

Chalet Rigi

CHALET RIGI

OPERATIONAL MANAGEMENT PLAN

415 Mundaring Weir Road, Piesse Brook WA 6076

12 May 2020, Rev 1





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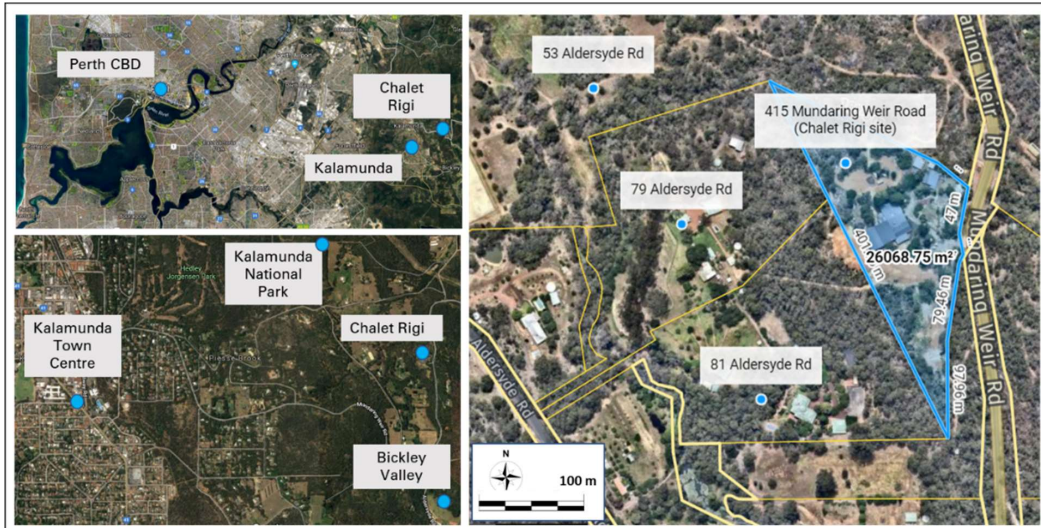
Revision History

- 10 Jan 2020 Rev 0 Initial Draft
- 12 May 2020 Rev 1 Updated COVID19 response

Chalet Rigi

1. Introduction

This Operational Management Plan (OMP) outlines a range of controls, provisions and considerations designed to ensure the safe and effective operation of Chalet Rigi restaurant, located at 415 Mundaring Weir Road, Piesse Brook, WA 6076.



Location of Chalet Rigi restaurant

The owner has a responsibility to ensure that the restaurant is appropriately managed by meeting its legislative and regulatory obligations and managing potential impacts on its surroundings.

This OMP considers a range of factors to ensure that the restaurant will be managed in accordance with relevant legislation, offers a high quality of service to patrons and guests, and does not have an adverse impact on neighbouring residents, properties or the environment. It provides consideration on the following components:

- Restaurant overview
- Objectives and mission statement
- Design and theme
- Target market
- Operating hours
- Kitchen and food service
- Beverage management
- Waste management
- Wastewater management
- Delivery and servicing management
- Security
- Complaints procedure
- OH&S policy



- First aid incidents
- OH&S risk management
- Possible causes of operational nuisances
- Management controls

Site Address	Lot 3, 415 Mundaring Weir Road, Piesse Brook, Kalamunda WA 6076
Local Government Authority	City of Kalamunda
Buildings	Main restaurant building in the site centre, service kiosk, storage garages and former residence in the north of the site and external ablutions blocks.
Lot Size	26,069 m ² (restaurant building 850 m ²)
Vegetation Cover	Natural bushland in the northern and southern portions of the site, whilst the centre of the site has some landscaped gardens. Predominant vegetation type is jarrah-marri forest (<i>Eucalyptus marginata</i> and <i>Corymbia calophylla</i>) with some wandoo woodland in the northern corner of the site (<i>E. wandoo</i>). Several grass trees are also present (<i>Xanthorrhoea</i>). A wide variety of common residential plant species exist in the landscaped gardens including native frangipani, Japanese honeysuckle, bougainvillea, roses, geraniums, irises and ivy.
Nearest Cross Road	Fern Road and Hummerston Road to the north. Aldersyde Road to the south
Water Supply	The site is connected to mains water supply.
Maximum Occupants	480 people per day including staff and on-site contractors.
Emergency Assembly Building	Chalet Rigi restaurant
Responsible Person	Mack McCormack – Site Owner and Approved Manager Approved Manager (Unrestricted Class) approved by the Department of Liqueur and Gaming (no: 0212225418-1) until 16 October 2023. 0408 261 537

These components have been considered in as much detail as possible at the current design and approvals stage.

In the future, assuming the restaurant receives approval to operate, these details will be incorporated into comprehensive operational management policies and procedures.

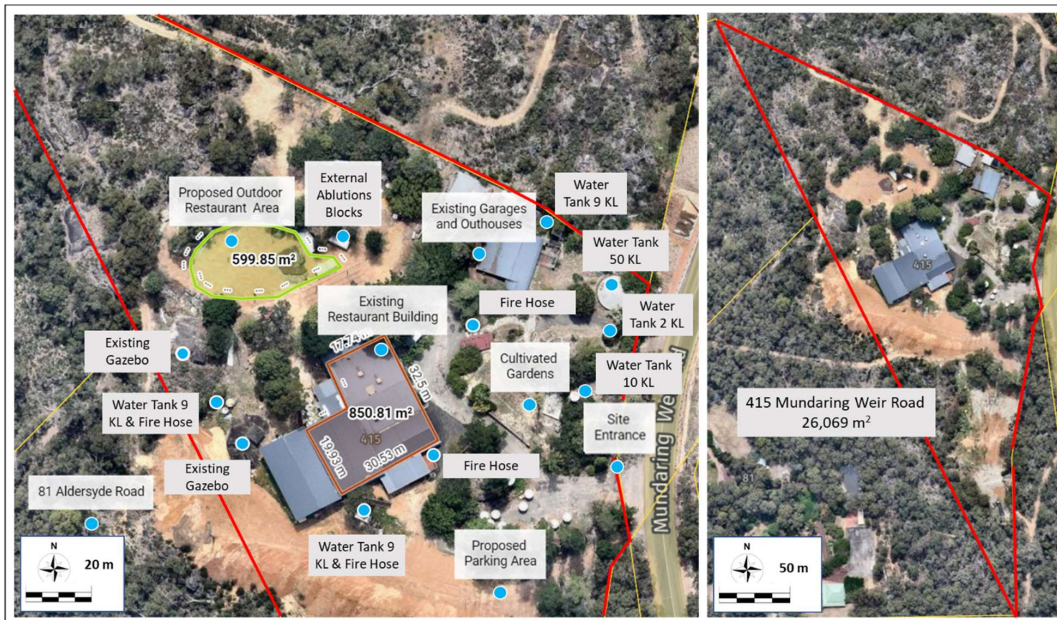
These policies and procedures will be reviewed every 12 months by the managerial team and owners to ensure they remain relevant and effective.

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2. Site Setting

Chalet Rigi is located at 415 Mundaring Weir, Piesse Brook, within the Local Government Authority of the City of Kalamunda. The total site area is 7 acres (approx. 26,069 m²). The central portion of the site contains the existing restaurant building, garages, kiosk, external toilets and former residence, whilst the rest of the site comprises bushland.

The total restaurant area is approximately 1,450 m² of which 850 m² is the existing restaurant building and 600 m² is the proposed outdoor restaurant area. Except for a small walkway to access the external ablutions, the ground cover within the beer garden is natural unsealed ground. Sealed ground surfaces are limited to two existing bitumen driveways connecting the restaurant with Mundaring Weir Road and forming an area of less than 1,000 m².



Site layout and infrastructure

Chalet Rigi is neighbored to the east by Mundaring Weir Road, and to the north, south and west by neighbouring rural properties and bushland. The neighbouring property to west (81 Aldersyde Rd) belongs to the Chalet Rigi landowner, and the properties are connected via a cleared firebreak and a walkway.

Chalet Rigi is located within the Bickley Valley in the Perth Hills, only a short 10-minute drive from Kalamunda town centre. The surrounding Bickley Valley and Carmel wine region has a strong tourism focus and is characterised by wineries, cideries and orchards, surrounded by national parks, state forest, and biking and walking trails.

Chalet Rigi

3. Overview

Chalet Rigi is an existing restaurant located at 415 Mundaring Weir Road, Piesse Brook, a few kilometres from Kalamunda town centre. Chalet Rigi has a historical and iconic presence in the Perth Hills community, having previously operated as a Swiss-style restaurant for over 30 years. During its former operations, it was the epicentre of family and community since the early 1970s, and many locals have celebrated key milestones at the site.

