

Australian Turf Club



ROYAL RANDWICK RACECOURSE

OPERATIONAL MANAGEMENT PLAN

2019

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1. Introduction

1.1 Objective and Overview

The Royal Randwick Racecourse has a long history of use, both as a host to horse racing events and non-horse racing events. The Australian Turf Club (ATC) regularly hosts minor and major events in both of these categories – including corporate events such as trade exhibitions, corporate seminars, award nights, end of year functions and so forth catering for anywhere between 1,000 – 5,000 guests. Further to this, the ATC plays host to the university exams for the University of NSW catering for approximately 30,000 students. In terms of race meetings held at Royal Randwick, these range from approximately 5,000 patrons for smaller meetings, to 52,000 patrons for signature Group 1 events. Each of these events, irrespective of size and category, require considerable resources to ensure they run smoothly, both internally and externally, whilst ensuring minimal impact and disruption to the surrounding areas is maintained at all times.

This Draft Operational Management Plan (OMP) has been prepared in response to SEARs for SSDA 10285. This OMP for the Royal Randwick Racecourse site contains management plans that deal with each and every category of event that will occur on the site for the foreseeable future. This OMP is intended to inform and guide the respective managers and staff of the ATC when preparing to host an event, whilst also outlining the appropriate procedures to be undertaken throughout the running of an event. The plans or guidelines within this document are aimed at minimising impacts on the respected neighbours of the Royal Randwick Racecourse.

The Australian Turf Club (ATC) proactively manages the operations and events at Royal Randwick Racecourse in a responsible manner which extends to its commitment to comply with existing approval conditions.

1.2 Background

The ATC has the responsibility to administer horse racing at the four major racetracks in the Sydney Metropolitan Area including: Warwick Farm, Canterbury, Rosehill Gardens and Royal Randwick. A key part of the ATC business, aimed at fully utilising the Royal Randwick racecourse site and facilities, is to also organise and host non-race day events.

Planning provisions and development approvals provide for the use of the sites for all types of race day and non-race day events with the exception of non-race day events over 5,000 patrons (a separate development application needs to be lodged in this instance).

An extensive amount of bodies, committees and processes are already in place to manage these events. These bodies are listed within the table below:

Body	Role	Responsibility / Details
ATC	Principal organiser and administrator of events at the site	ATC Event and Hospitality Department responsible for: <ul style="list-style-type: none"> - Taking event bookings - Communicating to key stakeholders - Implementing event management plan - Running the event with any event promoter.
Moore Park Event Operations Group (MEOG)	Coordinating and communicating transport infrastructure and provision for all events in the Moore Park precinct. Meets monthly.	Consisting of key organisers and stakeholders, including: <ul style="list-style-type: none"> - Transport agencies (STA, TMC) - Randwick Council - City of Sydney Council - ATC - Fox Studio owners and occupiers - SCG/SFS Trust Centennial Parklands - NSW Police
Department of Planning & Infrastructure / Minister	Consent Authority for the Royal Randwick Racecourse – a State Significant Development – Identified Site	Administer existing approvals: <ul style="list-style-type: none"> - Minor Non-Race Day Events (patrons less than 5,000) - Two day music festival for 50,000 and 20,000 patrons each year until 2024. Consent Authority for new development: <ul style="list-style-type: none"> - Non-race day events greater than 5,000 patrons Any new buildings or infrastructure with a Capital Investment Value greater than \$10m.
Festival Key Stakeholder Group	Oversee environmental performance of each festival event, including endorsement of the event details and management plan	Comprises of: <ul style="list-style-type: none"> - Randwick City Council - STA - TMC - NSW Police - MEOG 2 community representatives

1.3 Format

This Operational Management Plan has been updated from the original OMP that was prepared and implemented in 2014. The OMP collates the details and processes already implemented by the ATC, whilst addressing new processes and procedures to manage the events on the site and provides a framework for all types of events and their management going forward. The OMP outlines characteristics of all types of events that are typically held on the site whilst picking up on the existing processes, prescribed management plans, roles and responsibilities that are to be implemented in each instance.

Section 1 outlines the race day and non-race day events that are catered by the ATC.

Section 2 describes the Royal Randwick Site and identifies its major attributes and the way it is typically used for various events.

Section 3 outlines management plans for each of the key areas of event management. These include:

- Pedestrian, Traffic and Access Management
- Noise
- Security, Safety, Emergencies and Medical Support
- Alcohol
- Waste and Odour

In each instance the aims, objectives and key management initiative are outlined and addressed

Section 4 outlines how this Operational Management Plan is to be implemented and the process of consultation

Appendices include a copy of the each of the detailed operational procedural plans under each of the key areas.

2. The Site

Royal Randwick Racecourse is located at the southern end of Sydney's entertainment and park precinct extending south from the Sydney Football Stadium, Sydney Cricket Ground, Fox Studios, Moore Park, Centennial Park to the Racecourse site. This precinct is host to most of the premier outdoor events in Sydney's east including sporting events to music festivals.

The Royal Randwick Racecourse site at the southern end is an 80 hectare area of public open space that has had horse racing as its principle use for over 150 years (since 1853). As a racecourse, the site is secured as a large tract of accessible open space with a host of buildings built specially for hosting events. The grandstand completed in 2013 was designed as a truly multi-function space that has the ability to host a wide range of events. The building addresses both east and west and allows interaction with the outdoor area on both sides. In addition, the site accommodates the "Theatre of the Horse", a sunken 4,500 capacity amphitheater to the rear of the grandstand.

The site has a number of access points around its perimeter and a number of car parking areas that can accommodate over 4,000 vehicles (the infield can accommodate up to 3,500 vehicles, whilst the on premises Multi Deck Car Park can cater for 574 vehicles). Upgrades to the transport infrastructure in 2007 saw the introduction of significant bus drop off, taxi drop off and entrance gateway facilities associated with the main Spectator Precinct on site. The existing transport facilities on site include the following features:

- Alison Road
 - o Gate 1 – serves as the main entrance gate off Alison Road. Gate 1 has recently been realigned following the construction of the CDB & South East Sydney Light Rail stabling yard to the west of the racecourse. Gate 1 serves as the main entrance for vehicles during non race day events. During race day events Gate 1 is secured for pedestrian access and hire car movements only.
- Wansey Road
 - o Gate 10 – recently realigned as part of the development of the CDB & South East Sydney Light Rail . Gate 10 is predominately used for horse related vehicles requiring access to the stripping stalls precinct on the eastern side of the track. Gate 10 is only used on race days during peak events to as an alternative overflow to the High St vehicle tunnel
 - o Gate 11 – the introduction of the CDB & South East Sydney Light Rail, has seen the operation of Gate 11 change to exit only. This gate is only to be used by industry personnel.
- Darley Road – entrance to bus drop off area used for large events and a car park for 150 vehicles for minor events.
- Doncaster Road – two entrances, the main entrance via Ascot Street provides access to the taxi drop-off and pick-up area accommodating 10 taxi stands and the newly constructed Multi Deck Car Park. The secondary entrance being Bowral Lane.
- High Street – main entrance providing access to the infield (car parking for 3,500 vehicles) and stables precinct.

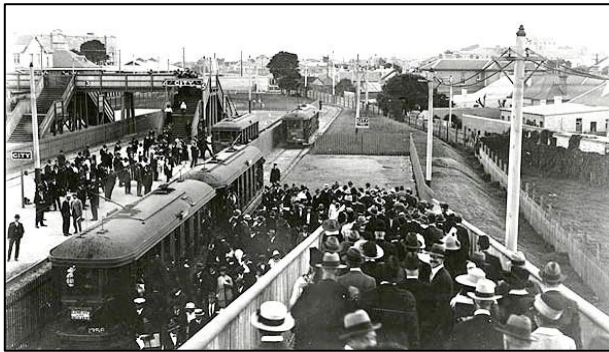
Currently Transport for NSW are in the process of testing & commissioning the CDB & South East Sydney Light Rail (CSELR) a 12 km route integrating major interchanges with other transport modes at Circular Quay, Wynyard, Town Hall, Central, Randwick and Kingsford. The expanding light rail

network will connect people to jobs, homes, entertainment precincts and form part of an integrated public transport solution to ease congestion and improve services. The Randwick Light Rail stop on Alison Rd to the north of the Gate 1 entrance to Royal Randwick Racecourse will serve as a key partner for the movement of patrons to and from the precinct. The light rail is due to commence staged operation by early December 2019 from Circular Quay to Randwick, with the remainder of the light rail to become operational by March 2020.

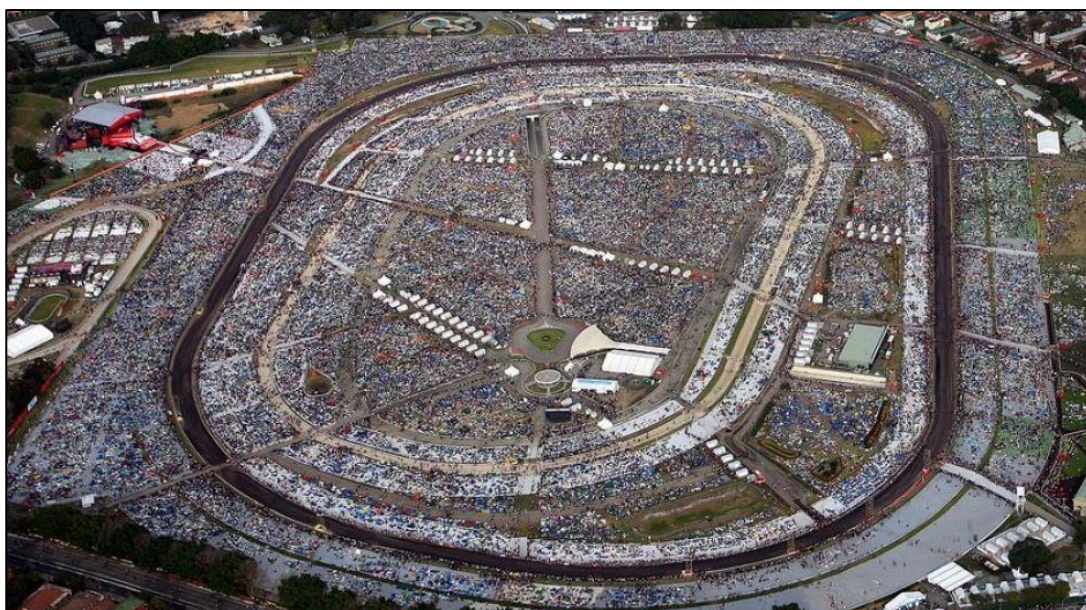
The site sits adjacent to two main transport corridors in Alison Road and Anzac Parade. These routes currently carry frequent bus services to and from the City and directly into Central Station, with the inclusion of the light rail which will become operational in 2019. The introduction of the CSELR will reduce the number of buses required to move patrons to and from the precinct. This corridor has been utilised to egress large numbers of patrons from the site quickly away from the area.

The substantial uninterrupted open space together with the purpose-built entertainment buildings and transport infrastructure make the Royal Randwick Racecourse an ideal entertainment venue not just for horse racing events, but for any style of entertainment event.

A plan of the site indicating the key features of the site including access points, vehicle routes, pedestrian routes, car parking areas and event precincts. The zones indicated in this plan are not definitive but serve to provide a general indication as to how the site might be used for a large event. The entire racecourse has been modified to accommodate even larger events in exceptional circumstances (e.g. World Youth Day 2008, Approx. 300,000).



Royal Randwick Racecourse – Historic Photographs



Royal Randwick Racecourse - World Youth Day 2008



Royal Randwick Racecourse – Spectator Precinct Map (indicative Winx Stand)

2.1 Description of Event Operations

The Royal Randwick Racecourse has evolved to be an important part of Sydney City's Entertainment and Recreation Precinct, and is an event precinct in its own right. Together with the regular race day events that the site was originally designed around, the site is regularly host to non-race day events. The Australian Turf Club administer both forms of events and both are critical income streams for the organisation. Business drivers aside, there is an overriding imperative to ensure that this large piece of well-located public open space is well used and accessible to the community in as many ways as possible.

