



Site Management Plan Hungry Jack's
MUDGE

Restaurant: *Hungry Jacks Mudgee*

Lot 100, DP 1311787

63 Horatio Street Mudgee NSW 2850

Date: 27/02/25

Proposal : New Hungry Jacks restaurant

INTRODUCTION

Hungry Jack's Site Management Plan details a range of operational procedures and action plan which occur at Hungry Jacks restaurant sites. These include trading hours, traffic movements, litter, antisocial behaviour and waste management.

This report has been prepared by Hungry Jack's and should be read in conjunction with the site plans (see appendix).

This report does not replace any training or procedure manuals and is in addition to the OH&S procedures.

Hungry Jack's Pty. Ltd. are an Australian owned company and are highly experienced in the management and operation of fast-food restaurants since 1971. Current it operates some 435 stores nationally.

Objectives of the report;

- To demonstrate Hungry Jack's commitment to the safe and amiable management of the restaurant sites, for guests, employees and adjoining and nearby properties
- To set out specific actions and procedures to manage patrons and the operation at the site
- To set out specific actions and procedures to remedy any issue that occur from time to time
- To promote communication between Hungry Jack's, the local community and nearby residents

This WMP applies to the Hungry Jack's fast food restaurant noted as each site has its own nuances. The report is a dynamic document which can be updated to respond to changing procedures and practices.

TRADING HOURS PLAN AND STAFFING

Hungry Jack's Trading Hours Plan includes details the operating hours of the Hungry Jack's store. It breaks down the trading hours for both drive-thru and dining room and highlights peak days and day-parts. Trading hours are designed to maximise customer convenience whilst having due regard for the surrounding environment and neighbouring properties.

Trading Hours are planned to meet the specific requirements of each site. They take into consideration:-

- the specific needs of the location
- any specific requirements issues identified in the immediate surrounding environment (ie residential bounding the site)
- business drivers (specific busy times driven by other generators)
- staff and customer safety

The Restaurant trading hours:-

- The Restaurant is generally open 24 hours.*

* Restaurant hours may vary dependent on location requirements

Peak (day part) periods:

- Breakfast (7am to 9.30am),
- Lunch (11am to 2pm) and
- Dinner (5pm to 7.30pm)

Peak (days) are generally:

- Thursday, Friday, Saturday

Staff Employed in HJ restaurants

- The Hungry Jack's employ approximately 50 staff per store, both full and part time. Employment levels at the store vary depending customer volumes and on time of day and day of the week. They typically range from:
 - Mornings - 1 manager and 1 to 4 crew
 - Lunch – 1 to 2 managers and 4-7crew.
 - Dinner – 1 to 2 managers and 4 to 8 crew.
 - Nights - 1 manager 1 to 2 crew

Trading hours will meet the needs of the location whilst having due regard to neighbouring properties. It is not anticipated that any significant issues will result with respect to the trading hours at the Hungry Jacks site.

TRAFFIC MANAGEMENT PLAN

The Hungry Jack's Traffic Management Plan includes details of how and when different vehicles would attend the site to minimise the impact on customers and staff at the site and road users on the adjacent roads. It also includes parking and drive thru stack calculations.

There will be two types of heavy vehicles accessing the Hungry Jacks site:

1. Light vehicles – customers and staff
2. Delivery vehicles – delivery and waste collection trucks.
 - a) Waste collection trucks; and
 - b) Supply delivery trucks.

Delivery period

Deliveries are scheduled to avoid peak service times, No deliveries are scheduled before 7.30am, 11.30am to 2pm and after 6pm.