The restaurant was closed and sold to a new owner in 2005, with the new owner keen to preserve the aging legacy for the community by redeveloping and reopening the restaurant. Over the following years, the new owner worked under building approvals to redevelop the site. A multi-million-dollar renovation and restoration was undertaken to capture the epic scenery of the Bickley Valley. The design brief focused around incorporating an open plan restaurant layout so diners could enjoy their meal whilst enjoying the breath-taking scenery of the Perth Hills.



Views from the balcony and indoor restaurant area across the stunning Perth Hills

During its former operations, Chalet Rigi Restaurant operated with licenced approval from the City of Kalamunda for 350 patrons in a 350 m² restaurant floor space. The restaurant has since been restored and expanded, with 850 m² of indoor seating space and additional outdoor seating areas.

Like most properties in the Perth Hills, Chalet Rigi is not connected to mains sewerage. During previous restaurant operations, Chalet Rigi used subsurface leachate drains to discharge wastewater on-site. In reopening the restaurant, the owners were required to upgrade the on-site wastewater system.

In November 2012, the City of Kalamunda and Department of Health approved the installation of on-site aerobic treatment unit (ATU) to treat wastewater for 350 people. Unfortunately, these approvals lapsed in 2014 while the site was still under redevelopment.

In July 2019, approval to install the ATU was granted by the Department for Health following approval from the Minister for Health, Hon Roger Cook. The approval (No. 200.18) is dated 22 July 2019 and applies to a maximum of 480 people on-site per day (including staff).

The owner is currently seeking approval from the City of Kalamunda to install the ATU under the *Planning and Development Act 2005* and open the restaurant for 480 people.

The logo for Chalet Rigi is written in a white, elegant cursive script on a red background. To the left of the main red banner, there are three vertical red bars of varying heights, with a horizontal gradient bar overlapping them.

4. Objectives

The core objective of the restaurant is to provide a welcoming and relaxing place for visitors, locals and tourists alike, to gather and enjoy high-quality local food and beverages in the beautiful surrounds of the Bickley Valley.

As local residents, the owners are keen to promote sustainable tourism in the Perth Hills region and are at the forefront of revitalising the Perth Hills community by promoting tourism and jobs.

This objective is reflected in our mission and vision statement as presented below.

a. Mission Statement

It is our mission to present a welcoming and relaxed place for visitors to stop and enjoy the beauty of the Perth Hills, offering them a range of simple but high-quality local produce and a place to unwind with all the family.

We aim to support the local economy by using only local growers and producers where possible, showcasing the best of what this beautiful region has to offer, and providing a truly authentic experience by employing local people and subcontractors.

b. Vision

It is our future vision that Chalet Rigi restaurant:

- Focuses on providing high-quality, simple and local food and beverage options with friendly service.
- Remains committed to growth of the local economy through use of local products, growers, employers and subcontractors where possible, including supporting local community initiatives.
- Strengthens its standing in the community by actively engaging with the locals to address any enquiries, suggestions or feedback.
- Maintains its existing facilities in impeccable condition and complies with all necessary legislation, regulations and guidelines.
- Sustains broader industry participation by participating and supporting in business and community programs and accreditation schemes.
- Strives to adopt best practice and proactive principles to minimise potential impacts on our neighbours and the surrounding environment.
- Maintains a water-wise environment through sustainable and responsible use of water and adopting recycle and reuse practices where possible.
- Continues to be recognised as a Perth Hills legacy for many future generations to enjoy.

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5. Design and Theme

The design, theme and finish of the restaurant has been carefully considered throughout the restaurant to ensure it attracts and maintains its target market audience.

The existing restaurant was established in the 1970s as a Swiss-themed eatery. It previously included Swiss décor, music and entertainment and was a family-friendly business suitable for all ages. The current owner has taken great care to restore the original restaurant, including preservation of the flooring, fireplaces and doors. Stepping into the old restaurant area is like stepping back in time – even the old tables and room dividers have been preserved and maintained.



Traditional Swiss musicians and dancers invited back to Chalet Rigi after 30 years

The new extension is a juxtaposition of old against new. The new extension is bright and airy, with polished concrete floors, high ceilings and large glass doors that flood the old restaurant with light.

Maintaining a historical perspective was important throughout the redevelopment, with recycling of materials a preferred and history is evident in every turn. The impressive timber bar and roof beams are constructed from wood salvaged from the Busselton Jetty renovation, while the footrest and handrails have been recycled from a ship’s anchor. Great care and attention to detail have been expended by the owner in restoring the restaurant to a high-quality and engaging facility.



Timber bar and beams constructed from reclaimed wood salvaged from the Busselton Jetty



Chalet Rigi

Maintaining a family-friendly atmosphere was also of pivotal importance to the new owner. The restaurant is designed to be suitable for all ages, and many features were added to ensure that everyone is catered for, including children's play areas that are overlooked by seating for parents.

Finally, inclusivity was key in all elements of the design. The previous restaurant was not fully accessible by people who use a wheelchair, with historical steps and stairways making access difficult. The new owner has ensured that all areas of the restaurant are fully accessible by people in wheelchairs, with specially designed ramps connecting the balcony and restaurant areas to provide maximum ease of access throughout the site.


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6. Target Market

Chalet Rigi will be specifically targeted on the daytime market, focusing on families or groups who want to enjoy breakfast or lunch comprising local produce whilst enjoying the beautiful scenery of the Perth Hills. The key target markets for Chalet Rigi are:

- Couples or families visiting the Perth Hills region in the daytime and are looking for a place to stop, relax and eat for an hour or two before continuing to explore the region.
Whilst the Perth Hills is fast becoming recognised as a tourist destination, there are limited food options, particularly during the mid-week and for those with children. Most of the surrounding venues are not open on Monday, Tuesday and Wednesdays so the restaurant would provide a much-needed option for those days.
- Small tour buses exploring the Perth Hills wineries and looking for a place to comfortably seat and feed groups of daytime visitors.
During busier times of the year, most of the local restaurants attached to wineries are fully booked and can only offer cellar door tastings without a food option. Most tour groups require a rest break for food consumption and sufficient seating space to accommodate groups indoors in case of bad weather. The restaurant would provide an option for tour groups who want to visit Bickley Valley in the week and may enable more wineries mid-week. Examples of locally run tour groups that may be targeted include Up Close and Local Tours, D’Vine Wine Tours, Explore Tours Perth, and Hidden Detours.
- Cyclists using the surrounding road or mountain bike networks, particularly in the mornings and at weekends.
Chalet Rigi would be the only local place open to cater for the numerous cyclists using the Kalamunda mountain bike trails and road networks early in the mornings. Data provided by the Kalamunda Mountain Bike Collective indicates that most mountain bikers are out on the tracks between 6 am – 10 am so breakfast and lunch would be the target product. The restaurant would aim to offer added value options including cycle racks and access to maintenance equipment.
- Local clubs looking for a place to hold group meals in the daytime.
There are many clubs and groups in Kalamunda and the wider Perth region who enjoy getting out for the day and having a group meal (typically breakfast or lunch) in the beauty of the Perth Hills e.g. Classic Car Clubs, Red Hatters WA, Perth Red Circle Motorcycle Riders. There are limited options for any group that wants to dine in relatively large groups in the local vicinity and the restaurant would provide a suitably sized option for enjoying locally sourced food (e.g. over 30 people dining together).


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7. Operating Hours

The intended standard opening hours of the restaurant are:

- Saturday: 7 am – 12 am (midnight)
- Sunday: 7 am – 10 pm
- Monday: 7 am – 10 pm
- Tuesday: 7 am – 10 pm
- Wednesday: 7 am – 10 pm
- Thursday: 7 am – 12 am (midnight)
- Friday: 7 am – 12 am (midnight)
- Public Holidays 11 am – 10 pm

Chalet Rigi will be specifically targeted on the daytime market, focusing on families or groups who want to enjoy breakfast or lunch.

Final dinner booking for patrons on Thursday, Friday and Saturday will be 9 pm.

Final dinner booking for patrons on Sunday, Monday, Tuesday, Wednesday will be 8 pm.

The owners envisage that the restaurant will likely be closed after an early dinnertime (6 – 8 pm) between Sunday to Wednesday, limiting the later dinner sitting to Thursday, Friday and Saturday evenings.

At the close of trade, all service ceases and remaining patrons will be politely directed to finish their drinks and vacate the premises one group at a time. Lights will be turned up and air conditioning turned off.