The completion of the multi-purpose Queen Elizabeth II grandstand in 2013 made the facilities on site industry-best and able to cater for the widest range of large entertainment events the city can offer. Events at the site can be split into two main categories: Race Day and Non-Race Day. The size of events within these categories vary from small through to large. A summary of the types of events within these two categories is made below.

2.1.1 Race Day Events

Component	Characteristics
Regularity	A typical yearly racing calendar will predominately feature 45 publicly accessible race days at Randwick racecourse. This does not include other industry related race events such as barrier trials and the like that happen regularly at the site.
Categories/Patronage	Yearly attendance can reach up to 300,000 in any single year with events ranging from 5,000 patrons for minor race days and between 35,000 and the design capacity of 55,000 for large carnival events.
Staffing	Royal Randwick has 100 permanent staff and approximately 1500 temporary staff.
Hours of Operation	Royal Randwick Racecourse is a 24 hour operation, 7 days a week, 365 days a year. While the primary activity occurs during the hours of 7am to midnight, the completion of any day (resupply of essential stocks) overlaps with the preparation of the next day (cooking, site reinstatement etc.) resulting in a truly around the clock venue. Training work of horses occurs daily between 3:30am and 9:30am.
Parking	Parking for race day events occurs in the following areas: <ul style="list-style-type: none">- On premises Multi Deck Car Park – parking for 574 vehicles- On premises Infield parking – for up to 3,500 vehicles
Access	Access to the site is via the following: <ul style="list-style-type: none">- Gate 1 – main entrance, pedestrian and hire car- Ascot Street – multi deck carpark, taxi and hire car- Alison Road – buses- High Street – infield access (vehicular only)

2.1.2 Non-Race Day Events

Component	Characteristics
Regularity	Non-race day events are regularly held at the site to complement and fully utilise the open space and the purpose built event buildings. A wide range of events are held each and every week, often multiple events in separate areas at the same time. On average approx. 6 events would be held at the Royal Randwick Racecourse site.
Categories/Patronage	<p>The following list provides an indication of the types of events and patronage of those events in any one year:</p> <ul style="list-style-type: none"> - Consumer events - Corporate events - Entertainment / music events - Markets - University exams - Functions including weddings and parties <p>Events range in size from 100 patrons to 55,000 patrons. Most events are in the Minor category, being up to 5,000 patrons.</p>
Staffing	The venue has 100 permanent staff and approximately 1500 temporary staff.
Hours of Operation	Royal Randwick Racecourse is a 24 hours operation, 7 days a week, 365 days a year. While the primary activity occurs during the hours of 7am to midnight, the completion of any day (resupply of essential stocks) overlaps with the preparation of the next day (cooking, site reinstatement etc.) resulting in a truly around the clock venue. Training work of horses occurs daily between 3:30am and 8:30am.
Parking	<p>Parking for non- race day events occurs in the following areas:</p> <ul style="list-style-type: none"> - Spectator precinct – members parking for over 700 vehicles - Infield parking – for up to 3,500 vehicles
Access	<p>Access to the site is via the following:</p> <ul style="list-style-type: none"> - Gate 1 – main entrance – bump-in and bump-out - Ascot Street – taxi and hire car drop off - Alison Road – buses - High Street – infield access

3. Operational Management Plans

3.1 Pedestrian, Traffic and Access Management

Objective:

- Outline the key issues relating to pedestrian, traffic and access management.
- Describe the current management processes that are undertaken as part of operations.
- Outline an overarching Traffic Management Plan that addresses the various race day and non-race day events that occur at the site.
- Provide a framework within which detailed Traffic Management Plans are prepared and coordinated including formal stakeholder consultation processes in accordance with the RMS Guide to Traffic and Transport Management for Special Events.

Process and Systems:

- Recommendations from the Traffic Management Plan (TMP) by Parking and Traffic Consultants will be implemented in relation to each event.
- Parking for all events will be located on site in any one of the car parking areas, subject to variation by a detailed Operational Traffic Management Plan that might be prepared in relation to special events. Approximate car parking provision includes:

Location	Capacity
Multi Deck Car Park	574
Taxiway	80
Busway	150
Racecourse In-Field	3,500

- The total parking available within the premises will be ample for a large majority of smaller and larger events. The methodology for determining the management solution for any particular event is the subject of a weekly event coordination meeting where each event is analysed and management measures employed accordingly.
- Standard car parking operation procedures will be employed for minor events which will involve a minor deployment of car parking attendants and security personnel. With events that are attended by patrons closer to 5,000 in number or where patrons are expected to arrive simultaneously, the use of the infield car park and a greater deployment of car parking

attendants and security personnel may occur. Similarly, decisions are also made on how to manage the designated taxi and bus areas.

Event Classification

- According to the characteristics and size of each event, each will be classified to determine the management measures required to manage pedestrians and transport, see table below:

ATC ROYAL RANDWICK RACECOURSE EVENTS CLASSIFICATION				
	CATEGORY	CHARACTERISTICS	RMS CLASS* EVENT	MEASURES
RACE DAY	Minor	spectator precinct location	Class 3	standard TMP, with TCP at parking ingress/egress
		all on site parking available		advise Council and Police
		standard vehicle access and taxi operation		
		standard public transport		
		may have patronage up to 10,000		
	Medium	spectator precinct location	Class 2	detailed TMP
		all on site parking available		advise Council and Police
		standard vehicle access and taxi operation		coordinate transport with transport authorities
		may have augmented public transport services		
		may have patronage between 10,000 and 35,000		
	Large	spectator precinct and some infield	Class 1	special/tailored TMP prepared
		minimal on site parking available - 1100 on infield		coordination with Police, Council and transport authorities
		managed vehicle access and taxi operation		neighbour notification and advertising
		augmented public transport services		
		may have patronage between 35,000 and 55,000		
NON-RACE DAY	Minor Event	spectator precinct location	Class 3	standard TMP, with TCP at parking ingress/egress
		all on site parking available		advise Council and Police
		standard vehicle access and taxi operation		
		standard public transport		
		may have patronage up to 10,000		
	Medium Event	concentrated egress period	Class 2	detailed TMP
		spectator precinct location		advise Council and Police
		all on site parking available		coordinate transport with transport authorities

		standard vehicle access and taxi operation		
		may have augmented public transport services		
		may have patronage between 10,000 and 35,000		
	Large Event	staggered ingress and egress period	Class 1	special/tailored TMP prepared
		spectator precinct and some infield		coordination with Police, Council and transport authorities
		minimal on site parking available - 1100 on infield		neighbour notification and advertising
		managed vehicle access and taxi operation		
		augmented public transport services		
		may have patronage between 35,000 and 55,000		
*NOTE - See RMS event classification notes at TAB A				

Bump-in and bump-out management:

- Details of typical bump-in and bump-out arrangements are outlined in the table below:

Event	Typical equipment	Bump-in / bump-out details
Consumer event	Exhibition set up, panelling	0600 / 3 hours after event
Corporate event	Lighting, food, hire equipment	0600 / 3 hours after event
Entertainment/music event	Staging, hire fencing, seating	0600 / 3 hours after event
Markets	Food deliveries, small stalls	0700 / 1 hours after event
University exams	nil	0900 / 1 hours after event
Functions	Lighting, food, hire equipment	0600 / 3 hours after event
Medium sized event	Staging, hire fencing, seating	0600 1 day prior / 1 day after event
Large sized event	Staging, hire fencing, seating, lighting and other special equipment	Up to 10 days prior to event and 10 days after event

Security measures and management:

- In addition to parking attendants Employed for certain events outlined above, security personnel will be Employed to man entrance points in relation to events within the Spectator Precinct and doors in relation to function spaces within the grandstand building.
- Security solutions for each particular event are resolved at the weekly event coordination meeting and prior to each event. Typically security will be deployed at a ratio of one person

per 100 patrons and these personnel will be managed in accordance with this Events Management Plan.

- An example of onsite management solution for a standard event and one demanding greater resourcing is outlined in the table below:

	Standard Small Event	Minor Events (up to 10,000 patrons)	Medium Events (up to 35,000 patrons)	Large Events (up to 55,000)
Parking area location	Perimeter of Spectator Precinct (including bus way)	Perimeter of Spectator Precinct (except for bus way) and potentially in field car park	Perimeter of Spectator Precinct (except for bus way) and in field car park	Subject to separate operational management plan
Car parking attendants / security personnel and location	Attendant located at Gate 1 – Alison Road entrance	Attendants at each car park entrance – Alison Road, High Street, Doncaster Ave, as required.	Attendants at each car park entrance – Alison Road, High Street, Doncaster Ave	Subject to separate operational management plan
Taxi operation	Generally via Gate 1, drop and exit via Ascot Street	Designated taxi area in operation with attendants	Designated taxi area in operation with attendants	Designated taxi area in operation with attendants
Busway operation	Not in operation, existing public transport on Alison Road	May be used as a bus drop-off if required for events	Used as a bus dropoff and pick-up if required for events	Subject to separate operational management plan

Reference Documents:

- Traffic Management Plan, see **Appendix A.**

3.2 Noise

Objective:

- To minimise event and crowd noise effects on the surrounding residents.

Process and Systems:

- The site contains purpose built ingress and egress facilities including:
 - o Dedicated on site taxi pick up/ drop off (via Ascot Street)
 - o Dedicated on site bus pick up / drop off (off Alison Road).
- This infrastructure enables the ATC to manage this section of an event on site and reduce the amount of patrons infiltrating the surrounding residential streets.
- The ATC conducts its events within the hours of operation approved as part of any development consent.
- During high noise level events specific infrastructure is Employed to direct the noise northward over Alison Road into Centennial Park and away from the surrounding residential streets.

Management Measures:

- The following management measure will be Employed to assist with mitigating noise impact:
 - o Closure of outdoor terraces by midnight every night
 - o Sound system compliance with relevant noise criteria
 - o Hired amplified sound systems to be directional and angled away from nearby residential properties
 - o Noise level monitoring to be undertaken for all outdoor amplified events
 - o The following noise criteria be applied for outdoor amplified events:
 - Maximum 60dB(A) La1, 5min (event) and 80dB(C) LC1, 5min (event) as measured at any residential premises up to 11pm on any particular day.
 - o When background music is played through the installed sound system within the Grandstand and other buildings, the doors and windows must be closed after 11pm.
 - o Temporary hire PA systems and equipment shall be designed and operated in such a fashion as to minimise noise spill to the site boundaries at all times.
 - o In addition or alternatively:

- Minor Events (up to 5,000 patrons) to be conducted in accordance with conditions of consent MP10_0097 MOD 2 except for development that is exempt under Randwick Local Environmental Plan 2012.
- Two Day Music Festival (10 year consent to 2024) – to be conducted in accordance with the conditions as outlined in the consent to SSD 6134-2013 dated 5th March 2014.

3.3 Security, Safety, Emergencies and Medical Support

Objective:

- To ensure a comprehensive suite of plans and procedures to account for all situations at events including emergencies.
- To ensure management and staff understand the procedures and protocols in dealing with all situations at events.

Process and Systems:

- A Security Alert and Escalation Plan is in place to outline the various levels of security alert and procedures in dealing with each circumstance.
- An overarching Emergency Management and Procedures Manual applies to all of the ATC land assets including Randwick. This document should be used to brief staff and as a reference tool in understanding the emergency resources and procedures on site.
- An Emergency Response and Contingency Plan is in place to ensure authorities are appropriately briefed to deal with emergencies.
- A Medical Plan is in place to outline the key contacts and resources that might be used in the event of an emergency.
- A Safety Plan is in place to ensure that all staff are appropriately briefed on safety procedures and risk management processes.
- Security and Risk Information Plan outlines the key contacts and resources that might be used in the event of an emergency.

