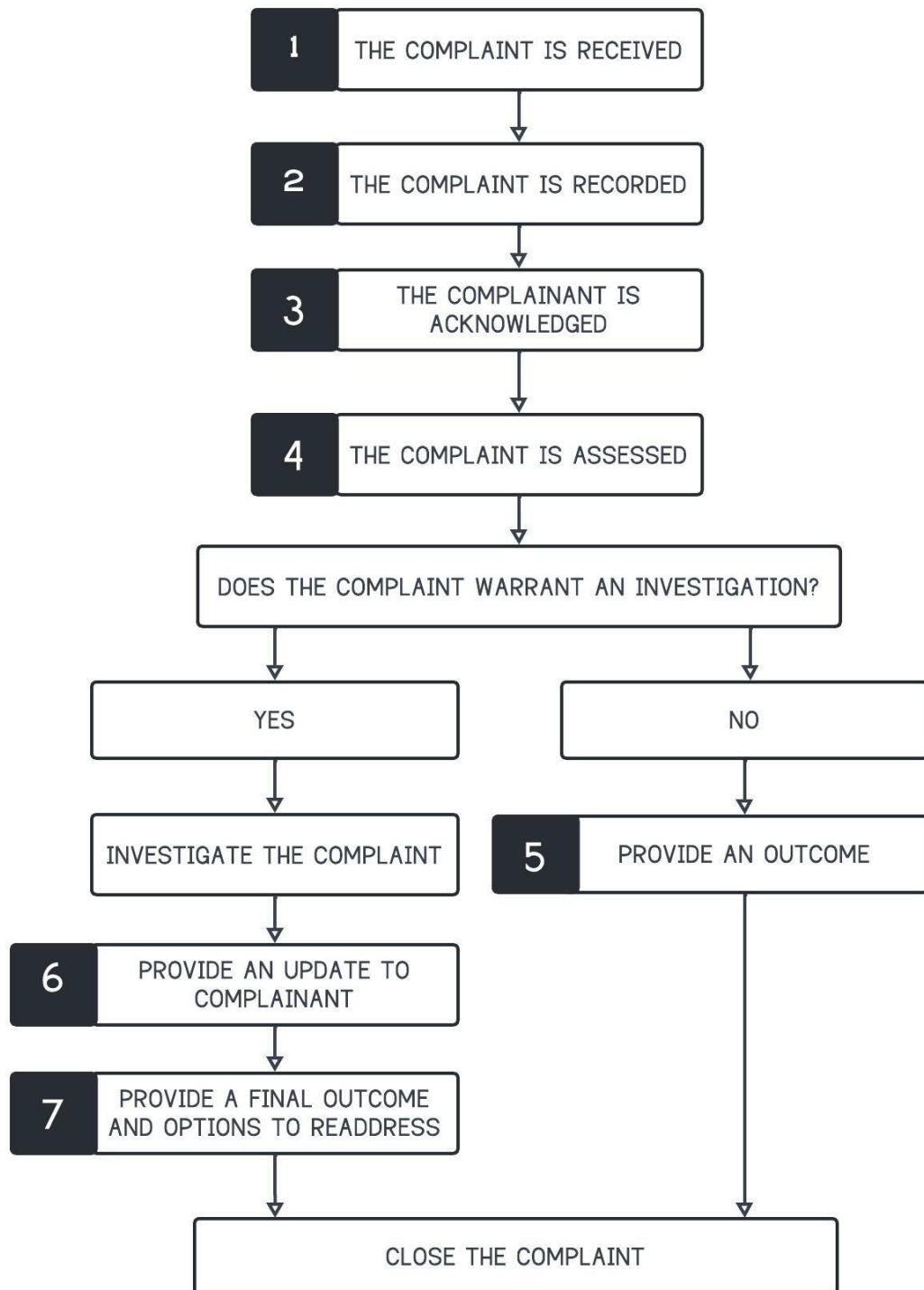
Waste and recycling are managed to minimise litter and odours and to enable guests to efficiently dispose of waste generated in rooms and hospitality areas. QSD Hire encourages guests to recycle where appropriate. The following measures are incorporated into the building's design for waste and recycling management:

- Waste and recycling bins provided in each room and communal areas.
- Access for waste disposal vehicles to directly access the basement waste disposal and bulky goods waste room.
- Daily waste collection as required by private contractor for all waste generated by Hotel, Hotel Bar and Restaurant.