The owner recognises the concerns of surrounding residents that the restaurant may lead to unacceptable noise impacts at neighbouring properties. A number of mitigating conditions are proposed for the operating hours of the restaurant as follows:

- The outdoor eating area will not be open to customers until 9 am to ensure external noise is kept to a minimum during the breakfast shift (starting at 7 am).
- The outdoor eating area will not be open to customers after 10 pm to ensure external noise is kept to a minimum at night.
- Once the restaurant ceases trading, it will remain open for an additional 30 minutes to allow the gradual exit of remaining patrons in a quiet manner rather than ejecting patrons all at once.

These controls have been designed to respect the amenity and peace of the immediate neighbouring properties.

Some isolated variances may be expected from the above operating hours and conditions, although these would be limited to isolated occurrences on special events e.g. birthday celebrations.


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8. Kitchen and Food Service

Chalet Rigi has a fully renovated and state-of-the-art commercial kitchen. It also houses a large indoor pizza oven and two meat spits – one indoor and one outdoor.

It is the owner's intention to employ an experienced, high-quality and customer focused kitchen service team, led by a suitably experienced chef. All kitchen staff will be fully trained in safe food handling procedures and will be HACCP accredited (HACCP is short for Hazard Analysis and Critical Control Points and outlines seven key principles in food safety).

The restaurant will utilise the Food Check Program with quarterly food safety monitoring and certification by an independent auditor. Comprehensive food service policy and procedural guidelines shall be made available to all relevant employees and form part of their induction, training and performance appraisal. Policy and procedures also extend to requirements for restaurant suppliers.

The restaurant will cater for breakfast, lunch and dinner, with a focus on high quality but simple local produce. The menu will be relatively short and straight forward and will change seasonally as local produce comes into season. Examples of local growers include the Bickley Valley Asparagus Farm and the Pickering Brook stone fruit orchards.

All staff will undertake the required COVID-19 comprehensive hygiene training as outlined below.

All staff: Tier 1 ALL STAFF course - AHA Hospitality & Tourism COVID-19 Hygiene Course

Covering the following modules:

- Understanding COVID-19 and the WA Hospitality & Tourism Industry
- Reporting of personal health issues
- Maintaining personal and work environment hygiene practices
- Contactless procedures and reducing cross contamination
- Effective cleaning and sanitising practices

Managers / Designated Hygiene Officers: Tier 2 Hygiene Officer Course

Hygiene Officers will be designated to monitor and enforce hygiene practices, by ensuring staff remain compliant with COVID-19 restrictions and hygiene standards.

The Hygiene Officer will have a more detailed understanding of the training modules (outlined above) contained in the AHA COVID-19 Hospitality & Tourism Hygiene Course, and will ensure best practice is adhered to so that patrons and staff remain safe.


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9. Beverage Management

A conditional restaurant licence was granted for Chalet Rigi in November 2019, subject to various conditions including:

- A Certificate under s 40 of the Liquor Control Act 1988 being lodged before the operation of the licence.
- A Certificate under s 39 of the Act being lodged before the operation of the licence.
- Compliance with the Local Government Act 1995, Health (Miscellaneous Provisions) Act 1911 and any written law relating to the sewerage and drainage of these premise.
- A final inspection by an Inspector of Licensed Premises being conducted to ensure that all requirements have been satisfactorily completed.

Should approval be granted for restaurant operations, the owners will then seek an appropriate liquor licence from the relevant authority.

The intended licensee meets the Liquor Licensing and Responsible Service of Alcohol (RSA) Licensing requirements and is an Approved Manager (Unrestricted Class) approved by the Department of Liqueur and Gaming (no: 0212225418-1) until 16 October 2023.

In the best interests of its customers and the community, the restaurant will promote the Responsible Service of Alcohol. This includes:

- Denying entry or service to anyone who is already intoxicated.
- Preventing intoxication by recognising the signs of intoxication and avoiding serving anyone to the point of intoxication.
- Monitoring patron's behaviour and not allowing the disturbance of others by loud talking or offensive language.
- Discontinuing service to persons showing signs of intoxication, and managing intoxicated, anti-social, or disruptive patrons by attempting to discourage them from becoming involved in activities which can harm themselves or others.
- Any member or guest who purchases alcohol for another person who has been refused service will be asked to leave the venue immediately.
- Preventing underage drinking by insisting on valid ID before serving alcohol.
- Providing and supporting safe transportation options.
- Promoting the service of non-alcoholic beverages and food.

The refusal of service of alcohol to an individual is a critical part of RSA. Where required, it will be mandatory to refuse service of alcohol to patrons in accordance with the law. Patrons do not always understand the refusal, when necessary, is obligatory. Staff will be trained to deescalate such situations to prevent any hostile confrontations.

As a restaurant that centres on providing a family-friendly eating establishment, our atmosphere is not conducive to the excessive consumption of alcohol. Chalet Rigi will not:


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- Offer for sale any “shots”
- Participate in any promotions that promote or encourage excessive alcohol consumption e.g. happy hours or BOGOF offers

To demonstrate its commitment to preventing excessive alcohol consumption, the Licensee and all managerial staff and supervisors will undergo the following training and certification:

- Responsible Service of Alcohol (RSA)
- Approved Manager’s Course (Management of Licensed Premises MLP)
- First Aid training (e.g. St John Ambulance Senior First Aid)

All bar and wait staff will also be required to hold a suitable RSA qualification. A comprehensive beverage policy and procedural guidelines will be made available to all relevant employees and form part of their induction, training and performance appraisal. These high-performance standards will continue to apply to all aspects of bar operations.

All staff will undertake the required COVID-19 comprehensive hygiene training as outlined below.

All staff: Tier 1 ALL STAFF course - AHA Hospitality & Tourism COVID-19 Hygiene Course

Covering the following modules:

- Understanding COVID-19 and the WA Hospitality & Tourism Industry
- Reporting of personal health issues
- Maintaining personal and work environment hygiene practices
- Contactless procedures and reducing cross contamination
- Effective cleaning and sanitising practices

Managers / Designated Hygiene Officers: Tier 2 Hygiene Officer Course

Hygiene Officers will be designated to monitor and enforce hygiene practices, by ensuring staff remain compliant with COVID-19 restrictions and hygiene standards.

The Hygiene Officer will have a more detailed understanding of the training modules (outlined above) contained in the AHA COVID-19 Hospitality & Tourism Hygiene Course, and will ensure best practice is adhered to so that patrons and staff remain safe.

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10. Waste Management

The restaurant is committed to sustainable approaches to managing waste and will separate waste products for the purposes of recycling. Staff will separate cardboard, paper, glass and plastic bottles from general waste, with clearly displayed signs reminding them of the importance of recycling.

Waste will be collected internally in the main restaurant building and will be stored in waste bins located in the dedicated staff-only Delivery / Loading and Storage Area beneath the deck (accessed from ground level). This area will not be visible from the street or to neighbours or patrons. This is where waste will be separated and stored ready for collection for off-site disposal.

The bins will have lids and will remain in the “closed” position whenever they are not in use to prevent odours escaping.

The bins will be emptied regularly to prevent any waste build-up.

Bins will also be sanitised on a regular basis by a contract cleaner to prevent odours.

The managerial staff will monitor waste and recyclables generated from on-site activities and schedule sufficient waste collection services in consultation with its waste services provider, including additional collection services where needed.

An extended turning and parking area has been allocated to allow access and manoeuvrability for service and delivery vehicles immediately adjacent the Delivery / Loading and Storage Area.

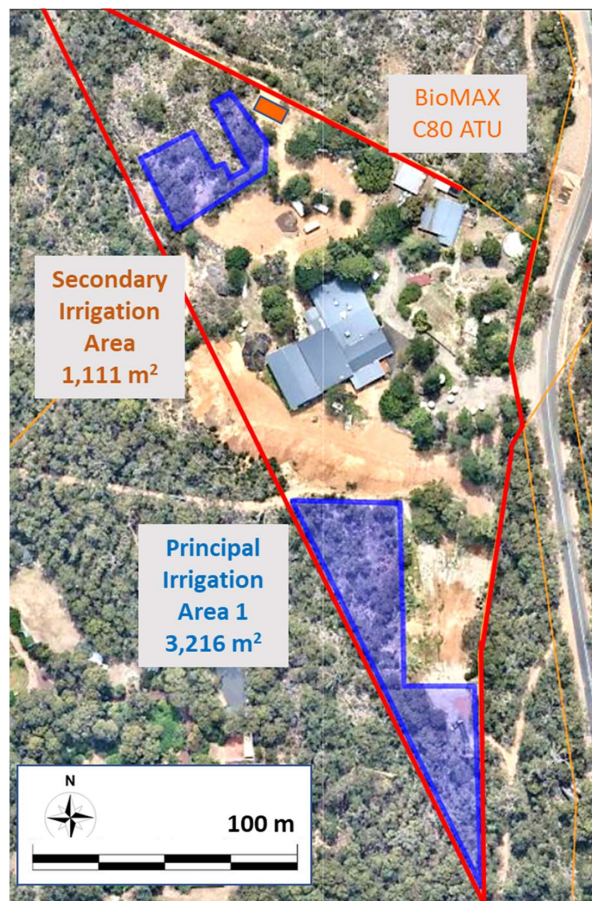
Chalet Rigi

11. Wastewater Management

Like most properties in the Perth Hills, Chalet Rigi is not connected to mains sewerage. During previous restaurant operations, Chalet Rigi used subsurface leachate drains to discharge wastewater on-site. In reopening the restaurant, the owners were required to upgrade the wastewater system to one capable of treating and disposing wastewater safely on-site (BioMAX C80).