Delivery Type, Frequency of visit, Truck size, Length of stay

Hungry Jack's restaurants receive deliveries from 3 to 4 supply vehicles daily, depending on store volume. Deliveries take approximately 10 to 15 minutes (with the exception of the frozen food delivery which take approx. 25 minutes). Deliveries are scheduled to avoid peak service times, and before and after dark. (ie not scheduled before 7.00am, 11.30am to 2pm or after 6.30 pm). Delivery vehicles are generally between 5 to 9 meters in length. See details below

Supply Deliveries			
Product	Frequency of visit	Size of Truck	Length of stay
Coke	1 per week	8.5 meter	10 minutes
Salads	3 per week	6.4 meter	10 minutes
Eggs	1 per week	6.4 meter	10 minutes
Milk	2 to 3 per week*	6.4 to 8.5 meter	10 minutes
Sands	3 per week	11 to 12.5 meter	15 to 25 minutes*
Veg	3 per week	6.4 meter	10 minutes
Bread	6 per week	6.4 to 12 meter	10 minutes
Waste and bulk supplies			
BOC	Every 4 to 8 weeks*	6.4 to 8.5 meter	10 to 15 minutes*
Waste Collection	4 to 6 days*	8.5 meter	5 to 10 minutes*
Waste Oil Collection	Every 1 to 3 months*	6.4 meter	10 to 15 minutes*

*Depending on volume of store

Waste Collection Truck Access/ Egress and Circulation on site

The waste collection trucks will be 8.8m in length and will attend the site **three times a week** between 7.00AM to 10.00AM and they will be onsite for approximately **15 minutes**. Minimal traffic conflicts between customers, employees and waste collection trucks are expected.

Trade waste collection at the site is as per the approval and Trade waste permit issued By the Water-corporation and all waste is handled at the site by Cleanaway on Behalf of Hungry

Jack's the collection of trade waste will occur early mornings at an anticipated interval of 16 weeks.

Delivery schedules and size of vehicles can be specified to meet site requirements.

Supply Delivery Vehicles Access/ Egress and Circulation on site

The delivery bay is located is located at a convenient location to cater for the delivery and waste collection trucks.

Delivery trucks will access the site daily, avoiding the peak period (11.30am to 2pm).

Conclusion

Waste collection trucks and delivery trucks are attend the site outside the site activity peak hours. It is not anticipated that any traffic issues will result with respect to the heavy vehicle access to the Hungry Jacks site.

ANTI-SOCIAL BEHAVIOUR PLAN

The Hungry Jacks Antisocial Behaviour Plan (ABP) details measures to minimise antisocial behaviour, the use of surveillance systems as a deterrent and for staff and customer safety. Hungry Jack's take a zero tolerance to antisocial behaviour at the restaurants and has the following safety measures will be in place:-

- Well-lit Restaurant and signage.
- Upstairs and Toilets are no longer in use for the public.
- Panic alarms as well as security surveillance 24/7.

Surveillance System (Mandatory for all 24hr stores)

Stores will have a surveillance system installed so that and internal areas of the restaurant can be viewed as required.

Minimum requirements – 16 camera CCTV system, 30 Days recording memory

Panic alarms (mandatory requirement for 24hrs stores)

Minimum 1 located at / near Drive thru, preferred installation is 3, 1 Drive thru, 1 FC, 1 Mgr. Office.

Hungry Jacks are privately owned, and the manager has the authority to refuse service to any customer not behaving in an acceptable manner.

If situations were ever to escalate the Hungry Jack's policy is to call the police.

Dealing with Graffiti

HJ's policy is, that any graffiti is to be removed within 24 hours of it being reported.

Conclusion

Based on the measures put in place, it is not anticipated that any significant antisocial behavioural issues will result with respect to the Hungry Jacks site.

State Health & Safety Regulatory Authority.

Any notice / document / request that are raised by a State Health & Safety Regulatory Authority Inspector must be immediately communicated to the OHS manager who will then ensure that all other appropriate personnel are informed. The OHS Manager will then develop an action plan / actions with responsibilities to address the issue raised.

LITTER AND WASTE MANAGEMENT PLAN

The Hungry Jack's Litter and Waste Management Plan includes details of how and when waste collection trucks would attend the site, trash receptacles and property cleanliness. Litter and waste management is an important process for the Hungry Jacks restaurant and staff check the site every 60 minutes on their **travel path** to ensure standards are kept high. All car-park bins are to be checked regularly and have the refuse removed to the dumpster area which is hidden from public view.