Waste disposal storage and collection are managed by the operational and maintenance team. Daily inspections of waste bin capacity are conducted, and regular cleaning of waste disposal areas is carried out to minimise debris, stains, and odours. Refer to the Waste Management Plan prepared by QSD Hire for further details of waste collection, management, hygiene and disposal.

9. COMPLAINTS MANAGEMENT PROCEDURE

QSD Hire values its reputation and respects the communities within which it operates. We are committed to responding promptly to the needs and concerns of our customers, employees and the general public, and strive to resolve any issues as soon as possible. Our complaints management procedure is designed to provide a transparent framework of the handling of complaints.



OBJECTIVES:

- Ensure all parties are aware of Complaints Management Procedure.
- Guarantee all complaints are investigated impartially, maintaining a balanced view of all information and evidence provided.
- Take reasonable steps to protect all sensitive and personal information.
- Consider each complaint on its merits.

9.1.1 COMPLAINTS MANAGEMENT PROCESS:

1. Complaint Received:

QSD Hire (or appropriate tenant / operator) accepts complaints via phone, email or in person interactions.

2. Complaint Recorded:

The complaint's details are meticulously documented, including:

- Contact details of the complainant.
- Records of verbal and written correspondence.
- Specifics of the issue and the complainant's desired resolution.
- Any support needed by the complainant given their circumstances.

If QSD Hire can resolve the complaint immediately, the solution is recorded, along with any subsequent correspondence.

3. Acknowledgement:

The complainant is contacted to confirm receipt of their complaint, at which point they are informed of the ensuing steps and the potential time frame for resolution.

4. Assessment:

An in-depth assessment of the complaint is conducted, considering all involved parties and available information/evidence. This assessment takes into account implications for all parties, urgency, complexity, escalation potential, and the handling of multiple points.

5. Decision & Communication:

Following the assessment, QSD Hire to gather more information to ensure a thorough investigation or establish an outcome. The complainant is informed about the decision and its rationale. Comprehensive records of the process are maintained, documenting actions requiring follow-up and any recommendations based on the investigation's outcome.

10. FOOD MANAGEMENT PLAN

10.1 PURPOSE

This Food Management Plan is prepared in draft only until such time as a Restaurant tenant is confirmed. The OMP shall be updated when tenant is confirmed.

The Management Plan aims to assist the Kitchen Manager in the daily operations of the restaurant kitchen to prevent foodborne illness on site. It is the responsibility of all kitchen staff and personnel to read, understand, review, and apply plans, policies, and procedures related to food handling at Restaurant.

Risk assessments will be conducted, including considerations of allergen management and potential cross-contamination. The WHS team and Restaurant Manager, in consultation with kitchen staff members, will aim to reduce or eliminate and monitor any risks associated with food handling.

10.2 OPERATIONAL CHECKLISTS

The following checklists serve as procedural guidelines throughout the food handling process to minimise associated risks:

REQUIREMENTS	
ALLERGEN MANAGEMENT	All kitchen staff will be trained in identifying and managing common food allergens. Allergenic foods will be appropriately labelled and stored separately to prevent cross-contamination.
FOOD RECALL PROCEDURES	In case of a recall of any food product used in our kitchen, a procedure is in place to ensure all affected items are identified and removed from use. The Kitchen Manager is responsible for staying updated on food recall alerts and for implementing the recall procedure when necessary.
RECEIVING CHECKLIST	<ul style="list-style-type: none"> - Products sourced only from approved vendors - Transport vehicles are clean and weatherproof - Packaging is free from damage or visible contamination - Food items can be stored efficiently - Product is within best before/use-by dates - Perishable refrigerated food items maintain a temperature of 4°C or below - Frozen perishable food items are kept in their frozen state - Hand hygiene protocols are followed as appropriate
STORAGE CHECKLIST	<ul style="list-style-type: none"> - Adherence to the First In, First Out (FIFO) system - All foods are appropriately labelled and covered - Food storage units allow off-floor storage - Shelving is clearly labelled and easily accessible/cleanable - Date of product receipt is marked - Raw foods are kept separate from ready-to-eat foods - Only food-grade containers are utilised - Hand hygiene protocols are followed as appropriate - Allergenic foods are stored separately to prevent cross-contamination.