The wastewater treatment and disposal system is made up of a **BioMAX C80 aerobic treatment unit (ATU)** in the north of the site (in an area not accessible to customers) and **two irrigation areas** that are used to dispose of the treated wastewater (known as effluent).

The largest and primary irrigation area, known as **Primary Irrigation Area (PIA)**, is located in the south of the site and the smaller **Secondary Irrigation Area (SIA)** is located in the north of the site. Once operational, the irrigation areas will resemble native bushland, albeit with flatter ground level and a denser vegetation cover.



Wastewater irrigation areas and ATU

It will be crucial to maintain a high level of administrative control to prevent accidental access to the areas by restaurant visitors, staff or contractors, as presented overleaf.



REQUIREMENT	RATIONALE
ATU effluent must be only be dispersed via an approved irrigation system.	<p>ATU effluent is unsuitable for human contact or consumption. Whilst ATU effluent has undergone chlorination, it can still contain pathogenic microorganisms, some of which are chlorine resistant. Therefore, it must only be dispersed onto the dedicated irrigation areas.</p> <p>Effluent must not be surface irrigated in areas used for recreational purposes (e.g. lawns). It is unsuitable for irrigation onto vegetable gardens or food crops.</p> <p>Effluent may not be used for any other purpose other than irrigation within the dedicated areas.</p>
The irrigation system must be in a permanently designated and maintained irrigation area.	<p>The irrigation area will be maintained for the purposes of effluent dispersal and system maintenance only. It will not be used for any purposes that compromise system effectiveness or access.</p> <p>The irrigation area boundaries will be clearly defined and delineated by appropriate vegetation, fencing or other type of border. This is particularly important for SIA which is located 5 m from the outdoor restaurant area. Signage and boundaries will be clearly defined to ensure there is no accidental interaction with restaurant patrons and the irrigation system.</p> <p>No part of the subsurface drip system will be paved or built over.</p>
Public access to irrigation areas must be prohibited to prevent accidental traffic and damage to the system.	<p>Livestock, people, pets and vehicles will not be allowed to access the irrigation areas unless authorised to do so (e.g. for maintenance or servicing). Vehicles will not be allowed to drive through or park on them. At least two warning signs will be posted within each irrigation area advising that effluent is being used for irrigation and is not suitable for human contact. The signs will be on a white background with red lettering of at least 20 mm in height and worded as follows: “WARNING – RECLAIMED EFFLUENT NOT SUITABLE FOR HUMAN CONTACT OR CONSUMPTION”</p>
All care must be taken to prevent accidental damage to the system.	<p>Additional large trees will not be planted in or too close to the disposal area as they can shade the area and the roots can damage the absorption trench or irrigation system.</p>

The following recommendations are made with regards to operational management of the restaurant to ensure maximum efficient of the wastewater treatment system.

Kitchen

- Don’t use garbage disposal units or put food scraps down the drain. Scrape food waste off dishes, instead of rinsing them with water. Use sink strainers to prevent food accidentally going down the drain.
- Avoid disposing of excess sodium down the drain e.g. beverages or liquid that contain salts. Excess sodium can degrade soil quality in the irrigation area causing damage to soil structure, reducing soil pore spaces, give a greasy texture (hydrophobic) and reduce drainage capacity. Excess sodium also restricts plant growth resulting in lower levels of evapotranspiration.
- Don’t wash or rinse dishes with running water; use a tub or plug the sink.



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- Only operate the dishwasher when necessary and adjust the water level to suit the size of the load. Consider purchasing a water-efficient dishwasher.
- Don't pour fats, oils or grease down the sink. Wipe pots and pans of grease before washing.
- Don't rinse fruit and vegetables under running water, use a bowl of water.
- Keep a bottles of drinking water in the fridge instead of always running the tap for water.

General

- Conserve water – the more water you use, the more wastewater you have to treat and dispose of. Don't leave taps running unnecessarily when washing dishes or hands.
- Don't use caustic soda or drain cleaners to unblock pipes and drains and don't flush excessive amounts of chemicals such as bleach, nappy sanitiser, caustic chemicals, corrosive fluids, pesticides or disinfectant down the drain as they can destroy the bacteria that breaks down the wastewater. Do not allow paints, automotive oils and greases or any matter designated as trade waste or industrial liquid waste to enter the wastewater system.
- Don't flush nappies, tampons, condoms or other large items down the toilet as they do not break down and may block the ATU system.
- Don't dispose of medicines or antibiotics down the drain.
- Avoid where possible, the use of:
 - Detergents that advertise whitening, softening and enzymatic power
 - Detergents which include boron, borax, chlorine, bleach, sodium perborate and sodium tryochlorite (salts) bulking agents, sodium tripolyphosphates (STPP), phosphorus, phosphates, polyphosphates, phosphate builders and acids.
- Use liquid detergents (instead of powders) or products which use potassium salts as they produce better quality, less saline greywater. Where possible, use natural cleaning products such as bicarbonate soda and vinegar.

An extended access and parking area has also been allocated for vehicles servicing and maintaining the wastewater treatment system.

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12. Delivery and Servicing Management

Consideration is required to be given to deliveries and servicing activities to ensure it is undertaken in a safe and efficient manner, and that the impact of these activities is kept to a minimum.

Levels of delivery, service and maintenance and anticipated size of associated vehicles, are considered likely to be on a scale like that seen in other rural agriculture areas surrounding the site e.g. the wineries of the Bickley Valley and Carmel region.

The site will be serviced and accessed directly from Mundaring Weir Road via a “service in – service out” route.

All restaurant deliveries will be received at the dedicated staff-only Delivery / Loading and Storage Area located beneath the restaurant’s deck (accessed from ground level). This area is not accessible to visitors.

An extended turning and parking area has been allocated to allow access and manoeuvrability for service and delivery vehicles immediately adjacent the Delivery / Loading and Storage Area.

All deliveries will be undertaken between the business hours of 8 am – 5 pm Monday to Friday to reduce noise impacts on surrounding residents.

Where possible, deliveries will be scheduled to avoid peak visitor hours. This will be informed once the restaurant starts trading and the owners have a better indication of when peak hours will be. Deliveries and collections will be scheduled regularly so that smaller vehicles are able to be used.