Management Measures:

- See details and procedures outlined in the following plans:
 - Safety Plan
 - Emergency Management Plan and Procedures Manual

- Security Alert and Escalation Plan
- Medical Plan
- Emergency Response and Contingency Plan
- Security and Risk Information

Reference Documents:

- Security Alert and Escalation Plan, **Appendix B.**
- Security and Risk Information Plan, **Appendix C.**
- Emergency Response and Contingency Plan, **Appendix D.**
- Emergency Management and Procedures Manual, **Appendix E.**
- Medical Plan, **Appendix F.**
- Safety Plan, **Appendix G.**

3.4 Alcohol

Objective:

- The broad nature of the Royal Randwick Racecourse business dictates that a range of event types will be undertaken throughout the site including race days, conference centre events, temporary pavilions and other outdoor temporary setup events.
- The racecourse has an On-Premises Liquor Licence that covers the entire site including temporary pavilions.
- The main management objective of the ATC is compliance with associated State Government Act and Regulations to ensure the protection of the Club's liquor licence.
- The ATC recognises the need to minimise the harm associated with the misuse of alcohol and is stringent in its application of Responsible Service of Alcohol & Harm Minimisation Strategy.
- One of the key objectives is to improve the safety of patrons on Alison Road at the end of an event.
- A separate on premise license is in place for Level 4 of the QEII Grandstand. This license works within the confines of the existing ATC Royal Randwick license.

Process and Systems:

- The ATC recognises the need to minimise the harm associated with the misuse of alcohol. As a business the ATC encourages responsible attitudes and practices towards the promotion, sale and consumption of liquor.
- The racecourse guidelines for the sale of alcohol as a minimum require compliance with associated State Government Act and Regulations. The legislation dictates the level of compliance required i.e. signage, Responsible Service of Alcohol (RSA) and the definition of intoxication.
- To achieve total compliance an overall strategy was developed to ensure that the ATC effectively delivers on its policies, procedures and corporate responsibility.
- ATC's Responsible Alcohol Management Operations Register (AMOR).
- Summary of strategic initiatives to date:
 - o Introduction of ATC Responsible Service of Alcohol Policy – 2004
 - o Introduction of the ATC Liquor Harm Minimisation Plan – 2006
 - o Active member of the Eastern Beaches Liquor Committee and Accord – ongoing
 - o Self-Imposed Alcoholic Beverage Sale / Transaction Restrictions – 2006 and ongoing
 - o Implementation of RSA Monitors - 2007 o Live CCTV monitoring on Race Days & Special Events – 2008
 - o RSA & Liquor Act 2007 Awareness Training Program - 2008
- Additional alcohol safety practices have been self-imposed by the ATC including two drinks per person policy, limited package for hirers and no sprits in packages in some instances to reinforce the RSA strategy.

Reference Documents:

- Responsible Alcohol Management Operations Register (AMOR), refer **Appendix H**.

3.5 Waste and Odour

Objectives:

- The incumbent cleaning contractor has appointed an internal Waste Management Consultant. Cleaning and waste management will be done in accordance with the ATC Waste Management Plan.
- The waste collection and cleaning of Royal Randwick Racecourse is outsourced to a third party cleaning contractor who have a presence on site.

Management Measures:

- Refer to Waste Management Plan at **Appendix I**.

4. Implementation and Consultation

4.1 Implementation

All race day and non-race day events at the Royal Randwick Racecourse site are to be managed in accordance with this Operational Management Plan. In the lead up to each event, the ATC will undergo a process of consultation with other key stakeholders. The degree of consultation will depend upon the character and size of each individual event, but broadly, the length of preparation and extent of consultation will be more extensive the larger the event. The events can be broadly categorised as one of the following:

1. **Exempt** – includes any event on the site up to 5,000 patrons, a maximum of 10 days in length per event and maximum of 200m² of temporary structures. If within a building on the site, a maximum of 10 events per calendar year and end by 11pm.
2. **Minor** – any event with up to 10,000 patrons not an exempt event.
3. **Medium** – any event with between 10,000 and 35,000 patrons.
4. **Large** – any event with between 35,000 and 55,000 patrons.

The following reference chart outlines how the provisions of the management plan should be applied for each event category.

Event Category	Approval	Consultation	Management Plan
Exempt	N/A	N/A	As seen fit
Minor	Race day events approved. Development Consent MP10_0097 MOD 2 dated 3 March 2014 applies to all non-race day events	Advise Moore Park Event Operations Group and Council and OLGR	Minor Events and Functions Management Plan
Medium	Race day events approved. Non-race day events require approval from the Minister	Advise MEOG and Council and OLGR	This Event Management Plan, plus detailed operational management plans prepared for each special event as necessary

Large	Race day events approved. Non-race day events require approval from the Minister, except two day Music Festival as per consent SSD 6134-2013 dated 5 March 2014	Two day music festival – Key Stakeholder Group process	This Event Management Plan, plus detailed operational management plans prepared for each special event as necessary
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4.2 Consultation and Complaints Handling

Objectives

- The key management objective is to exceed the expectations of the diverse range of customers and provide a framework for resolution based complaints management. It is key objective of the racecourse to grow membership and spectator attendance. To enable this growth a high quality service must be delivered which will be based around continual improvement.
- Due to the diverse nature of the business at the ATC there are varying levels of customer needs that require attending to. From race day guests to racecourse members and corporate clients to non-race day event managers, there are a variety of expectations to meet.
- Consideration for complaint management also extends outside the racecourse to the local community who are included in our event considerations and planning.

Process and Systems:

- The racecourse has in place a complaints process and complaints register which enables the registering of the type and level of complaint. This enables a system to be implemented where all reports are dealt with both swiftly and thoroughly.
- The system covers all areas of management ranging from customer complaints in relation to food and beverage or security. For all types of complaints a strict process and protocol is followed.
- Regarding complaints that include the local community the ATC have a specified contact at Randwick Council to refer complaints to.
- Depending on the level of complaint certain procedures are followed and register maintained. Complaints are taken and maintained with resolution and customer satisfaction the focus.

- Complaints are logged on a register and level of complaint assessed and based on the nature of the complaint the relevant manager is contacted to provide resolution. Complaints are received, processed and assessed by Executive Management and then filtered accordingly.
- Complaints can be logged online via the ATC website. The ATC website also provides a contact number for out of hours recording of complaints.
- Hotline signage on all external fencing which is manned 24hrs per day.

Appendix A – Traffic Management Plan



PARKING & TRAFFIC
CONSULTANTS

Driving success through valuable advice

Client

Australian Turf Club

Project

Traffic, Pedestrian and Transport Management Plan For All Events
Royal Randwick Racecourse

(Ref. No. T2-659)

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Contact

Andrew Morse
02-99681844
0414-618002
andrew.morse@parkingconsultants.com

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1 Introduction

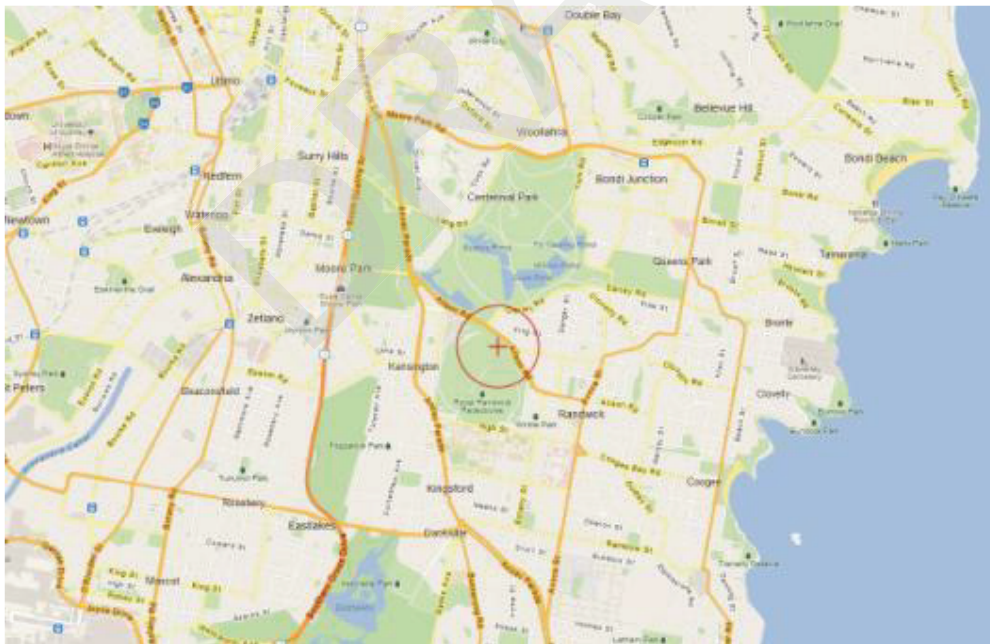
1.1 Project Summary

Parking & Traffic Consultants have been engaged by the Australian Turf Club in relation to Traffic, Pedestrian and Transport Management Plan (TMP) for race day and non-race day events held within the Royal Randwick Racecourse.

The Racecourse successfully accommodates a number of race day and non race day events.

-  Race Day Events – A typical yearly racing calendar will feature 28 publicly accessible race days, with patronage ranging from 5,000 for minor events and up to 55,000 for large carnival events.
-  Non Race Day Events – A number of non race day events are held at the course on a regular basis, which range from small corporate events of 100 attendees to large music festivals of up to 55,000 patrons.

The traffic, pedestrian and transport management for race day and non race day events has been implemented and improved each year through consultation with the relevant authorities (Council, Transport NSW, Police etc).









Royal Randwick Racecourse location

1.2 Purpose of this Report

This report presents an outline of the traffic, parking pedestrian and transport measures to be applied to the facility and surrounding road network, which will be suitable for a wide range of event types. Based on the RMS Guide to Traffic and Transport Management for Special Events, three categories of event have been determined, which would require the implementation of similar traffic, pedestrian and transport measures.

The scope of the report includes:

-  A description of the Racecourse site and surrounding road network,
-  A description of the types of race day and non-race day events proposed to be held within the Racecourse,
-  The existing and proposed vehicular and pedestrian access arrangements,
-  A description of the parking arrangements, which have been in place and proven in relation to many previous race day and non-race day events,
-  The provisions for public transport access and connectivity,
-  A description of the Traffic, Pedestrian and Transport Management Plans for each type of non-race day event, based on the RMS Guide to Traffic and Transport Management for Special Events.

2 The Racecourse Venue

2.1 The Suburb of Randwick

Randwick is located 4 kilometres south-east of Sydney CBD and is bounded by Kensington to the west and Clovelly and Coogee to the east. Major landmarks within the suburb include the Royal Randwick Racecourse, the Prince of Wales Hospital and the University of New South Wales Kensington Campus.

2.2 Royal Randwick Racecourse

The first race recorded at Randwick was a private match between two horses and was held on the new course in June 1833. The Racecourse now occupies an area of 80Ha and is located with frontages to Alison Road, Wansey Road and High Street, and is also bounded by properties fronting Doncaster Avenue.