	<ul style="list-style-type: none"> - Pest prevention measures are in place and effective.
PREPARATION & COOKING	<ul style="list-style-type: none"> - Staff are assigned to specific roles in the kitchen - Thawing is properly managed (ensuring appropriate time for refrigerator thawing or thawing under cold running water) - Storage temperatures are verified at the beginning of processing/preparation - Separate equipment and surfaces are used for allergenic foods to prevent cross-contamination. - Staff is trained in allergen management and knows how to respond to food allergy emergencies. - Internal cooking temperatures are verified - Hot holding temperatures and methods are verified (e.g., stove, temperature: >60°C) - Cooling temperatures are verified (from 60°C to 20°C within 2 hours, and then from 20°C to 4°C within 4 hours) - Hand hygiene protocols are followed as appropriate.
CLEANING & SANITISING	<ul style="list-style-type: none"> - Mechanical Dishwashers: Temperature 60-71°C (140-160°F), sanitizer temperature: Above 82°C - Manual Dishwashing: <ul style="list-style-type: none"> o Dishes are scraped and pre-rinsed o All dishes are washed with water and detergent o Clean dishes are rinsed with hot water (45°C) o Dishes are sanitized in very hot water (77°C / 170°F) or by using an approved chemical sanitiser, and submerged for 40-45 seconds in water approximately 24°C. Appropriate Safety Data Sheets for chemicals are identified, printed, and distributed to staff for review. - A schedule for regular pest control services is maintained. - In case of pest sighting, procedures are in place to address and rectify the issue.
PEST CONTROL	<p>A professional pest control service will be employed to regularly inspect and treat the kitchen and storage areas for pests. Staff will be trained in practices that reduce the risk of pest infestation, including proper food storage and waste management.</p>
TRAINING	<p>All staff involved in food handling will undergo appropriate food safety training, including allergen management, cross-contamination prevention, personal hygiene, cleaning and sanitising procedures, and pest control.</p> <p>All personnel are expected to maintain a high standard of housekeeping in all areas while on duty.</p>

11. FIRE & EMERGENCY MANAGEMENT PLAN

We are committed to ensuring the safety of all our staff and visitors at the Bayview Hotel & Restaurant. We understand the importance of preparedness and effective response in case of emergencies. Therefore, this Fire and Emergency Management Plan includes provisions for establishing muster points, accounting for all personnel, conducting regular emergency drills, and having the resources necessary to respond effectively to emergencies.

Potential emergencies that can occur within the Bayview Hotel & Restaurant include:

- Fire (bushfire, electrical fire);
- First aid incidents;
- Light vehicle accidents;
- Natural disasters.

11.1 FIRE

1. Sound the alarm.
2. Warn all staff and visitors in the area.
3. Alert the Site Manager/s with the message: “Emergency, Emergency, Emergency,” followed by type of emergency, and the emergency's location and extent.
4. If safe, try to put out the fire or prevent it from spreading.
5. Use the correct fire extinguisher or hose.
6. The relevant staff member shall advise the Emergency Response Service.
7. Upon the arrival of Emergency Response Services, the relevant Manager will liaise with their representative, who will then take control.

11.2 SERIOUS PERSONAL INJURY

If you are the first person on the scene of an accident where a person or persons are injured, follow these steps:

1. Raise the alarm - get help. If possible, provide information about the number of persons involved, type of injury, assistance required, etc.
2. Alert the relevant Manager (Hotel, Restaurant or Hotel Bar) in a calm and clear voice with the message: “Emergency, Emergency, Emergency,” followed by the type of emergency, and the emergency's location and extent.
3. If possible, send someone to the nearest access point to direct emergency services.
4. Assess potential danger to yourself – avoid becoming another victim.
5. Follow the D.R.S.A.B.C.D approach:
 - o Danger: Assess danger to yourself and others.
 - o Response: Check the response of the injured person.

- Send: If possible, send someone for help.
 - Airway: Check the injured person's airway.
 - Breathing: Check if the injured person is breathing.
 - Circulation: Check the injured person's circulation; CPR may be required.
 - Defibrillator: If available, use an Automated External Defibrillator (AED); if not, continue with CPR.
6. Apply Expired Air Resuscitation (EAR) or CPR if required and if you are trained to do so.
 7. Control any bleeding and comfort the injured person until assistance arrives.
 8. The Manager shall advise QSD Hire senior management.
 9. Upon arrival of Emergency Response Services, the Manager shall liaise with their representative, who will then take control.