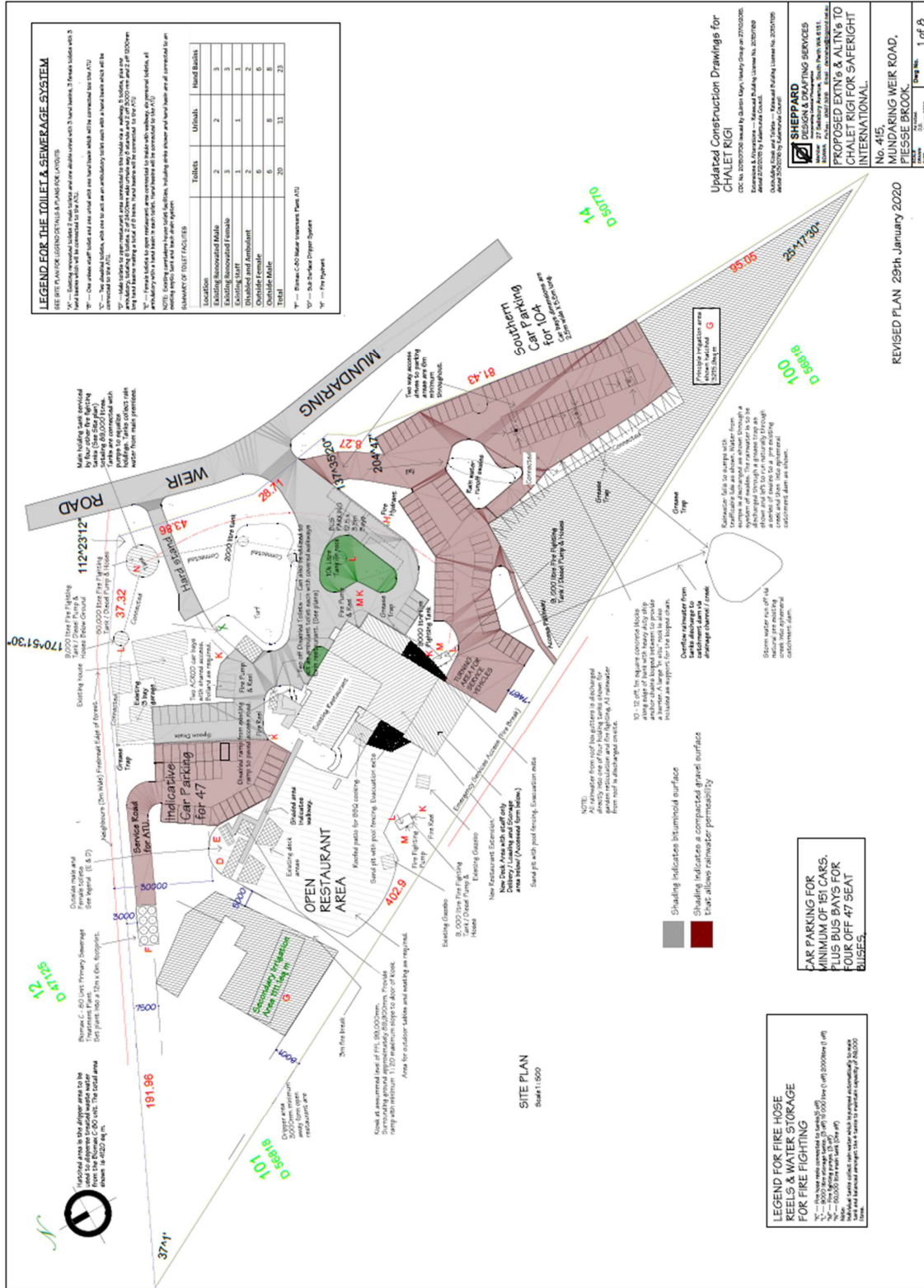
External signage will be clearly displayed advising all visitors, staff and contractors of the route to take once entering the site. These signs will clearly display directions for:

- VISITOR CARPARK
- DELIVERIES & SERVICE MAINTENANCE
- WASTEWATER ATU

The signage will be fixed, clearly visible and illuminated at night.

A detailed Loading, Servicing and Delivery Management Plan will be prepared as part of any future approval conditions.

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The logo for Chalet Rigi is located in the top right corner of a red banner. It features the text "Chalet Rigi" in a white, elegant cursive font. To the left of the text, there is a decorative graphic consisting of a vertical red bar on the far left, followed by a horizontal bar with a gradient from light to dark red, and another vertical red bar on the right.

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13. Security

The restaurant has 24-hour security system incorporating CCTV with cameras and back-to-base monitoring. Senior management are on call from the security company and can be on-site within 5 minutes for any reported disturbances.

Security staff numbers will reflect expected traffic flow. As a minimum at least one security personnel will be employed at all times while the restaurant is open for business. During peak period trading days (i.e. Sunday lunch) additional security will be employed as necessary.

At least one member of management will be on the restaurant premises at least 30 minutes before opening time, i.e. 6:30 am for a 7:00 am opening time.

A staff member will remain behind the bar area at all times to ensure supervision of the cash floats.

The restaurant will have a safe cash handling and banking procedure in place to ensure the effective and secure management of all cash. Surveillance cameras will monitor all service, register and cash points.

The manager will be responsible for ensuring all windows and doors are locked in preparation for closing.

Police checks will be required for any staff employed at Chalet Rigi.

The logo for Chalet Rigi is located in the top right corner of a red banner. It features the words "Chalet Rigi" in a white, elegant, cursive script font. To the left of the text, there are three red squares stacked vertically, with a horizontal white bar that has a gradient effect, transitioning from white to red, positioned behind the middle square.

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14. Complaints Procedure

All visitors will be asked for feedback after their visit in the form of online or social media review pages.

Any complaints, either from visitors or neighbouring residents, will be dealt with quickly and transparently.

It is preferred that the complaint will be via email or over the phone. However, should a negative review be received on an online forum e.g. social media or other review site, a response will be made apologising for the fact the person feels they have not received the highest standard of service, and offering to contact the person directly via email or telephone.

Follow-up discussions should include how the customer feels that we could have done better. Lessons learnt will be shared with all staff and with the visitor or neighbour who raised the original complaint. Depending on the circumstances, a goodwill gesture may be offered.

Detailed discussions will not be entered into on public forums in any circumstance.

15. OH&S Policy

The owners of Chalet Rigi have a strong commitment to maintaining the health and safety of all visitors, patrons, staff and on-site contractors. This will be achieved through:

- Complying with relevant statutory requirements, codes, standards and guidelines.
- Undertaking regular assessments for identified hazards with the aim of reducing risks.
- Defining roles and responsibilities for health, safety and environmental management.

Our strategies to achieve this include:

- Ensuring health, safety and environment management procedures are included in all organisational planning, including emergency and evacuation procedures.
- Providing ongoing education and training to staff including mandatory First Aid training for all managerial and supervisory staff.
- Consulting with staff and other third-parties to continually improve decision-making on health, safety and environmental management.
- Ensuring all incidents, accidents and near-misses are investigated and lessons learnt are communicated widely and clearly within the business.
- Clearly distributing health, safety and environmental management information to all staff and visitors.
- Providing enough resources to ensure health, safety and environmental management is an integral part of all on-site activities.
- Ensuring effective injury management and rehabilitation is provided if incidents occur.

It is our mission to always:

- Value the safety of all site users as our first priority.
- Be mindful of our duty of care to all our visitors, patrons, staff and on-site contractors.
- Undertake all tasks and activities in a safe, thoughtful and considerate manner.
- Be watchful of potential risks and hazards and seek to communicate them effectively and clearly to all site users.
- Continually revisit and reassess our risk management plan to ensure we offer the best possible environment for our site users and the best possible future for our business.
- Engage professional support and services from subject matter experts where necessary to inform risk identification, management, mitigation and control measures. This includes traffic management, bushfire planners, environmental scientists and planning consultants.
- Welcome feedback on any element of safety or risk management from all site users.
- Record, report and duly consider all accidents, incidents and near misses with a view to learning valuable lessons and minimising future risks.
- Commit to the principles of continuous improvement and delighting our customers to ensure we maintain our high reputation in the industry.


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- Adhere to all responsibilities and duties of care at all times, including necessary administration, documentation and record keeping.

Management and staff will be made aware of their responsibilities under the OH&S policy during their employee induction, at regular refresher training sessions, and as part of their employee performance review. Managerial staff will be responsible for all implementation, monitoring, reporting and follow-up.

The owners and managerial team will undertake regular reviews and spot checks to test the effectiveness of this policy and the adherence of staff to its requirements.

COVID19 Response Policy

For much of 2020, the world has been consumed with tackling Novel Coronavirus (COVID-19).

The health pandemic has prompted Governments around the world to implement strict restrictions on social gatherings, non-essential travel, and social distancing.

Over the past months in Australia, State and Federal Governments have implemented a range of measures to slow the spread of COVID-19.

Public gatherings significantly increase the risk of COVID-19 spreading. In March 2020 the National Cabinet agreed to limit most indoor and outdoor non-essential gatherings.

A range of rules and limits were implemented and meant that pubs, hotels, restaurants, cafes, cinemas, nightclubs and casinos were restricted from opening.

These policies, along with a range of other measures such as travel restrictions, have resulted in WA having great success in reducing the spread of COVID-19.

Chalet Rigi will implement all new hygiene policies and practices as they are developed and introduced to fulfill its statutory obligations and help ensure that WA does not see a resurgence of the virus.

Chalet Rigi staff will all undertake the required COVID-19 comprehensive hygiene training as outlined below.

All staff: Tier 1 ALL STAFF course - AHA Hospitality & Tourism COVID-19 Hygiene Course

Covering the following modules:

- Understanding COVID-19 and the WA Hospitality & Tourism Industry
- Reporting of personal health issues
- Maintaining personal and work environment hygiene practices
- Contactless procedures and reducing cross contamination
- Effective cleaning and sanitising practices

Managers / Designated Hygiene Officers: Tier 2 Hygiene Officer Course

Hygiene Officers will be designated to monitor and enforce hygiene practices, by ensuring staff



remain compliant with COVID-19 restrictions and hygiene standards.