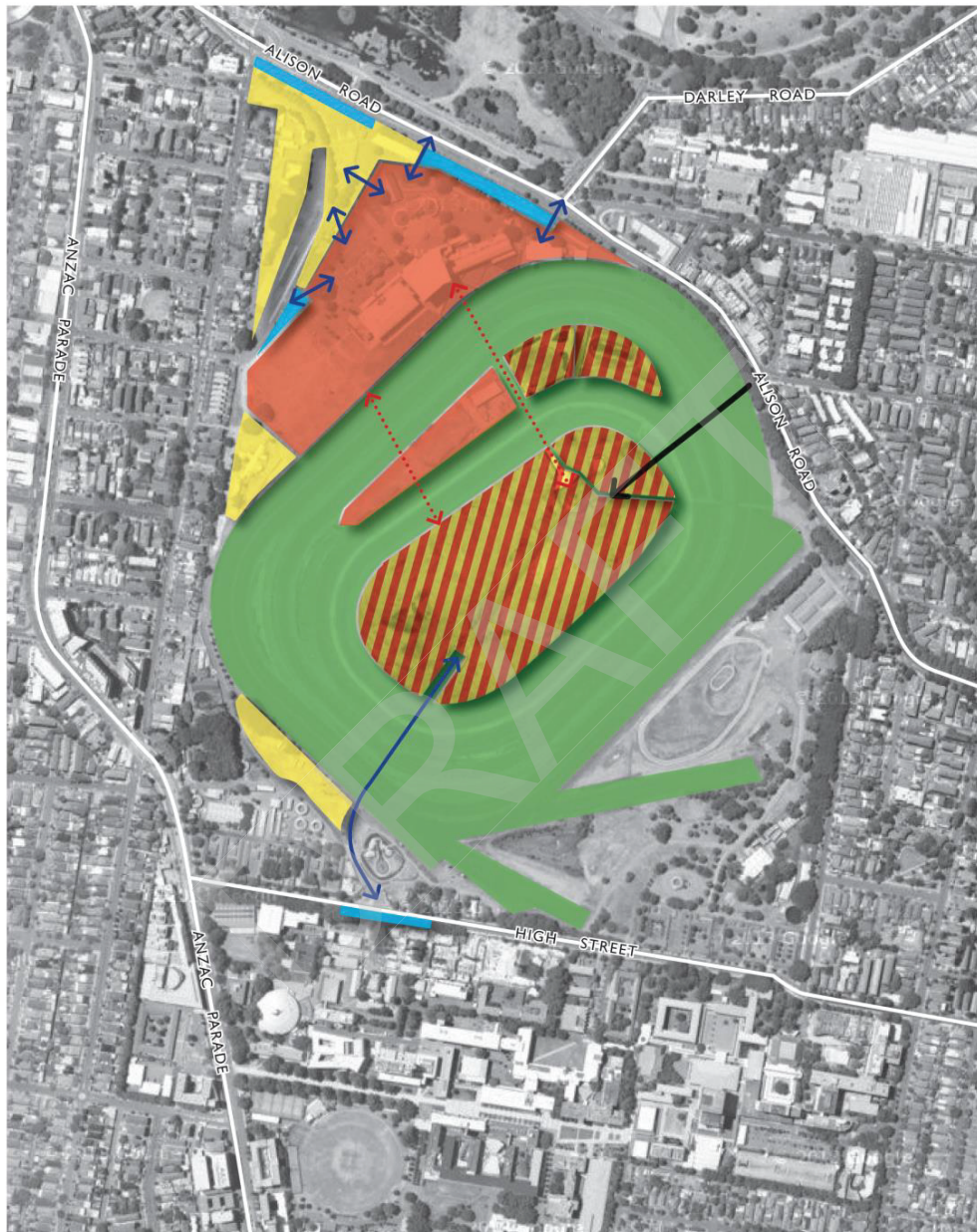
The site is undergoing a major redevelopment which includes the redevelopment of the Grand Stand and Theatre of the Horse (known as the Spectator Precinct), and future development including new stabling facilities and a hotel which is currently the subject of a Development Application. The various areas within the Racecourse are identified on the drawing presented overleaf (noting the event precinct in blue).

2.3 Site Capacity

The event precinct provides a variety of event spaces including permanent venues and large flexible external areas, including the infield. The capacity of the racecourse varies according to the type of event being held, while a Stage 1 Works approval granted in 2008, which included a package of works to cater for the World Youth Day, made provision for a capacity of up to 55,000 persons. This was supported by an assessment report prepared by Masson Wilson and Twiney in relation to the access and transport infrastructure.

Other than the World Youth Day mass, the largest non-race day event held within the racecourse in recent times is the Future Music festival, which occurs annually during March. The 2013 festival attracted 50,000 attendees, which was the largest attendance for this particular festival. During the lead up to events of this scale, the relevant authorities are consulted in order to prepare managements plans, in particular relation to traffic, transport and the movement of pedestrians. Following the 2013 festival a debriefing meeting was held on 16th April 2013, which was a forum for all involved to discuss the effectiveness of the management of the event and whether any improvements can be made for future events.

It is recognised that different types of large events will involve different areas of the site and related access/egress arrangements and as a result the population may vary. However appropriate management plans will be established in relation to all large race day and non-race day events in order to manage the expected population up to 55,000.



- | | |
|--|--|
| EVENT ZONE | PATRON ENTRY/EXIT |
| PARKING ZONE | HEAVY VEHICLE ACCESS |
| PUBLIC TRANSPORT/TAXI | PEDESTRIAN LINK |
| RACETRACK | |
| EVENT OR PARKING ZONE | |

SITE LAYOUT PLAN
ROYAL RANDWICK RACECOURSE, RANDWICK




Altree-
CONSULTING

2.4 Types of Race Day and Non-Race Day Events

The size and layout of the racecourse make it ideal for accommodating a variety of activities both related to horse racing and other types of non-race day events including large outdoor exhibitions, music events and temporary facilities for holding exams related to the adjacent University of New South Wales (UNSW) campus. The following table presents an indication of the type and scale of events held through 2011.

Summary	Number of events	Persons	Period
Breakfast	4	835	
Cocktail	6	2665	Weekdays
Conference	17	18363	Weekdays and weekends
Dinner	31	14157	Evenings
Dry Hire	19	8362	Day
Exams	33	14789	Mostly day
Exhibitions	9	25800	Mostly weekends
Family Day	6	3512	Weekends
Film / Photo Shoot	7	1594	Day
ATC	2	55	Day
Luncheons	12	2867	Day
Meetings	17	1259	Day
Sports matches	4	2709	Day
Product Launch	2	855	Day
School events (formals, dinners etc)	18	9280	Evening
Specials	3	39252	Day. Includes 42,000 at Future Music Festival. ATC advise 600 cars per day (300 infield, 300 outfield)
Weddings	1	208	Day
Race Days (Publicly accessible)	28	Up to 55,000	Day
Race Days (Industry events)	TBA	TBA	Day

Further to the categorisation of Major Events and Minor Events, identified in the SSD Application, the non-racing events have been assigned to the following three groups depending upon the population and type of event. A general overview of the TMPs has been prepared for each type of non-race day event, which are presented as Appendices to this report. It is intended that the organiser/promoter of each event will be presented with the relevant TMP at a time allowing for the lead time for that particular TMP.

-  Class 1 - Large Event (35,000 to 55,000 attendees)
-  Class 2 - Medium Event (10,000 to 35,000 attendees)
-  Class 3 - Small Event (less than 10,000 attendees)

The ATC has established a Category system for the various types of event held within the Racecourse, and this system is shared with Centennial Parklands in relation to the Moore Park sports and entertainment facilities. Meetings are held on a monthly basis to establish the event calendar and to ensure that large events do not coincide.

2.5 Class 1 - Large Events

3.2.1 Features of a Class 1 special event


Features common to all Class 1 special events are that the event:


- impacts major traffic and transport systems
- disrupts the non-event community over a wide area
- requires the involvement of Police, one or more Councils and the RTA
- requires a detailed Transport Management Plan
- requires advertising the event's traffic aspects to a wide audience.

Other features of a Class 1 special event are that it may:

- be conducted on-road or in its own venue
- involve trusts and authorities when using facilities managed by them
- involve the Transport Services Coordination Authority's (formerly Transport NSW) Major Events Coordination Unit
- involve the State Rail and State Transit Authorities
- involve private bus and coach organisations
- impact the road transport industry
- require the RTA to implement special event clearways
- require the RTA to provide heavy vehicle detour routes
- require the RTA to adjust traffic signals
- require the RTA to manage messages on Variable Message Signs.

The events that fall under the description of a Class 1 special event involve:

 between 35,000 and 55,000 attendees,

 parking within the site is limited, ie the event is held within the in-field and the use of public transport is promoted intensely prior to the event.

These represent 'Large Events' and in the case of Future Music, road closures, temporary pedestrian access routes and special bus access provisions are put in place along with a high degree of traffic management and Police presence, as detailed in the TMP prepared for the 2012 festival (prepared by ESP Australia).

Appendix 1 of this report provides an overview TMP that would be applicable to Large Events.

Appendix 4 of this report provides an example of a TMP which has been used for a Class 1 event

2.6 Class 2 - Medium Events

3.3.1 Features of a Class 2 special event

Features common to all Class 2 special events are that the event:

- impacts local traffic and transport systems but does not impact major traffic and transport systems
- disrupts the non-event community in the area around the event but not over a wide area
- requires the involvement of Police and Local Council
- requires a detailed Transport Management Plan
- requires advertising the event's traffic aspects to the local community.

Other features of a Class 2 special event are that it may:

- be conducted on-road or in its own venue
- involve trusts and authorities when using facilities managed by them
- involve State Rail and the State Transit Authority
- involve private bus and coach organisations.

The events that fall under the description of a Class 2 special event involve:

-  10,000 to 35,000 attendees,
-  parking is available within the in-field car park and out-field areas. This is typical of events hosted predominantly within the permanent venues

As with all large events, the use of public transport is promoted in order to limit the traffic activity generated by the event, however the use of the in-field with the associated permanent access provisions lessens the degree of temporary traffic management within the road network.

Appendix 2 of this report provides an overview TMP that would be applicable to Medium Events.

2.7 Class 3 - Small Events

3.4.1 Features of a Class 3 special event




Features common to all Class 3 special events are that the event:

- does not impact local or major traffic and transport systems or classified roads
- disrupts the non-event community in the immediate area only
- requires Local Council and Police consent
- is conducted on-street in a very low traffic area such as a dead-end or cul-de-sac
- is never used for racing events.

Other features of a Class 3 special event are that it:

- may, depending on Local Council policy, require a simplified Transport Management Plan
- depend on each Council's Special Events Policy and is not available in all Council areas
- may not require advertising the event's traffic aspects to the community.

The events that fall under the description of a Class 3 special event involve:

-  less than 10,000 attendees,
-  parking is available within the in-field car park and out-field areas.
-  events hosted predominantly within the permanent venues.

These events potentially generate insufficient traffic activity to cause a notable impact on the operation of the road network, ie slightly increased volumes at intersections etc, but not sufficient activity to warrant temporary traffic controls. A review of previous non-race day events (see Section 2.3) indicates that the majority of small events involved less than 10,000 people within the site.

Appendix 3 of this report provides an overview TMP that would be applicable to Small Events.

3 Existing Transport Facilities

3.1 Road Hierarchy

The Randwick Racecourse is located in an area that is relatively well served by the arterial road network, as indicated on the following map:



Source: RTA Road Hierarchy Review

—	State Road
—	Regional Road
—	Local Road

The NSW administrative road hierarchy comprises the following road classifications, which align with the generic road hierarchy as follows:

State Roads	-	Freeways and Primary Arterials (RMS Managed)
Regional Roads	-	Secondary or sub arterials (Council Managed, Part funded by the State)
Local Roads	-	Collector and local access roads (Council Managed)

The road network serving the Racecourse includes:

Alison Road is classified as a State Road and provides a connection between Avoca Street to the east and the Princess Highway to the west, continuing as McEvoy Street and Sydney Park Road. In the vicinity of the Racecourse, Alison Road comprises a divided carriageway accommodating 3 lanes in each direction, with auxiliary turn lanes provided at the intersections, including the right turn lane serving the Racecourse entry. The section of carriageway between Anzac Parade and Wansey Road (at the eastern side of the Racecourse) is subject to a 70kph speed limit.

Anzac Parade is also classified as a State Road and connects La Perouse and the City via Flinders Street and Oxford Street. At the intersection with Alison Road, Anzac Parade comprises three lanes in each direction with auxiliary turn lanes and a 3-4 metre wide central median. The intersection is controlled by traffic signals and all turning movements are permitted, except the right turn from Anzac Parade (northbound) to Alison Road and this movement is facilitated by Doncaster Avenue. Anzac Parade is subject to a 70kph speed limit between Alison Road and Flinders Street.

Doncaster Avenue is classified as a Regional Road and provides an alternative connection between Anzac Parade and Alison Road, and provides for vehicles turning from the south to the east, as this movement is prohibited at the Anzac Parade, Alison Road intersection.

High Street is currently classified as a local road although is highlighted for reclassification to a Regional Road. High Street connects Anzac Parade and Avoca Street in Randwick and provides an alternative access to the Racecourse, including the in-field car park. High Street also provides public and emergency access to Sydney Children's Hospital and Prince of Wales Private Hospital.

The road network serving the racecourse generally operates within capacity and with acceptable Levels of Service maintained at the key intersections during the morning and afternoon peaks. PTC has undertaken traffic modelling along Alison Road in relation to the proposed hotel development and along High Street in relation to the student accommodation proposal within the UNSW campus. During all large events, special event conditions apply to ensure that road capacity is maintained including special event clearways, a police presence and manual adjustment of the traffic signals by the RMS Traffic Management Centre as well as the temporary traffic controls detailed in this report.