11.3 FIRE & SPECIFIC FIRE FIGHTING EQUIPMENT

QSD Hire provides suitable and approved firefighting equipment and ensures all employees are knowledgeable in its correct use and selection, in accordance with the approved Bushfire Management Plan and Emergency Evacuation Plan.

Any fire, no matter how small, must be reported. In case of a fire, the individual discovering it should warn others in the area and notify the relevant Manager immediately. Any used fire extinguisher (even if by accident) must be immediately refilled or replaced, and the reason for its use reported to the relevant Manager.

11.4 OCCUPATIONAL HEALTH & HYGIENE

Occupational health and hygiene hazards can cause serious harm if not properly controlled. Primary health hazards identified at the site include noise, dust, heat stress, and manual handling. These identified hazards are the focus of Occupational Health and Hygiene risk analysis associated for the Bayview Hotel & Restaurant, along with specific control practices.

- **Noise:** Excessive noise levels can lead to hearing damage or loss. To control noise, we regularly monitor noise levels, provide protective equipment, and conduct training on the importance of wearing such equipment and limiting exposure to loud noise.
- **Dust:** Dust can lead to respiratory problems. We control dust levels through housekeeping practices, ventilation, wearing of protective masks, and wetting down dry areas as necessary.
- **Heat Stress:** Exposure to extreme heat can lead to various heat-related illnesses and may impact visitors to the area who are new to these climatic conditions. All internal spaces are serviced by air conditioning and publicly available and free drinking water.
- **Manual Handling:** Incorrect manual handling can cause musculoskeletal injuries. We aim to limit manual handling where possible and train our staff in correct manual handling techniques.

12. LIGHTING MANAGEMENT PLAN

12.1 PURPOSE AND SCOPE

The Lighting Management Plan (LMP) is intended to outline the procedures for adequate lighting throughout the Bayview Hotel & Restaurant. The LMP aims to ensure that all areas within the facility are suitably lit, minimising risks and ensuring safety and security for all visitors and staff.

12.2 PROCEDURES

1	ENSURING LIGHTING IN ALL PUBLIC AND COMMON AREAS	These include places such as walkways, staircases, vehicle parking areas, and recreation areas. The objective is to ensure that these areas are adequately lit to reduce the risk of accidents and incidents.
2	IMPLEMENTING ENVIRONMENTALLY FRIENDLY LIGHTING SOLUTIONS	QSD Hire is committed to reducing its environmental impact. Therefore, we will opt for energy-efficient lighting solutions, such as LED lights, and consider the implementation of sensor-based lighting systems that only operate when needed.
3	COMPLYING WITH REGULATORY REQUIREMENTS	The lighting at the premises will comply with all relevant local, state, and national regulations, including the Australian/New Zealand Standard for Lighting for Roads and Public Spaces Pedestrian Area (AS1158.3.1).
4	REGULAR REVIEWS AND UPDATES	The lighting situation at the Bayview Hotel and Restaurant will be reviewed periodically by the Maintenance Manager and after significant changes to the infrastructure or operations at the site. The goal is to ensure the continuous effectiveness of the Lighting Management Plan.

12.3 TRAINING & AWARENESS

All personnel will be made aware of the importance of proper lighting for safety and will be encouraged to report any areas they feel are insufficiently lit. Any changes to the lighting situation at the facility will be communicated to all staff, with feedback will be actively sought and considered.

12.4 REVIEW

The Lighting Management Plan will be reviewed annually or after any significant changes to ensure its ongoing effectiveness and relevance. Any necessary amendments will be made in a timely manner to continue to provide a safe and secure environment for all personnel.

13. CYCLONE MANAGEMENT PLAN

The purpose of the Cyclone Management Plan is to outline the protocols to protect employees, visitors and the premises from the destructive weather conditions associated with severe storms and cyclones.