The Hygiene Officer will have a more detailed understanding of the training modules (outlined above) contained in the AHA COVID-19 Hospitality & Tourism Hygiene Course, Hygiene Officers will ensure best practice is adhered to so that patrons and staff remain safe.

16. First Aid Incidents

Easily accessible and clearly signed first aid kits are readily available to all staff and visitors.

The contents of the first aid kits will be reviewed every 12 months and after any incident to ensure that supplies are appropriately maintained and in-date. The owners will be responsible for the first aid kits, including making regular checks, replenishing supplies, maintaining the contents and ensuring the contents are within their use by dates.

Supplies are sourced from a local chemist or St Johns Ambulance and include:

- 2 x defibrillator kits (1 in the restaurant and 1 in the garden area)
- Adhesive dressing strips
- Various size and types of bandages and wound dressings
- Gauge pieces
- Antiseptic anointment and burn gel
- Eye bath
- Sterile tweezers, cotton buds and cotton pads
- A resuscitation face mask
- First aid instructions and contact details

The contents of the first aid kit may change depending on relevant legislation, guidance provided by Work Safe WA and correspondence with third parties such as St Johns Ambulance.

The first aid kits do not contain any items likely to be toxic materials or open to misuse, including prescription-only medication.

All accidents and incidents must be reported and documented using a Chalet Rigi Incident Reporting Form. Copies of the form are available from management or the site owners.

The form should be completed as soon as possible after the incident and contain as much detail as known. The form should be signed by the person completing the form and retained by Chalet Rigi management.

Please refer to the Chalet Rigi Emergency Evacuation Plan (Saferight, 2020) for information on emergency response situations, including fire safety and risk management.



INCIDENT DATE		INCIDENT TIME	
INCIDENT LOCATION			
INCIDENT DESCRIPTION			
SKETCH OR PHOTO OF INCIDENT			
RESPONSIBLE SUPERVISOR			
NAME		CONTACT PHONE NUMBER	
INCIDENT WITNESS			
NAME		CONTACT PHONE NUMBER	
INJURED PERSON			
NAME		CONTACT PHONE NUMBER	
BIRTH DATE		SEX (M / F)	
OCCUPATION			
DESCRIPTION OF INJURY			
INITIAL TREATMENT			
NAME OF TREATMENT PROVIDER		NUMBER	
ESTIMATED DAYS OFF WORK			
EQUIPMENT DAMAGE			
REPORTING – Should this incident be notified to a government agency?			
REPORT FORM COMPLETED BY			
NAME		DATE	
SIGNATURE			

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17. On-Site Fire Fighting Equipment

The site owner has strived to improve bushfire management at the restaurant and has made significant investment to reduce vulnerability and minimise the threat to people, property and infrastructure. The restaurant has a comprehensive fire management system that far surpasses regulatory requirements, including:

- Fire blankets in the kitchen and all cooking areas.
- 10+ internal fire extinguishers in the kitchen, cooking area, balcony and seating areas including dry chemical, wet chemical and DCP ABE types.
- Mobile water storage tanks with total capacity of 24,000 L for additional firefighting purposes.
- Fixed water storage tanks with total capacity of 89,000 L in the event of mains water failure.
- Fire hydrant to enable fire trucks to connect to mains water.
- 4 x industrial firefighting hose reels outside the restaurant connected to mains water.
- 3 x off-grid back-up firefighting pumps for use in the event of power failure.
- Firefighting trailer with an independent heavy-duty built-in pump and robotic nozzle head with remote controlled access and foam capabilities.
- Roof sprinklers on the restaurant building connected to mains water and back-up water supply.



All stormwater landing on the restaurant roof is funnelled into roof box gutters before being gravity fed into 2 x 9 KL holding tanks located adjacent the building. Stormwater captured in the holding

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tanks is pumped automatically to a main 50 KL storage tank located on the northeast site boundary via a series of holding tanks (10 KL and 2 KL). Stormwater landing on the roof of the garage and outhouses is also collected in a 9 KL holding tank and pumped automatically to the 50 KL storage tank. Total capacity of the fixed stormwater storage system is 89 KL. An additional 24 KL is present in 24 x mobile IBC containers which each contain 1 KL of water for additional firefighting purposes.

Water within these tanks is maintained for firefighting supplies as required. Should mains water supply be disrupted for any reason, or if additional water supplies are required to supplement mains water, the on-site tanks may be used for firefighting purposes.

Fire Wardens will be formally designated once staff are appointed. Fire Wardens will be fully trained to deal with emergency response and evacuation procedures including the use of the firefighting hose reels, the firefighting trailer (see below images) and practice dummy runs of emergency evacuations procedures. Fire Wardens will be trained to utilise all on-site firefighting equipment to put out small fires within their capability should this be required.

At least one Fire Warden will be present on-site at all times. If more than one Fire Warden is on-site at the same time, one will be appointed Chief Warden and the others Second Wardens. All managerial staff, supervisors and kitchen/bar staff will be trained in the proper use of a fire extinguisher.



Please refer to the Chalet Rigi Emergency Evacuation Plan (Jan 2020) for detailed information on emergency response situations.

18. OH&S Risk Management

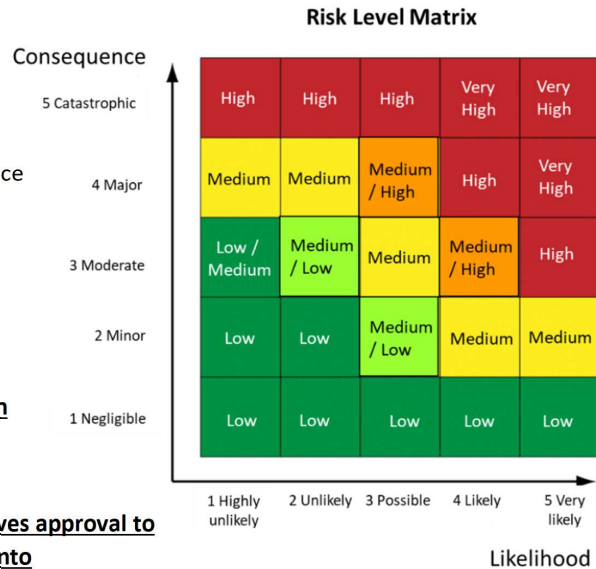
A risk level matrix was used to assess potential risks to site users during restaurant operations.

The risk level matrix combines consequence and likelihood of hazard occurrence to produce a defined risk level.

This risk level can then be used to rank and prioritise identified risks and assist with their management through various risk reduction control measures.

OH&S risks have been considered in as much detail as possible at the current design and approvals stage.

In the future, assuming the restaurant receives approval to operate, these details will be incorporated into comprehensive OS&H and risk management policies and procedures.



Hazard	Likelihood	Consequence	Risk Level	Risk Control Measures
Bushfire	Very unlikely	Catastrophic	High	<p>Site owners to comply with all regulations stipulated in the Bush Fires Act 1954.</p> <p>No smoking on site except for designated smoking areas.</p> <p>All visitors and staff to be vigilant and alert to smoke.</p> <p>Site owners to maintain and clear areas around all buildings, paths, roads, gutters and the fire break.</p> <p>No naked flames allowed during the restricted burning season (October – June) or when there is a total fire ban. This includes candles, fireworks and sparklers.</p> <p>Staff to be trained in the on-site fire management system e.g. fire extinguishers, hose reels, fire trailer and reticulation infrastructure. This will include all employee inductions, regular refresher training and practice demonstrations.</p> <p>Emergency contact details to be clearly displayed.</p> <p>Bushfire alerts and warnings at www.emergency.wa.gov.au will be monitored by the Manager on Duty, will all actions to be carried out as instructed by DFES e.g. emergency evacuations or watch and act alerts.</p> <p><u>Please refer to the Chalet Rigi Emergency Evacuation Plan (Jan, 2020) for detailed information on emergency response situations.</u></p>