The capacity of the road network is tested regularly through a combination of racing events and non-race related events including the Future Music Festival, which is currently the largest annual non-race day event held (45,000 attendees – 2012). The report prepared by MWT presented a number of permanent features that were put in place for the World Youth Day Mass, including the Bus-way and Oaks Drive connection, which accommodates a taxi pick-up area. By managing the movement of people and transport vehicles within the racecourse, the impact on the road network is lessened by allowing all lanes to be kept free of drop-off and pick-up activity. At present this only takes place in Darley Road, and as part of the hotel development, it is proposed to introduce the right turn movement into the site and bus-way so that buses will be able to avoid Darley Road.

4 Vehicular Access

The Racecourse has frontages to four roads, with primary accesses provided from Alison Road, Doncaster Avenue and High Street. There is also a gate located at the northern end of Wansey Road; however this only provides a secondary access to the rear of the racetrack and occasional egress from the in-field car park. The existing access arrangements are illustrated on the following diagram:



5 Public Transport and Taxis

The site is located within 100 metres of a bus stop serviced by city bound services, while east bound services stop on the opposite side of Alison Road.

During typical operation, public transport is available in the vicinity of the site and is provided by the State Transit Authority (STA). Services are detailed in the following table:

Route Number	Route Description
372	Daily full time service between Railway Square, Randwick and Coogee
373	Daily full time service between Circular Quay, Randwick and Coogee
374	Daily full time service between Circular Quay, Randwick and Coogee
376	Daily full time service between Circular Quay, Randwick and Maroubra Beach
377	Daily full time service between Liverpool, Strathfield, Lidcombe, Marrickville and Town Hall

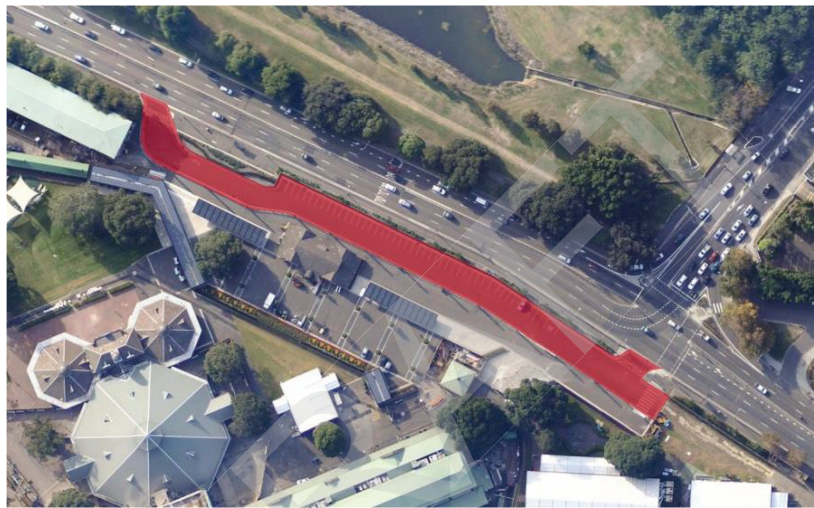
The bus routes are illustrated on the following extract from the STA maps. It is noted that the nearby bus stops are serviced at a relatively high frequency, although some of the express services do not stop near the Racecourse.



During special events buses and taxis are accommodated within the property by way of the Bus-Way located within the Alison Road frontage and the taxi zone located near the Ascot Street access. The Bus-Way can accommodate up to 12 buses aligned with permanent totem signs for each bus stand. This facility delivers passengers directly within the Racecourse with no need to cross any roadways or vehicle paths.

For further information on operation of the busway, refer to the consent application and approval documentation

The Bus-way is highlighted in red on the following image.



The taxi zone is highlighted in orange on the following image.



6 Pedestrian Facilities

Pedestrian facilities are located throughout and around the Racecourse site, as detailed on the map below.

Within the property, pedestrian footpaths provide access to the buildings and various facilities, while marked crossings are provided over parts of the internal car parks and circulation roadways. A tunnel provides a connection between the in-field and the Grandstand Precinct.

The road network surrounding the Racecourse includes footpaths adjacent to all road frontages and signal controlled crossings are located at the intersections of Alison Road with Doncaster Avenue, Darley Road and Cowper Street.

During large events, NSW police are engaged to monitor the pedestrian activity at these intersections, due to the bus and taxi drop off along Darley Road and associated increases pedestrian activity along Alison Road.



7 Bicycle Facilities

There are multiple locations within the Racecourse where bicycles can be parked and securely locked, while the extensive internal roadways and walkways provide a safe, low speed environment for cyclists.

Randwick City Council has created a bike plan to improve links to key destinations within the Randwick LGA. The plan identifies a network of on and off-road cycle paths and establishes a practical works program for cycling infrastructure with priorities for construction. The site is serviced by a well connected bike route which runs along Alison Road and continues along Darley Road.



8 Car Parking Provision

There are a number of existing and future car parking locations within the Racecourse, which are presented in the following table (including estimated capacities):

Location Estimated	Capacity (spaces)
Racecourse In-field	3,500
Racecourse Out-field areas Centennial Park site	500
Bus-way	150
Driveway	100
Proposed hotel basement parking	50

The parking provision, and most suitable parking location, depends largely on the type and scale of event being held. For example, large events held within the Spectator Precinct can attract up to 55,000 visitors in the out-field areas, while the in-field is available for parking up to 3,500 vehicles. Large in-field events rely on the out-field parking areas, with minimal parking in the in-field (approximately 1,000 spaces). It should be noted that public transport is promoted in relation to all events, with an emphasis on the large events.

The parking provisions for the various types of event are described in each of the TMPs.

9 Traffic, Pedestrian and Transport Management Plan Guidelines




The Traffic, Pedestrian and Transport Management Plans (TMP) presented as the Appendices of this report have been prepared in accordance with the requirements of the Guide to Traffic and Transport Management for Special Events, which is published on the RMS website along with the TMP forms.

The Guide presents the following four primary objectives:

"From a traffic and transport perspective, a special event needs to:

- ensure the safe separation of event patrons, participants and volunteers from traffic, and*
- manage the reduced capacity of the road system, and*
- minimise the traffic impact on the non-event community & the emergency services, and*
- minimise costs. "*

The Guide provides more detail on these objectives, within the following key chapters:

-  The Traffic & Transport Management for Special Events Process,
-  Roles of the principal Government Agencies
-  The Transport Management Plan

This report has been prepared in order to simplify and standardise the implementation of TMPs for race day and non-race day events held within the Racecourse. Complete TMPs have been prepared for Class 2 and 3 (small and medium) events, whereas a generic TMP has been prepared for larger events. It is acknowledged that a separate detailed TMP will need to be prepared for Class 1 (large) events and submitted to the Project Control Group (PCG) for consultation and finalisation in the lead up to an event.

The Australian Turf Club has commenced an ongoing consultation with Council, NSW Police, RMS and the Department of Planning, which will continue following the approval of this application. It is recognised that while the approval will provide a confirmed number of events and a framework for the event traffic management (presented as three TMPs), there will be a requirement to liaise with the relevant authorities in the lead up to major events (Class 1 and 2), having regard for the required lead periods.

The TMPs are presented as Appendices 1, 2 and 3 of this report and address the requirements of the TMP Guide.

10 Future Expansion of Sydney Light Rail Network

The future expansion of Sydney's Light Rail Network will impact Randwick racecourse on its Alison Road and Wansey Road frontages and also the area to the west of the spectator precinct, which is identified as the light rail marshalling area.

This will affect access & egress for vehicular and pedestrian traffic, through a number of gates and is subject to further negotiations between ATC, The Light Rail Team and Government.

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11 Summary

This report presents the traffic management arrangements associated with events within the Royal Randwick Racecourse site.

The report describes the existing permanent traffic, parking and access arrangements within and surrounding the racecourse and the temporary controls associated with events.

The traffic management relating to medium non-race day events involves only minor traffic management provisions within the road network, including Variable Message Signage and traffic controllers at key locations, while traffic associated with small events is managed entirely within the site.

There are a range of different types of large events and in this regard there is no single method for managing traffic and transport arrangements, although the TMP prepared in relation to the recent Future Music Festival provides a high level of detail and a basis for events involving a large attendance.

A review of relevant documentation and previous approvals confirms that the capacity of the racecourse is up to 55,000 people depending upon the management arrangements at the type of event. An assessment of the most recent large event by those involved indicates that up to 50,000 people could be accommodated at Future Music under the current management arrangement. It is likely that further provisions would enable this population to increase to 55,000 if required.

The report will provide the ATC and event promoters with certainty in relation to the number of events permitted each year, and with regard to small and medium events will streamline the event process should the typical traffic management measures presented in this report be agreed. This will not remove the requirement to coordinate with the relevant authorities in relation to large events through the PCG meetings and normal consultation process.

This report demonstrates that the site can accommodate 55,000 and that the traffic management measures presented will form the framework for future events.



Appendix 1 - TMP 1 - Class 1 - Large Event

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Class 1 - Large Event

1. Introduction

The non-race day events that fall under the description of a Class 1 special event involve:

-  more than 35,000 attendees
-  parking within the site is limited, ie the event is held within the in-field and the use of public transport is promoted intensely prior to the event.

These represent 'Large Events' and in the case of Future Music, road closures, temporary pedestrian access routes and special bus access provisions are put in place along with a high degree of traffic management and Police presence, as detailed in the TMP prepared for the 2012 festival (prepared by ESP Australia).

2. Event Details

The attached form will need to be completed and submitted **together** with a separate comprehensive TMP based on the generic TMP presented in this report, approximately 6 months prior to the event being held.

3. Other Considerations

The following considerations are extracted from the RMS Guide to Traffic and Transport Management for Special Events in order to confirm that each of the requirements of the Guide will be implemented in relation to future events. It is noted that many of the requirements are in place due to the normal operation of the racecourse, e.g. Public Liability Insurance, and regular consultation with the relevant authorities.

Occupational Health & Safety - Traffic Control

The ATC has prepared a Risk Assessment Plan for the Royal Randwick Racecourse.

Public Liability Insurance

The ATC has Public Liability Insurance for the Royal Randwick Racecourse.

Police

NSW Police are notified of upcoming events through regular PCG meetings.

Fire Brigades and Ambulance

An emergency plan is being submitted with this application.

Impact on/of Public transport

The large non-race day events involve the use of public transport as a means of reducing the reliance of private vehicles. In this regard the Bus-way, located within the Alison Road frontage, is available for the exclusive use by buses, which allows for event charter services. The access and operation of the Bus-way is controlled by traffic controllers and NSW Police.

Traffic management requirements unique to this event

A description of the Traffic Management Plan, including Traffic Control Plans will be prepared in relation to each large event based on the generic TMP presented in this report.

Heavy vehicle impacts

There are no impacts on heavy vehicle routes as a result of large events other than the special event clearways and lane closures in the vicinity of the racecourse.

Special event clearways

Special event clearways are required along parts of Alison Road and High Street as detailed in the event specific TCPs. These will be prepared on an event to event basis and specifically tailored to meet the event requirements.

Access for local residents, businesses, hospitals and emergency vehicles

Large events typically involve lane closures on High Street between Anzac Parade and the racecourse access gate. Hospital and emergency access will be maintained at all times and, where possible, access for residents and businesses will be unaffected.

Advertise traffic management arrangements

Event organiser to liaise with Traffic Management Centre to arrange and agree extent of public communication required for each individual event. This would generally be in the form of a letterbox drop at least 1 week prior to an event.

Special event warning signs

Special event information signs are described in the Traffic Control Plan/s, which involve a series of Variable Message Signs (VMS) providing drivers with relevant information, such the location of parking etc.

Permanent Variable Message Signs

These events do not use permanent Variable Message Signs.

Portable Variable Message Signs

The location and content of portable VMSs are detailed in the TCPs prepared for each large event.

4. Outline TMP Plan – Large Event



This figure is included as an example of an Outline TMP for a Class 1 event. A specific TMP will be required for each individual event.

Event summary

Event Name: Event with more than 35,000 people (Guests)

Event Location: Royal Randwick Racecourse

Event Date: Event Start Time: Event Finish Time:

Event Setup Start Time: Event Packdown Finish Time:

Event is off-street/on-street moving/on-street non-moving/held regularly throughout the year (calendar attached)

Contact names

Event Organiser *.....