Trash Receptacles

All outside dumpsters hidden from public view and are kept in an enclosure that matches the material and colour of the building, (unless otherwise specified by local code) to minimise the visual impact of the dumpster.

Dumpsters, trash receptacles and the enclosure at the site will be kept clean, in good repair, covered and odour free. They must not have significant damage or disrepair, and be kept free of any accumulation of equipment, materials, or food/grease residue that contribute to pest harbourage.

Trash from the site are to be picked up or disposed of daily by store staff and put into the rubbish bins.

All car-park bins are to be checked regularly and have the refuse removed to the dumpster area which is hidden from public view.

Property Cleanliness

The restaurant property must be free of accumulated litter and trash. All litter and trash from the previous day must be picked up prior to opening or no later than 30 minutes after dawn or opening.

Throughout the day, litter and trash will be disposed of on a regular and frequent basis as needed but not less than once per hour during daylight hours. (After nightfall, safety considerations may dictate a different litter pickup schedule)

Managers are trained to conduct travel paths every 60 minutes (see travel path Fig 3 in appendix). Staff will also patrol the boundary of the site to remove any rubbish to the extremities of the site. Travel paths will identify exterior areas that need to be cleaned on a consistent basis.

All paved areas, including the drive-thru lane and pad, will be kept free of a significant accumulation of grease, oil, chewing gum, stains, straw wrappers and cigarette butts

All adjoining property must be kept free of Hungry Jack's restaurant identified litter.

All trash, waste, grease and water used to rinse outside, cleaning chemicals will be disposed of in a manner that is environmentally safe and in compliance with regulatory requirements.

Waste collection contractors

The nominated refuse collection contractor for Hungry Jack's will be Cleanaway who will service the site at a minimum rate of 5 collections per week.

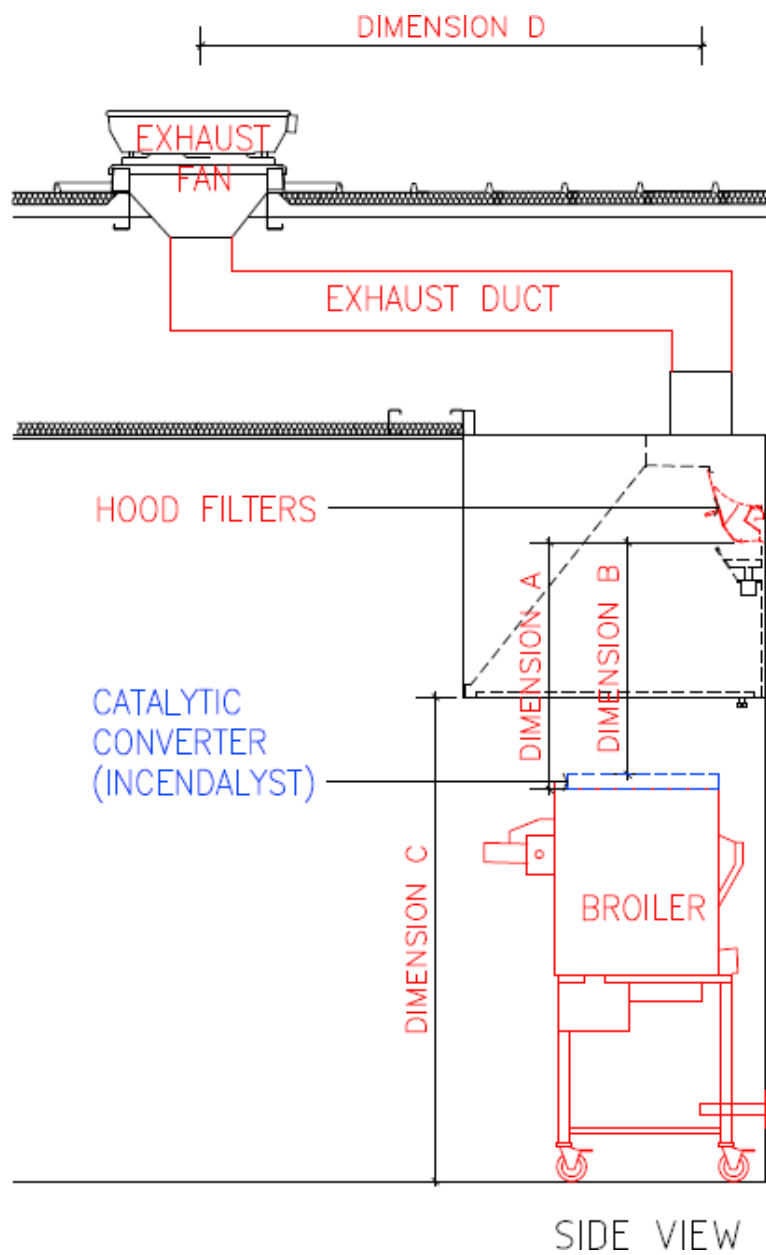
The grease waste is contracted to Western Resources and is emptied as per the trade waste permit requirements issued.