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Hazard	Likelihood	Consequence	Risk Level	Risk Control Measures
Medical emergencies, accidents or incidents requiring medical attention	Possible	Major	Medium / High	<p>All managerial staff to be trained in First Aid procedures and the location of the closest emergency department.</p> <p>On-site First Aid kits to be maintained at all times and easily visible and accessible to all staff and visitors.</p> <p>Emergency evacuation details and contact details to be clearly displayed throughout the restaurant and outdoor seating area and are discussed with staff regularly at refresher meetings.</p> <p>Children to be supervised at all times and are not allowed to enter the restaurant without an adult or guardian.</p> <p>Paths and lighting are to be well maintained to prevent slips, trips and falls when moving around the site. Any spillages will be cleaned up immediately and signage will be clearly placed to prevent people entering the area where the spillage occurred, until it is fully cleaned up.</p> <p>All visitors and staff to adhere to the Liquor License guidelines on the Responsible Service of Alcohol (refer Section 8). The right to discontinue liquor service is reserved by Chalet Rigi management.</p> <p>Alcohol is not permitted outside of the designated internal and external restaurant areas.</p> <p>Be vigilant in the car park area and driveway and keep away from moving vehicles.</p>
Falling trees or tree limbs	Unlikely	Major	Medium	<p>Regularly inspect trees to look for signs of disease or damaged limbs. Cut off dead or diseased branches. Engage an experienced arborist where necessary.</p>
Snake bite	Very unlikely	Major	Medium	<p>Maintain clear pathways and roads surrounding accommodation and outdoor areas. Gardens and cultivated areas to be well maintained and clear of old logs.</p> <p>All managerial and supervisory staff to be trained in First Aid procedures including snake bites and the location of the closest hospital emergency department.</p> <p>On-site First Aid kits to be maintained at all times and to contain appropriate bandages for immobilising limbs in the event of a bite.</p> <p>All staff and customers to be made aware of the potential for native wildlife to be present and to be vigilant for potential snake habitat via external signage.</p> <p>All customers are required to keep to footpaths and manicured areas and not enter any of the surrounding bush at any times.</p>



Hazard	Likelihood	Consequence	Risk Level	Risk Control Measures
				Do not approach snakes. If suspected bite, alert management immediately.
Electrocution	Very unlikely	Major	Medium	<p>Only use tagged and tested electrical equipment on-site.</p> <p>Ensure testing and tagging is current.</p> <p>Always use a qualified electrician and isolate any power supply if necessary.</p>
Chemical spillages or leaks	Unlikely	Moderate	Medium-Low	<p>Any chemicals stored on site are to be clearly labelled and stored in a cool and dry safe area, that can only be accessed by staff.</p> <p>Material Safety Data Sheets (MSDS) for all chemicals stored on-site will be readily available online. The MSDS contain information on how to safely store the chemical and what to do in the event of an emergency including chemical spill or human exposure.</p> <p>Don't use caustic soda or drain cleaners to unblock pipes.</p> <p>Don't flush excessive amounts of chemicals such as bleach, nappy sanitiser, caustic chemicals, corrosive fluids, pesticides or disinfectant down the drain as they can destroy the bacteria that breaks down the wastewater.</p> <p>Do not allow paints, automotive oils and greases or any matter designated as trade waste or industrial liquid waste to enter the wastewater system.</p> <p>Don't dispose of medicines or antibiotics down the drain.</p> <p>Avoid where possible, the use of:</p> <ul style="list-style-type: none"> • Detergents that advertise whitening, softening and enzymatic power • Detergents which include boron, borax, chlorine, bleach, sodium perborate and sodium tripochlorite (salts) bulking agents, sodium tripolyphosphates (STPP), phosphorus, phosphates, polyphosphates, phosphate builders and acids. <p>Use liquid detergents (instead of powders) or products which use potassium salts as they produce better quality, less saline greywater. Where possible, use natural cleaning products such as bicarbonate soda and vinegar.</p> <p>Bottled gas to be chained to fixed infrastructure and a CO2 warning system put in place.</p> <p>Disused or out of date chemicals will be disposed of off-site at an appropriate waste management facility.</p>



Prior to engagement of any subcontractor, Chalet Rigi management will request to view the appropriate insurances and permits/credentials as required, including public liability insurance, workers compensation and vehicle insurances (if applicable). If insurances or credentials are unable to be provided for review, the works would not be completed by that subcontractor.

Police checks will also be required for any staff employed at Chalet Rigi.

19. Possible Cause of Operational Nuisances

In development of this OMP, possible causes of operational nuisances to the surrounding community were identified. This has enabled the owner to design mitigation measures or to put into place operational controls, with the objective of eliminating or reducing possible nuisances to neighbouring properties.

The identifies possible causes of nuisances and their source are listed below:

NUISANCE	SOURCE
Behaviour	Visitors, staff, contractors
Noise	Earthworks from ATU installation, visitors, entertainment, staff, contractors, servicing and maintenance, deliveries
Light	Parking, internal lighting, external lighting
Odour	Kitchen, waste storage
Traffic	Visitors, staff, contractors, servicing and maintenance, deliveries

To address the possible nuisance, one or more controls have been utilised against each identified source. As part of the general management policies and procedures of the restaurant, these controls will be assessed for their effectiveness at regular intervals and will be adjusted or reinforced to ensure they meet their objectives.

Management controls can be described as:

CONTROL	EXAMPLE
Operational	Operating hours, scheduled servicing and deliveries
Conditional	Managerial training, use limitations
Physical	Fixed barriers, landscaping, signage
Mechanical	Timed lighting, automatic doors

20. Management Controls

The following management controls are intended to eliminate, mitigate and reduce possible identified nuisances to the surrounding environment during the operation of the restaurant.

a. Behaviour

NUISANCE	MANAGEMENT CONTROLS
Visitors	<p><u>Physical</u> External and internal signage to be clearly displayed outlining expected behaviour from visitors and reminding them to be respectful of our neighbours. Signage to the carparks will remind all visitors to leave the site in an orderly fashion and with quiet regard for our neighbours. The signage will be fixed, clearly visible and illuminated at night.</p> <p><u>Operational</u> The manager and staff will monitor the behaviour of visitors and ensure it is acceptable and respectful of other visitors and neighbours. Anyone not conforming to this requirement will be asked to leave the restaurant. Once the restaurant ceases trading, it will remain open for an additional 30 minutes to allow the gradual exit of remaining patrons in a quiet manner rather than ejecting patrons all at once.</p> <p><u>Conditional</u> RSA legislation requirements will be enforced during all on-site operations. All visitors will be given clear warnings of any approach or breach of these regulations and anyone who makes a breach will be asked to leave the restaurant.</p>
	<p><u>Physical</u> Internal signage to be clearly displayed in staff or contractor-only areas outlining expected behaviour from staff and contractors and reminding them to be respectful of our neighbours. Signage to the carparks will remind all staff and contractors to leave the site in an orderly fashion and with quiet regard for our neighbours. The signage will be fixed, clearly visible and illuminated at night.</p> <p><u>Operational</u> The manager or supervisor on duty will monitor the behaviour of staff and contractors and ensure it is acceptable and respectful of other staff, visitors and neighbours. All staff will be required to demonstrate exemplary behaviours and high levels of customer service, and to monitor, warn and report any visitor or staff member displaying behaviours deemed inappropriate or excessive.</p> <p><u>Conditional</u> All staff will be required to display exemplary behaviour at all times whilst at the restaurant – this will form part of their standard condition of employment and performance monitoring. Required behaviours will be clearly demonstrated to all staff during their inductions and will be reemphasized at regular staff meetings and performance reviews.</p>



b. Noise

NUISANCE	MANAGEMENT CONTROLS
Earthworks from ATU installation	<p><u>Physical</u> Earthworks will be kept to an absolute minimum, limited to installation of the ATU and disposal pipework, and terracing of the sloping irrigation areas required to dispose of wastewater.</p> <p><u>Operational</u> No earthworks are to be carried out outside the hours of 7:30 am – 5 pm Monday – Friday, 10 am – 5 pm on Saturday and Sundays and not at all on Public Holidays.</p> <p><u>Conditional</u> All contractors are to be made aware of work time limits. The volume of any music or radios used during the excavation works will be limited to a level above which a normal conversation can be had when stood next to the music source.</p>
	<p><u>Physical</u> Engineering noise barriers have been installed between the internal restaurant area and the deck – these barriers will be lowered after 10 pm to prevent noise escaping from the internal restaurant (external areas will be closed at 10 pm). External and internal signage to be clearly displayed outlining expected behaviour from visitors and reminding them to be respectful of our neighbours. Signage to the carparks will remind all visitors to leave the site in an orderly fashion and with quiet regard for our neighbours. The signage will be fixed, clearly visible and illuminated at night. The owner will maintain existing vegetation surrounding the site to act as a physical barrier to reduce sounds travelling through the valley.</p>
	<p><u>Mechanical</u> The design of the restaurant includes thick glass windows and automatic glass doors from the indoor restaurant to the balcony area which can be closed to reduce any sound escaping the indoor restaurant.</p> <p><u>Operational</u> The restaurant’s standard operating hours will be limited (refer Section 6) to respect the amenity of immediate neighbours. The outdoor eating area will not be open to customers until 9 am to ensure external noise is kept to a minimum during the breakfast shift (starting at 7 am). The outdoor eating area will not be open after 10 pm to ensure external noise is kept to a minimum at night. The restaurant will telephone and coordinate taxi bookings if required, with visitors waiting inside the venue to prevent patrons waiting and chatting outside. Once the restaurant ceases trading, it will remain open for an additional 30 minutes to allow the gradual exit of remaining patrons in a quiet manner rather than ejecting patrons all at once.</p>
Entertainment	<p><u>Physical</u> Engineering noise barriers have been installed between the internal restaurant area and the deck – these barriers will be lowered after 10 pm to prevent noise escaping from the internal restaurant (external areas will be closed at 10 pm). Internal signage to be clearly displayed in staff-only or contractor-only areas outlining expected operational conditions for any amplified or acoustic music.</p> <p><u>Operational</u> External amplified music will be limited to 9 am – 6 pm on Mondays to Saturdays and 10 am – 5 pm on Sundays and Public Holidays. External amplified music will be limited to a 10 Amp limit on the power supply.</p>



When external amplified music is occurring, management will dedicate one staff member to act as a Noise Management Officer to control noise volumes and respond to any noise complaints.