Phone:..... Fax:..... Mobile:..... E-mail:.....

Event Management Company (if applicable).....

Phone:..... Fax:..... Mobile:..... E-mail:.....

Police

Phone:..... Fax:..... Mobile:..... E-mail:.....

Council.....

Phone:..... Fax:..... Mobile:..... E-mail:.....

Roads and Maritime Service (if Class 1).....

Phone:..... Fax:..... Mobile:..... E-mail:.....

*Note: The Event Organiser is the person or organisation in whose name the Public Liability Insurance is taken out.



Appendix 2 - TMP 2 - Class 2 - Medium Event

DRAFT

Class 2 - Medium Event

1. Introduction

The events that fall under the description of a Class 2 special event involve:

-  10,000 to 35,000 attendees,
-  parking is available within the in-field car park and out-field areas. This is typical of events hosted predominantly within the permanent venues

As with all large events, the use of public transport is promoted in order to limit the traffic activity generated by the event, however the use of the in-field with the associated permanent access provisions lessens the degree of temporary traffic management within the road network.

2. Event Details

The attached form will need to be completed and submitted approximately 3 months prior to the event being held.

3. Other Considerations

The following considerations are extracted from the RMS Guide to Traffic and Transport Management for Special Events in order to confirm that each of the requirements of the Guide will be implemented in relation to future events. It is noted that many of the requirements are in place due to the normal operation of the racecourse, e.g. Public Liability Insurance, and regular consultation with the relevant authorities.

Occupational Health & Safety - Traffic Control

The ATC has prepared a Risk Assessment Plan for the Royal Randwick Racecourse.

Public Liability Insurance

The ATC has Public Liability Insurance for the Royal Randwick Racecourse.

Police

NSW Police are notified of upcoming events through regular PCG meetings.

Fire Brigades and Ambulance

An emergency plan is being submitted with this application.

Impact on/of Public transport

The Medium events involve the use of public transport as a means of reducing the reliance of private vehicles. In this regard the Bus-way, located within the Alison Road frontage is available for the exclusive use by buses, which allows for event charter services. The access and operation of the Bus-way is controlled by traffic controllers and NSW Police.

Traffic management requirements unique to this event

A Traffic Management Plan, including Traffic Control Plans is prepared in relation to each medium event.

Heavy vehicle impacts

There are no impacts on heavy vehicle routes as a result of medium events other than the special event clearways in the vicinity of the racecourse.

Special event clearways

Special event clearways are required along parts of High Street and Darley Road as detailed in the event specific TCPs.

Access for local residents, businesses, hospitals and emergency vehicles

Medium events typically do not involve lane closures; however access into the site is restricted at the Alison Road and Cowper Street intersections as detailed in the event specific TCP's. Hospital and emergency access will be maintained at all times and, where possible, access for residents and businesses will be unaffected.

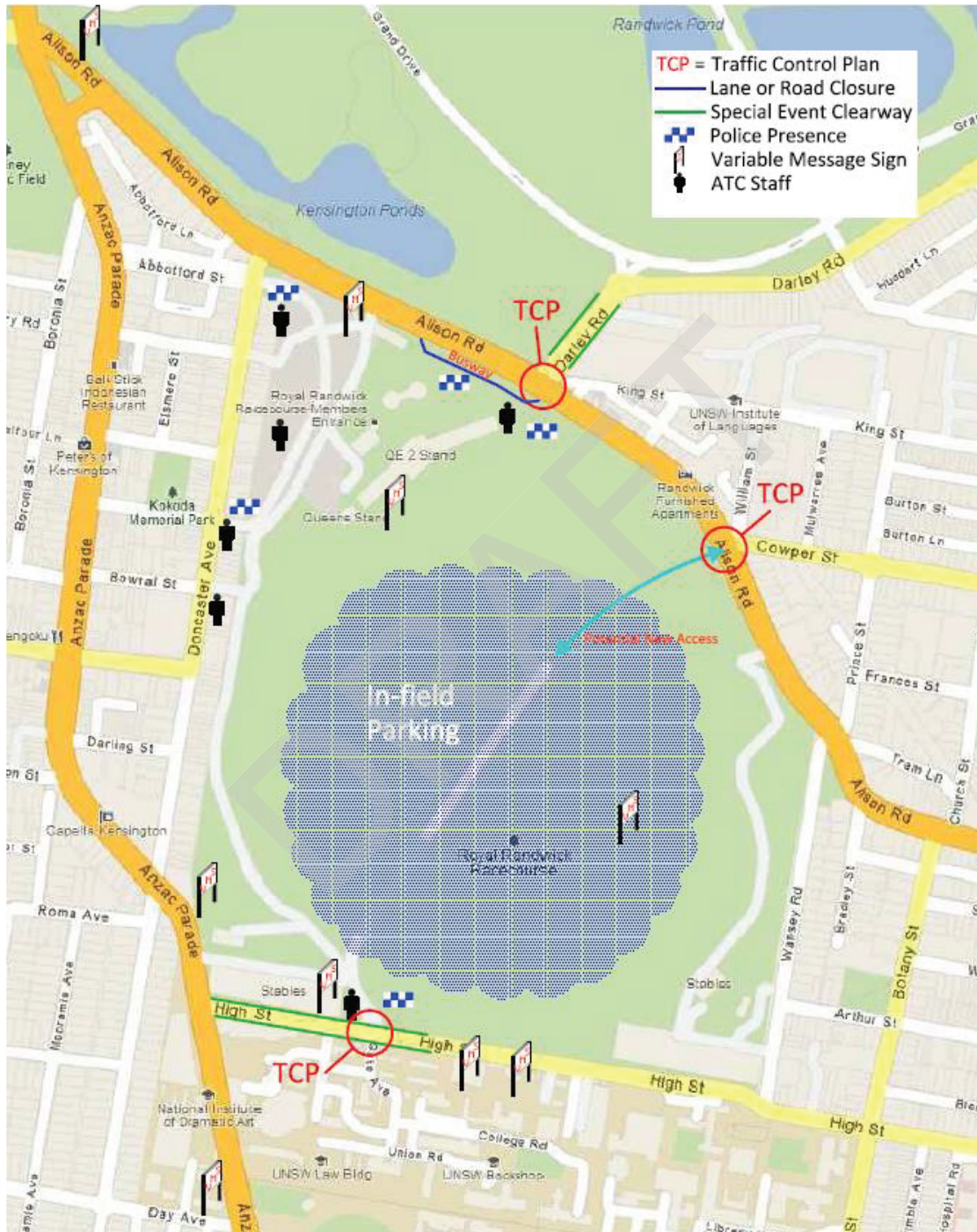
Advertise traffic management arrangements

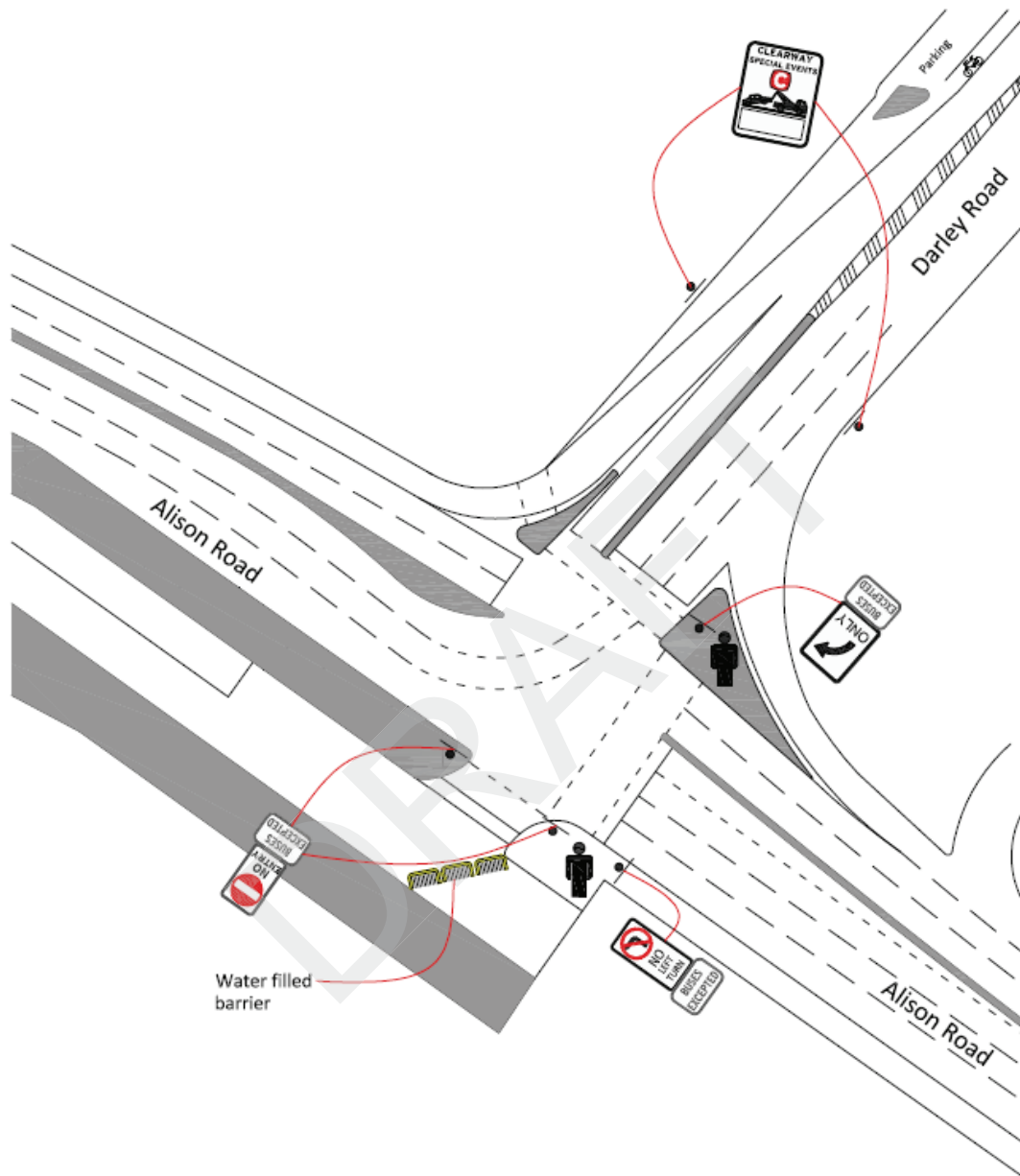
The Director General's Requirements relating to this application require letterbox drops in the lead up to medium events. The timing of the letterbox drops is stated in the correspondence from RMS, as at least 1 week prior to an event.