Oil change frequency and storage

- Spent oil is contracted for removal off site by Auscol and removed monthly from site. This is via an oil holding tank,
- Fryers are filtered over the day as per the fryer prompts on the automatic filtering system on the fryer.
- The oil changing occurs twice per week dependent on sales volumes and the quality of oil. Oil is tested daily.

Conclusion

Based on the measures put in place, it is not anticipated that any adverse litter or waste management issue will result with respect to the Hungry Jacks site.





Emission Control Device for the Nieco Automatic Broiler

COST EFFECTIVE EMISSION CONTROL

The Nieco Incendalyst System is designed for use with the Nieco Automatic Broiler, or the Nieco Flexi-Chef System.

The Incendalyst utilizes a catalytic converter, similar to those found in automobiles, to reduce smoke and other gases created when meat is char-broiled.

The Incendalyst mounts directly on top of the Nieco Broiler, and requires no utility hook-up. The Incendalyst operates on the exhaust heat from the broiler. Reduction in overall pollutants is approximately 85 - 90%, with visible emissions being virtually eliminated. Odor is significantly reduced as well. The Incendalyst works on both gas and electric broilers.

By reducing grease and smoke before it reaches the exhaust hood, the ventilation system stays much cleaner, improving operation and reducing the risk of grease build-up in the ducts.

Installation is simple and maintenance is minimal. The device can be retrofit to an existing Nieco broiler with little modification to the broiler or hood system. Regular maintenance consists of monthly cleaning which can be performed in the restaurant by restaurant personnel.

This device has been tested by Underwriters Laboratory for smoke containment and fire suppression.



Benefits:

- Easy to install*
- Low maintenance*
- Environmentally friendly*
- Reduced hood cleaning costs*
- All stainless steel construction*

Cleaning Instructions:

Clean on a monthly basis. Soak Incendalyst in a tub of hot water. DO NOT USE CHEMICALS ON THE INCENDALYST OR PUT THE INCENDALYST IN A DISHWASHER. After soaking, rinse with a standard kitchen sprayer and let air dry overnight.



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Nieco Factory Authorized Sales and Service:



Manager's Travel Path

Immediately correct opportunities directly impacting Guest experience, product Quality and Team Execution

YOUR RESTAURANT	YOUR FOOD	YOUR GUESTS	YOUR TEAM
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Review Opportunities, then coach Team on Systems Execution

1) EXTERIOR

■ Exterior Appearance Clean and Inviting

- Parking Lot ● Playground ● Building ● DT Lane ● COD ● Bins
- Reader Board ● Landscaping ● POP ● Lighting ● Dumpster Area
- No Litter / Cig Butts ● Patio ● OHS Issues ● Wear Safety Vest

2) DINING ROOM AND FRONT COUNTER

■ Guest Experience Observations

- Guest receive prompt and friendly greetings
- Team moves with urgency
- Team delivers orders politely— Proper Q's / Condiments
- Shift Staffed properly ● Team Positioned effectively

■ Dining Room Clean and Inviting

- Doors ● Glass ● Tables / Chairs / High Chairs ● Bins ● Floors
- Playground ● SSD Station ● Wet Floor Signs Avail ● Temp ● Music
- Dining Room Sanitiser concentration (12!)