The following terms are used in this Management Plan:

- **Severe storm:** A meteorological event causing strong winds, heavy rain, and often accompanied by lightning and thunder.
- **Cyclone:** A low-pressure system that forms over warm tropical waters and has wind gusts as listed in the table below:

CATEGORY	STRONGEST GUST (KM/HR)	TYPICAL EFFECT
1	Less than 125	Negligible Damage
2	125 – 164	Debris Causes Minor Damage
3	165 – 224	Some Roof and Structural Damage
4	225 – 279	Dangerous, Significant Structural Damage
5	280+	Extremely Dangerous – Widespread Destruction

Alert categories are defined by both the Department of Fire and Emergency Services ('DFES') and the State Emergency Services ('SES'), and the Bureau of Meteorology ('BOM'), as follows:

- **Blue Alert:** A Cyclone has formed and may affect the project area within 48 hours.
- **Yellow Alert:** The cyclone impact on the project area is inevitable within 12 hours.
- **Red Alert:** Destructive winds are expected to affect the project area in approximately 6 hours.
- **All Clear:** The cyclone threat has passed. There may still be significant rain and high winds.
- **Cyclone Watch:** A Cyclone system has formed and may affect the area within days.
- **Cyclone Warning:** Damaging winds or gales are likely to affect communities within 24 hours.

13.1 ROLES AND RESPONSIBILITIES

- **Cyclone Coordinator:** The Hotel Manager, Restaurant Manager and Hotel Bar Manager. The Cyclone Coordinator is the contact point for staff, visitors and other stakeholder.
- **Site Manager:** Responsible for ensuring everyone on site understands and follows the cyclone procedure.

13.2 SAFETY AND ENVIRONMENT

PERSONAL PROTECTIVE EQUIPMENT	Raincoats and helmets are available for staff (if ever required), stored within the Hotel Reception Area.
HAZARD CONSIDERATIONS	Wet weather introduces hazardous conditions like muddy/slippery roads, pools of stagnant water that support insects and waterborne diseases, and potential lightning strikes. Staff to provide information to guests if these hazards arise, with maintenance and clean up scheduled for as soon as safe.
SHELTER	Most of the buildings on site (including all hotel rooms, the restaurant and restaurant bar) are classified “Region D Importance Level 4” buildings and are designed to withstand cyclonic events. All visitors and staff are able to safely shelter in place in the event of a severe storm or cyclone.
HOUSEKEEPING	The Bayview Hotel & Restaurant is to be kept clean and tidy, including maintenance of mature trees, to minimise the risk of loose material becoming airborne during high winds and potentially causing personal injury or asset damage.
STORMWATER RUNOFF	Stormwater management systems on site to be maintained in accordance with the approved stormwater management plan. Any additional discharge must be reported to the relevant authority.

13.3 CYCLONE PREPAREDNESS

Prior to cyclone season, it is the responsibility of the Maintenance Manager to review the cyclone procedures; and undertake the cyclone preparedness housekeeping regime, including review/assessment of tie-down of buildings, plant, and equipment.

13.4 RESPONSE TO WEATHER EVENTS

During storms and cyclones, QSD Hire will follow specific response actions based on alert levels provided by BOM and DFES/SES, ranging from preparatory inspections and cleanup to site lockdown.

13.5 POST-EVENT PROCEDURES

- After the All Clear is given by DFES or BOM, initial inspections of the premises are to be undertaken by the Maintenance team. These must be performed in pairs for safety.
- A thorough check must be performed for potential damage.

- Pre-start checks must be performed before operating any plant or equipment.

13.6 CYCLONE INFORMATION SERVICES

EmergencyWA	https://www.emergency.wa.gov.au/	000
BOM	www.bom.gov.au	9263 2222
Cyclone Information Centre		9263 2245
ABC Radio Pilbara		Radio – 702AM

13.7 CONTINUOUS IMPROVEMENT

Within one week of the cyclone, the Cyclone Coordinators will review the adequacy of the cyclone procedures based on the experience of the cyclone and revise the procedures if necessary. Any changes to cyclone procedures will be communicated to all staff.

13.8 ROLES & RESPONSIBILITIES DURING CYCLONE EVENTS

- **Managers / Cyclone Coordinators:** Responsible for making all decisions regarding personnel activities during all cyclone alert stages.
- **All Staff:** All personnel are expected to follow the instructions of the Managers / Cyclone Coordinator. Personnel should be prepared for adverse weather conditions, aware of potential hazards, and take appropriate safety precautions.



INSERT SITE MASTER PLAN