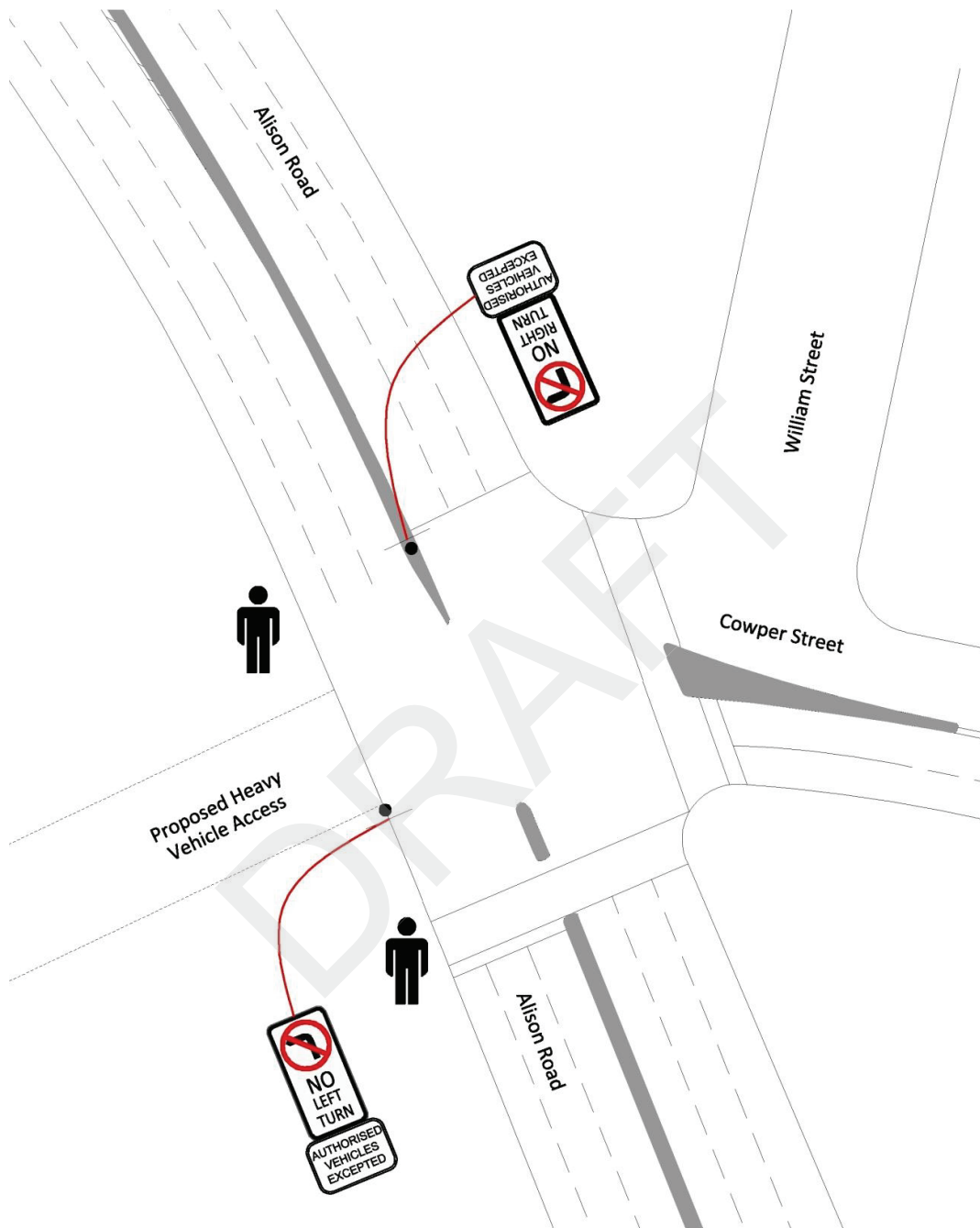
Special event warning signs

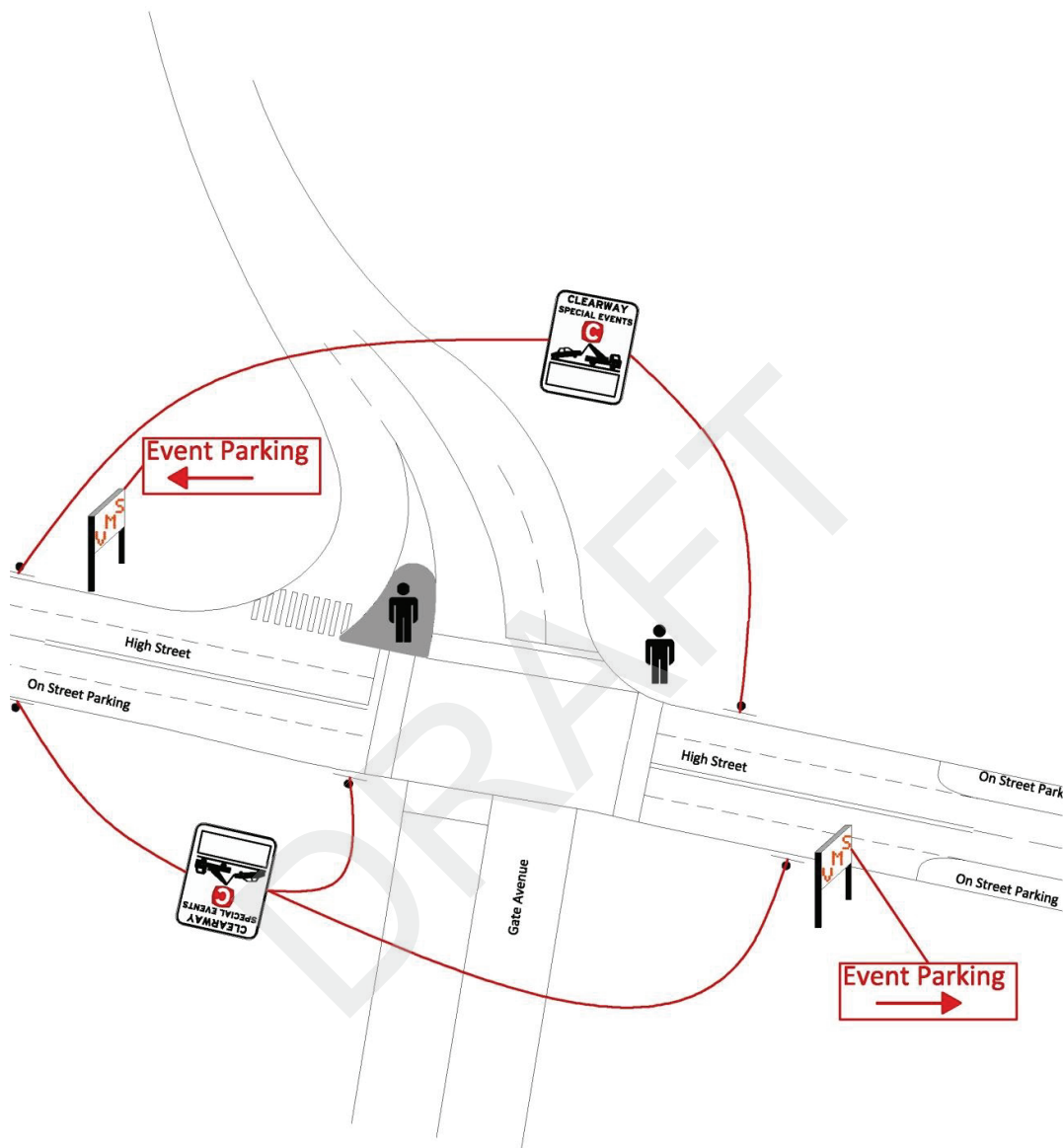
Special event information signs are described in the Traffic Control Plan/s, which involve a series of Variable Message Signs (VMS) providing drivers with relevant information, such the location of parking etc.

4. Outline TMP Plan – Class 2 - Medium Event









Event summary

Event Name: Event with 10,000 to 35,000 people (Guests)

Event Location: Royal Randwick Racecourse

Event Date: Event Start Time: Event Finish Time:

Event Setup Start Time: Event Packdown Finish Time:

Event is off-street/on-street moving/on-street non-moving/held regularly throughout the year (calendar attached)

Contact names

Event Organiser *.....

Phone:..... Fax:..... Mobile:..... E-mail:.....

Event Management Company (if applicable).....

Phone:..... Fax:..... Mobile:..... E-mail:.....

Police

Phone:..... Fax:..... Mobile:..... E-mail:.....

Council.....

Phone:..... Fax:..... Mobile:..... E-mail:.....

Roads and Maritime Service (if Class 1).....

Phone:..... Fax:..... Mobile:..... E-mail:.....

*Note: The Event Organiser is the person or organisation in whose name the Public Liability Insurance is taken out.

Brief description of the event (one paragraph)

DRAFT




Appendix 3 - TMP 3 - Class 3 - Small Event

DRAFT

Class 3 - Small Event

1. Introduction

The events that fall under the description of a Class 3 special event involve:

-  less than 10,000 attendees,
-  parking is available within the in-field car park and out-field areas.
-  events hosted predominantly within the permanent venues.

These events potentially generate insufficient traffic activity to cause a notable impact on the operation of the road network, ie slightly increased volumes at intersections etc, but not sufficient activity to warrant temporary traffic controls. A review of previous events (see Section 2.3) indicates that the majority of small events involved less than 10,000 people within the site.

2. Event Details

Details of the event and the attached form will be completed and submitted prior to the event being held although there is no obligation to consult with the PCG as these events generally have very little impact on the operation of the road network, being events held largely within the permanent venues.

3. Other Considerations

The following considerations are extracted from the RMS Guide to Traffic and Transport Management for Special Events in order to confirm that each of the requirements of the Guide will be implemented in relation to future events. It is noted that many of the requirements are in place due to the normal operation of the racecourse, e.g. Public Liability Insurance, and regular consultation with the relevant authorities.

Occupational Health & Safety - Traffic Control

The ATC has prepared a Risk Assessment Plan for the Royal Randwick Racecourse

Public Liability Insurance

The ATC has Public Liability Insurance for the Royal Randwick Racecourse

Police

NSW Police are notified of upcoming events through regular PCG meetings

Fire Brigades and Ambulance

An emergency plan is being submitted with this application

Impact on/of Public transport

The small events promote the normal use of public transport as a means of reducing the reliance of private vehicles, however there are no changes to services or road/lane closures affecting routes

Traffic management requirements unique to this event

The traffic management associated with small events is described in this report.

Heavy vehicle impacts

There are no impacts on heavy vehicle routes as a result of small events.

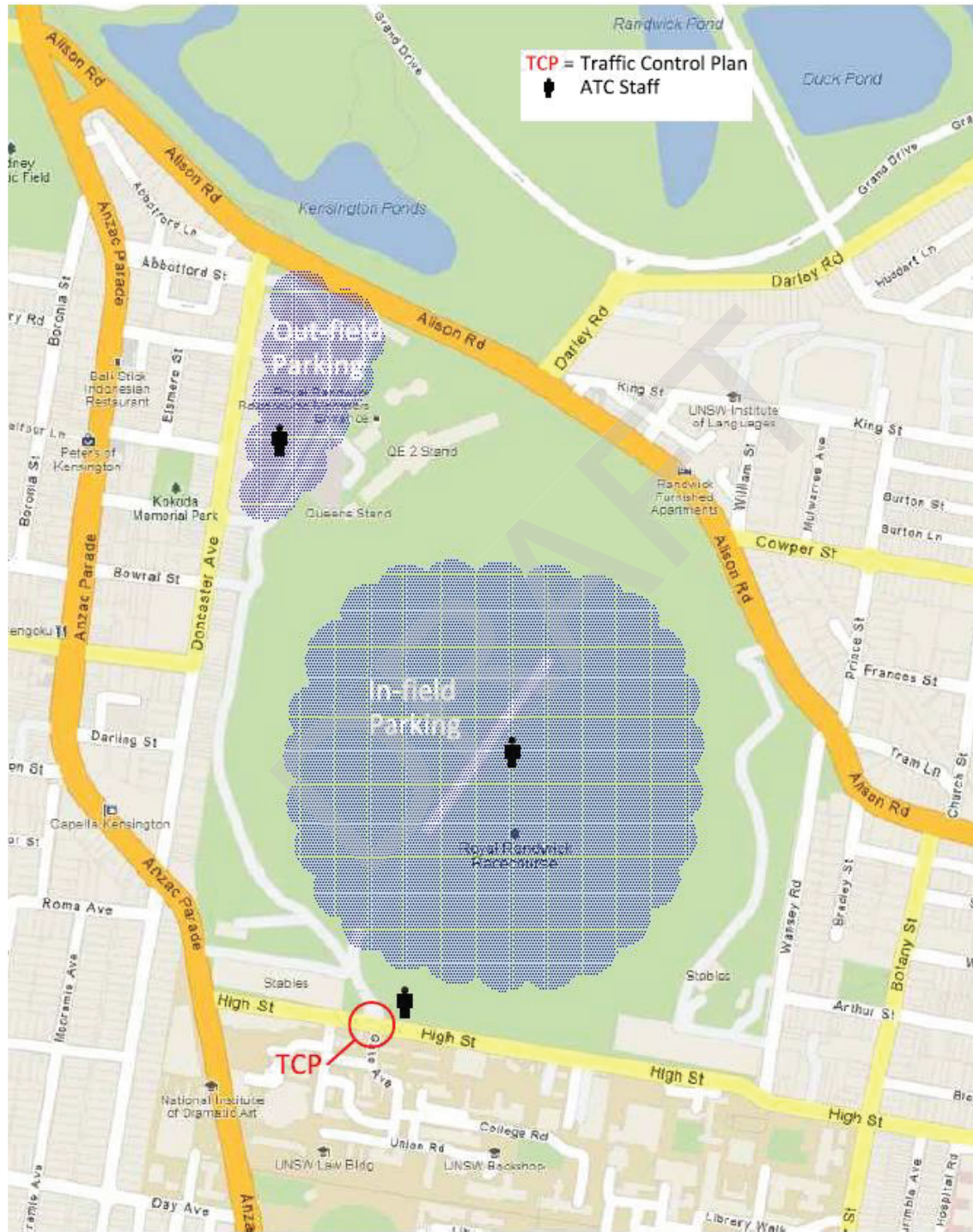
Special event clearways

No special event clearways are required in relation to small events

Access for local residents, businesses, hospitals and emergency vehicles

Access for local residents, businesses, hospitals and emergency vehicles is not affected by small events.