■ Restrooms

- Stocked ● Odour Free ● Fixtures ● Floors ● No Litter ● Caddy

■ Front Counter Clean and Organised

- Staff Appearance ● Guest Focus—serving Guests
- Menu Board ● Condiment area ● Front Counter Uncluttered

■ Front Counter Product Quality

- Landing Zone—MTO! ● Products Marked / FIFO ● Drinks at standard

DAILY PLANNER

- Quality Checks ● Rush Ready ● Food Safety (12!)

3) KITCHEN

■ Sanitation Observations

- Frequent proper Hand Washing performed by Team (12!)
- Hand sink area(s) stocked properly ● 3-Compartment sink set up
- Red Buckets set up ● Proper sanitiser concentration (12!)

■ Command Station

- TIP TOP ● SOS Tracking ● C&M Cards up to date

■ Kitchen Minder™

- PHU light execution ● Proper lids and grates
- QES Focus / matches Quality in pans ● Sales Adjusted as needed

■ Broiler

- Cookout / Corrective Action ● Patties in PHU ● Correct Tong Usage
- Product below frost line ● Correct Temp ● Grill Chick held properly

■ Main Board / Specialty Board / Toasters

- Product meets quality standards ● Preps in time and labelled
- Burgers built properly ● No expired products / preps
- Check preps and Specs mobile—Stock and Temp

■ Fryer Area

- Oil level and quality ● Proper French Fry salting
 - Fry hold time followed ● Dump hold times followed
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4) STORAGE AREA

■ Walk in Freezer and Fridge

- Check Temp (12!) ● Preps timed and labelled
- No expired product / FIFO ● Product stored properly

■ Dry Storage

- Bun rotation and Stock level ● Product stored 6" off floor
 - Proper Chemical storage / use ● Back door secure
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OHS AWARENESS AND FOLLOW UP

- Observe / Correct ● Safe Work ● SOP's ● PPE ● Risk Management

SET THE TONE— MOTIVATE—SEE, SMILE & SPEAK—REINFORCE & REDIRECT

Section 1: Subdivision, Demolition Stage (Site preparation stage)				
MATERIALS ON-SITE		DESTINATION		
		RE-USE & RECYCLING		DISPOSAL
Type of Material	Estimated Volume (m ³)	On Site	Off Site	
		<ul style="list-style-type: none"> Specify proposed re-use or on site recycling methods See Guidelines for suggestions 	<ul style="list-style-type: none"> See Guidelines for suggestions Specify contractors and recycling outlet See recycling Guide for outlets 	<ul style="list-style-type: none"> Specify contractor and land site See Recycling Guide for contracts
Excavation Material	5			Local landfill and tip
Garden Organics/ Tree	0			
Bricks	0			
Concrete	5			Local landfill and tip
Timber – Please Specify	2			Local landfill and tip
Plasterboard	5			Local landfill and tip
Metals – Please Specify				
Asbestos – Please Specify	0			
Other Please Specify	-			

Section 2: Construction Stage				
MATERIALS ON-SITE		Destination		
		RE-USE & RECYCLING		DISPOSAL
Type of Material	Estimated Volume (m ³)	On-Site	Off Site	
		<ul style="list-style-type: none"> specify proposed re-use on site recycling methods see Guidelines for suggestions 	<ul style="list-style-type: none"> see Guidelines for suggestions specify contractors and recycling outlet see Recycling Guide for outlets 	<ul style="list-style-type: none"> specify contractor and landfill site see Recycling Guide for contacts
Excavation Material	0			
Garden Organics	0			
Bricks	0			
Concrete	5			Local landfill and tip
Timber – Please Specify:	5			Local landfill and tip
Plasterboard	5			Local landfill and tip
Metals – Please Specify:				
Other – Please specify:				