All users of the external amplification system, including staff and contractors, will be informed of the power limitations, function end times and noise restrictions and requirements prior to booking. These limitations will also be clearly indicated in any contracts between performers or contractors.

Internal amplified music will be limited to 9 am – 9 pm on any given day.

Staff and Contractors	Physical Engineering noise barriers have been installed between the internal restaurant area and the deck – these barriers will be lowered after 10 pm to prevent noise escaping from the internal restaurant (external areas will be closed at 10 pm). External and internal signage to be clearly displayed outlining expected behaviour from staff and reminding them to be respectful of our neighbours. Signage to the carparks will remind all staff to leave the site in an orderly fashion and with quiet regard for our neighbours. The signage will be fixed, clearly visible and illuminated at night.
	Conditional All staff will be required to adhere to site rules and policies surrounding noise management at all times whilst at the restaurant – this will form part of their standard condition of employment. Required noise reduction measures will be clearly demonstrated to all staff during their inductions and will be reemphasized at regular staff meetings and performance reviews. All staff will be asked to sign a declaration to confirm that they understand and will adhere to Chalet’s Rigi Noise Management Plan at all times.
Service and Maintenance	Operational All servicing and maintenance of the restaurant or outdoor areas will be limited to normal business hours of 8 am – 5 pm Monday to Friday.
Deliveries	Operational All deliveries to the restaurant will be limited to normal business hours of 8 am – 5 pm Monday to Friday.

Chalet Rigi is committed to minimising any disruption or inconvenience to local residents.

Please refer to Chalet’s Rigi’s Noise Management Plan (Evergreen Consultancy, Jan 2020) for more detailed consideration of noise management at the restaurant. The owners and managerial staff will be responsible for the implementation of the Noise Management Plan.

The owners will be responsible for dealing with any complaints received by the community or regulatory authorities in relation to noise produced by the restaurant.

A compliance register will be established and will be made available upon request for review should any noise complaints be lodged with the City of Kalamunda. The compliance register will detail:

- The time and date of complaint
- The complainant name and contact details
- The source of the complaint (i.e. crowd noise, amplified music etc.)
- The course of action undertaken in response, including details of any verbal or written communication



c. Light

NUISANCE	MANAGEMENT CONTROLS
Parking	<p><u>Physical</u> The proposed carpark is surrounded by dense trees and vegetation which will assist in buffering any light escaping from the site. The parking area also sits in a “dip” in the topography which will also help keep light pollution to a minimum. External signage will be clearly displayed suggesting that guests do not use their high beam lights on vehicles when entering and leaving the site. The signage will be fixed, clearly visible and illuminated at night, which downward facing “warm” LED lights (i.e. no harsh blue or white lighting) to reduce light pollution escaping into the sky.</p> <p><u>Operational</u> Customers will be notified by staff if they have left their vehicle lights on accidentally whilst parking.</p>
Indoor lighting	<p><u>Physical</u> The site benefits from being surrounded by thick vegetation and trees which will help buffer and reduce any light escaping the site. Vegetation will be strategically used on site to screen any internal lighting from the windows where possible. All internal lighting will use warm LED lights with no harsh point sources of white or blue lighting. Internal signage will be placed in staff-only areas to remind them to turn off all lighting when the restaurant is locked up for the night.</p> <p><u>Operational</u> The operating hours of the restaurant will help limit the amount of time that internal lights are in use.</p> <p><u>Conditional</u> The emphasis on turning all lights off will also form part of staff inductions.</p>
External lighting	<p><u>Physical</u> The site benefits from being surrounded by thick vegetation and trees which will help buffer and reduce any light escaping the site. Vegetation will be strategically used on site to screen any external lighting from the parking areas and outdoor seating areas where possible. External lighting will be limited to that within the outdoor seating area and that to illuminate the driveway, carpark and main footpaths (necessary from a safety perspective). Mood/ambient lighting will be utilised to reduce light pollution. All external lighting will use warm LED lights with no harsh point sources of white or blue lighting. All external lighting will be directed downwards towards the ground to prevent light escaping upwards into the sky. Internal signage will be placed in staff-only areas to remind them to turn off external lighting to the outdoor seating area when that is not in use, and to turn off all external lighting when the restaurant is locked up for the night.</p> <p><u>Operational</u> The operating hours of the outdoor seating area, which will be closed by 10 pm under standard operating conditions, will help limit the amount of time that external lights are in use.</p> <p><u>Conditional</u> The emphasis on turning all lights off will also form part of staff inductions.</p>



d. Odour

NUISANCE	MANAGEMENT CONTROLS
Kitchen	<p><u>Physical</u> The kitchen and restaurant are centrally located in the middle of the site to maximise the distance to neighbouring properties. The minimum distance to a residential property is over 100 m. Mechanical ventilation from the kitchen will force any air leaving the kitchen to be expelled upwards into the atmosphere, enabling rapid dissipation. An internal grease separation unit will be used to effectively separate fats, oils, greases and solids from all wash-up and clean-up activities. The use of an internal separator unit will prevent the need for an external separation unit, reducing odours in the external area surrounding the restaurant.</p> <p><u>Operational</u> The separation unit will be manually serviced weekly, with any grease collected being stored in sealed containers that prevent odours escaping. The grease will be disposed off at an appropriate off-site waste facility.</p>
	<p><u>Physical</u> Weatherproof waste and recycling bins will be positioned under the restaurant in the staff-only area, where waste will be separated and stored ready for collection for off-site disposal.</p> <p><u>Operational</u> The bins will have lids and will remain in the “closed” position whenever they are not in use to prevent odours escaping. The bins will be emptied regularly to prevent any waste build-up. Bins will be sanitised on a regular basis by a contract cleaner to prevent odours.</p>
Waste storage	



e. Traffic

NUISANCE	MANAGEMENT CONTROLS
Visitors, staff and contractors	<p><u>Physical</u> External signage will be clearly displayed advising all visitors, staff and contractors that the on-site speed limit is 8 kmph. External signage will be clearly displayed reminding all visitors, staff and contractors to leave the site in a respectful manner, beware of kangaroos and other native animals, and drive to the conditions. The signage will be fixed, clearly visible and illuminated at night.</p>
	<p><u>Operational</u> Varied hours of operation over breakfast, lunch and dinner mean that traffic will be dispersed throughout the day to avoid peak flows.</p>
Servicing, maintenance and deliveries	<p><u>Operational</u> Levels of delivery, service and maintenance and anticipated size of associated vehicles, are considered likely to be on a scale like that seen in other rural agriculture areas surrounding the site e.g. the wineries of the Bickley Valley and Carmel region.</p>
	<p>The loading and unloading of all deliveries and bulk waste and recycling pickups will occur on-site within normal business hours of 8 am – 5 pm Monday to Friday. Where possible, deliveries will be scheduled to avoid peak visitor hours. This will be informed once the restaurant starts trading and the owners have a better indication of when peak hours will be. Deliveries and collections will be scheduled regularly so that smaller vehicles are able to be used.</p>

Please refer to Chalet’s Rigi’s Transport Impact Statement (Shawmac, January 2020) for more detailed consideration of traffic management at the restaurant.

Based on Shawmac’s assessment of traffic generation, it is predicted that reopening the restaurant will not have an unacceptable impact on the adjacent intersections and road segments. The proposed car park is also deemed to be sufficient to ensure all parking occurs on site.

The Shawmac assessment was undertaken based on 780 patrons to provide a conservative and “worst-case” scenario. The owners have applied for approval for 480 people only, including visitors, patrons, staff and on-site contractors.