4. Outline TMP Plan – Class 3 - Small Event



Event summary

Event Name: Event with less than 10,000 people (Guests)

Event Location: Royal Randwick Racecourse

Event Date: Event Start Time: Event Finish Time:

Event Setup Start Time: Event Packdown Finish Time:

Event is off-street/on-street moving/on-street non-moving/held regularly throughout the year (calendar attached)

Contact names

Event Organiser *.....

Phone:..... Fax:..... Mobile:..... E-mail:.....

Event Management Company (if applicable).....

Phone:..... Fax:..... Mobile:..... E-mail:.....

Police

Phone:..... Fax:..... Mobile:..... E-mail:.....

Council.....

Phone:..... Fax:..... Mobile:..... E-mail:.....

Roads & Traffic Authority (if Class 1).....

Phone:..... Fax:..... Mobile:..... E-mail:.....

*Note: The Event Organiser is the person or organisation in whose name the Public Liability Insurance is taken out.

Brief description of the event (one paragraph)

DRAFT

Appendix 4 – Example of Class1 TMP

DRAFT

Appendix B – Security Alert & Escalation Plan

Australian Turf Club

SECURITY ALERT & ESCALATION PLAN

INTRODUCTION

1. The Australian Turf Club (ATC) is committed to ensuring that its staff, members, visitors and contractors enjoy a safe and secure environment in which to work and relax. In order to minimise any adverse security incidents on the welfare of staff, members, visitors and contractors the ATC has developed a Security Alert and Escalation Plan (SAEP). The SAEP is applicable to all four (4) ATC facilities; Royal Randwick, Warwick Farm, Canterbury Park and Rosehill Gardens

The SAEP makes the following assumptions:

- staff safety is paramount;
- the security response must be appropriate to the level of evaluated risk; and
- the security response must not cause undue alarm for staff, members, visitors, contractors the community or stakeholders.

AIM

2. The SAEP has been developed to ensure that the arrangements in place are adequate to:

- manage a security incident;
- minimise injuries to staff, members, visitors or contractors;
- reduce the impact of damage to property; and
- restore the ATC to normal operations as quickly as possible.

LINKS

3. The SAEP is linked to the Security Standard Operating Procedures (SOPs), the security risk assessment, the security gap analysis and the strategic security plan.

SECURITY ALERT AND ESCALATION GUIDELINES

4. The following table provides generic guidelines for minimum-security considerations to be implemented against various security or counter-terrorism alert levels. It expands upon the ATC Strategic Security Plan. The purpose of implementing these security considerations is for the protection of staff, members, visitors and contractors and limiting the destruction, degradation or unavailability of infrastructure for extended periods.

5. It should be remembered that this is specific to the ATC and whilst there may be a national security alert level of **Medium**, this level may not reflect the threat to ATC operations.

6. The guidelines are not exhaustive; however, they form a basis for further security measures to be implemented by the ATC. Furthermore, these guidelines should be supported by current threat assessments, security risk assessments and security plans.

7. In addition, any changes to the threat level may be dramatic and without warning therefore, the ATC should ensure that crisis management plans, disaster recovery plans and business continuity plans are regularly monitored and exercised for effectiveness and applicability.

8. Although it may not be necessary for all staff to know the substance of the SAEP, security staff, including external security providers, should be fully conversant with their responsibilities in the event of an emergency or security alert.

ALERT LEVEL: LOW

Level	Security Considerations
Low	<p>No information of threat to the ATC. A criminal incident or terrorist act is not expected.</p> <ul style="list-style-type: none">• Identify the risks associated with the normal business-operating environment, for example natural disasters and accidents.• Ensure security reviews and security plans are current (should be reviewed annually by the Security, Risk & Transport Manager with a report to the ATC GM Security & Risk)• Ensure that normal emergency evacuation procedures are current and practiced. The Chief Warden to coordinate and report any evacuation problems.• Ensure a Business Continuity Plan has been developed. The BCP, which forms part of the Business Continuity Strategy of the ATC, should identify ATC critical activities, single points of failure and recovery time objectives.• Report unusual activity or telephone calls to the police. Security, Risk & Transport Manager to monitor activity for trends etc.• Have the necessary plans, processes and systems in place to respond to increased levels of risk or threats. Security, Risk & Transport Manager to coordinate.• Ensure after hours contact details are current and the police are provided with contact details of key personnel.• Any security breaches are reported within 48 hours to the Security, Risk & Transport Manager.

ALERT LEVEL: MEDIUM

Level	Security Considerations
Medium	<p>Medium risk of security incident involving the ATC. A criminal incident or terrorist act is possible but there is no evidence to indicate it will occur.</p> <p>Includes considerations for Low, plus:</p> <ul style="list-style-type: none">• Reinforce security practices and policies through staff security awareness training. Security, Risk & Transport Manager to coordinate.• Increase vigilance using existing resources.• Activate warning system, including notifying key personnel of the increase in the Alert Level. Chief Warden to coordinate.• Establish contact with local police and other emergency services. Chief Warden to coordinate.• Pay particular attention to abandoned packages or unusual articles and introduce mail screening.• Have the necessary plans, processes and procedures in place and current to enable a rapid respond to increased levels of risk or threats. Security, Risk & Transport Manager to coordinate.• Identification checks on entry and exit points, visitors to critical areas to be monitored and, if necessary, escorted.• Ensure Business Continuity Plan has been tested and apparent shortfalls rectified. Security, Risk & Transport Managers & GM Security & Risk to coordinate.• Detect and report within 24 hours any security breaches to the Security, Risk & Transport Manager.

ALERT LEVEL: HIGH

Level	Security Considerations
High	<p>Credible intelligence indicates that a risk of serious criminal activity or terrorist activity is likely.</p> <p>ATC action includes considerations for Low and Medium plus:</p> <ul style="list-style-type: none">• CEO to be notified of the threat level by the GM Security & Risk• Activate Crisis Management Plan. Crisis Manager to assume command with Emergency Manager as the Deputy.• Consider extending Contract Security Employees rosters to 24/7.• Conduct White Level Inspections.• Prepare and disseminate Incident Analysis Bulletin to senior managers.• Activate media liaison officer.• First Aid Centre to be staffed.• Deploy additional security resources, particularly on entry/exit points. Security, Risk & Transport Manager to coordinate.• Compulsory identification of staff and visitors at all times.• Activate security control room as required and consider preliminary activation of the Business Continuity Plan.• Heightened alert to unattended vehicles and equipment adjacent to ATC premises.• Facilitate closer liaison with police and emergency services. Security, Risk & Transport Manager to coordinate.• Have the necessary systems, plans and processes in place to respond to increased levels of risk or threats.• Contract Security Employees to be briefed to detect and report security breaches to Security, Risk & Transport Manager within 12 hours.

ALERT LEVEL: EXTREME

Level	Security Considerations
Extreme	<p>A terrorist attack or serious criminal activity is imminent or has occurred</p> <p>Includes considerations for Low, Medium, and High plus:</p> <ul style="list-style-type: none">• CEO to notify Board Chairman. Police and emergency service presence may be required.• If injuries have occurred prepare for emergency evacuation.• Continuous patrolling of facilities and static guard of critical assets. Security, Risk & Transport Manager to supervise• All staff on station to be aware that radio transmissions can activate a bomb.• Restrict access to essential personnel only.• Chief warden to:<ul style="list-style-type: none">• Evacuate non-essential personnel to evacuation assembly point or sent home and advised not to attend until further notice. Activate 1800 number; or• Advise staff to remain in place depending on the situation.• All gates to remain closed except for essential traffic and emergency vehicles. Security, Risk & Transport Manager to supervise.• Deploy resources to provide constant monitoring and guarding of ATC premises.• Implement perimeter security and restrict parking in the near vicinity.• Activate Operations Centre on a 24/7 basis.• Activate Business Continuity Plan.• Detect and report security breaches immediately to Security, Risk & Transport Manager.

Appendix C – Security & Risk Reference Book



Australian Turf Club

The heart of Sydney racing

Royal Randwick Spring Carnival 2019 Security & Risk Reference Book

This document is to be used in conjunction with:

*ATC Incident & Emergency Manual
ATC RR Sydney Carnival Safety Plan
ATC RR Sydney Carnival AMOR*

For the information of:

*New South Wales Emergency Services
NSW Office of Liquor, Gaming & Racing
E-Group Security Pty Ltd
ATC Medical Personnel*

September 2019

ROYAL RANDWICK

Spring Carnival 2019 Security & Risk Reference Book

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1. Sydney Spring Carnival 2019 – Summary



Colgate Optic White Stakes – George Main

Date: 21st September 2019

Gates Open 11.00 am

First Race 12.40 pm

Last Race 5.15 pm

Ticket Prices

Course Admission \$20.00

Concession Admission \$10.00

Member's Guest \$60.00

Feature:

Group 1 \$500,000 Colgate Optic White Stakes
And host of Group 2 and Group 3 races
Myer FOTF, Octagonal Lawn

TAB Epsom Day

Date: 5th October 2019

Gates Open 11.05 am

First Race 12.20 am

Last Race 5.20 pm

Ticket Prices

Course Admission \$40.00

Concession Admission \$20.00

Member's Guest \$125.00

Feature:

Racing on the track will boast close to \$2 million in prize money across three Group 1s, including the \$1 million The Star Epsom Handicap
Viewing of the AFL Grand Final



Moët & Chandon Spring Champion Stakes

Date: 12th October 2019

Gates Open 11.20 AM

First Race 12:30 PM

Last Race 5.30 PM

Ticket Prices

Course Admission \$20.00

Concession Admission \$10.00

Member's Guest \$60.00

Feature:

Group 1 \$500,000 Moët & Chandon Spring Champion Stakes
Myer fashions on The Field, Octagonal Lawn

The Everest

Date: 19th October 2019

Gates Open 11.20 AM

First Race 12:35 PM

Last Race 5.30 PM

Ticket Prices

Course Admission \$20.00

Concession Admission \$10.00

Member's Guest \$60.00

Feature:

Group 3 \$150,000 The Nivision
Listed \$150,000 City Tattersalls Cup
Group 2 \$13,000,000 Evesert



City Tattersalls Club Cup Day

Date: 26th October 2019

Gates Open 11.20 AM

First Race 12:30 PM

Last Race 5.30 PM

Ticket Prices

Course Admission \$20.00

Concession Admission \$10.00

Member's Guest \$60.00

Feature:

Group 1 \$500,000 Moët & Chandon Spring Champion Stakes

Myer fashions on The Field, Octagonal Lawn

The Agency Cup Day

Date: 5th November 2019

Gates Open TBC

First Race **TBC**

Last Race **TBC**

Ticket Prices

Course Admission \$34.00

Concession Admission \$37.00

Member's Guest \$165.00

Feature:

2. Neighbourhood Helpline

The ATC has established a Neighbourhood Helpline to allow the local community a means of communicating issues or concerns during the Spring Carnival period with the goal of assisting in a timely and appropriate response.

Neighbourhood Helpline signage has been erected on:

- Doncaster Avenue
- Wansey Road
- Alison Road

The helpline (9663 8500) will be manned from 08:30 hrs – 18:30 hrs on all programmed race days. All calls received will be logged and where possible an appropriate response (police, cleaners) will be dispatched to the location specified.

Signage example:



Raceday
Neighbourhood
Helpline
9663 8500

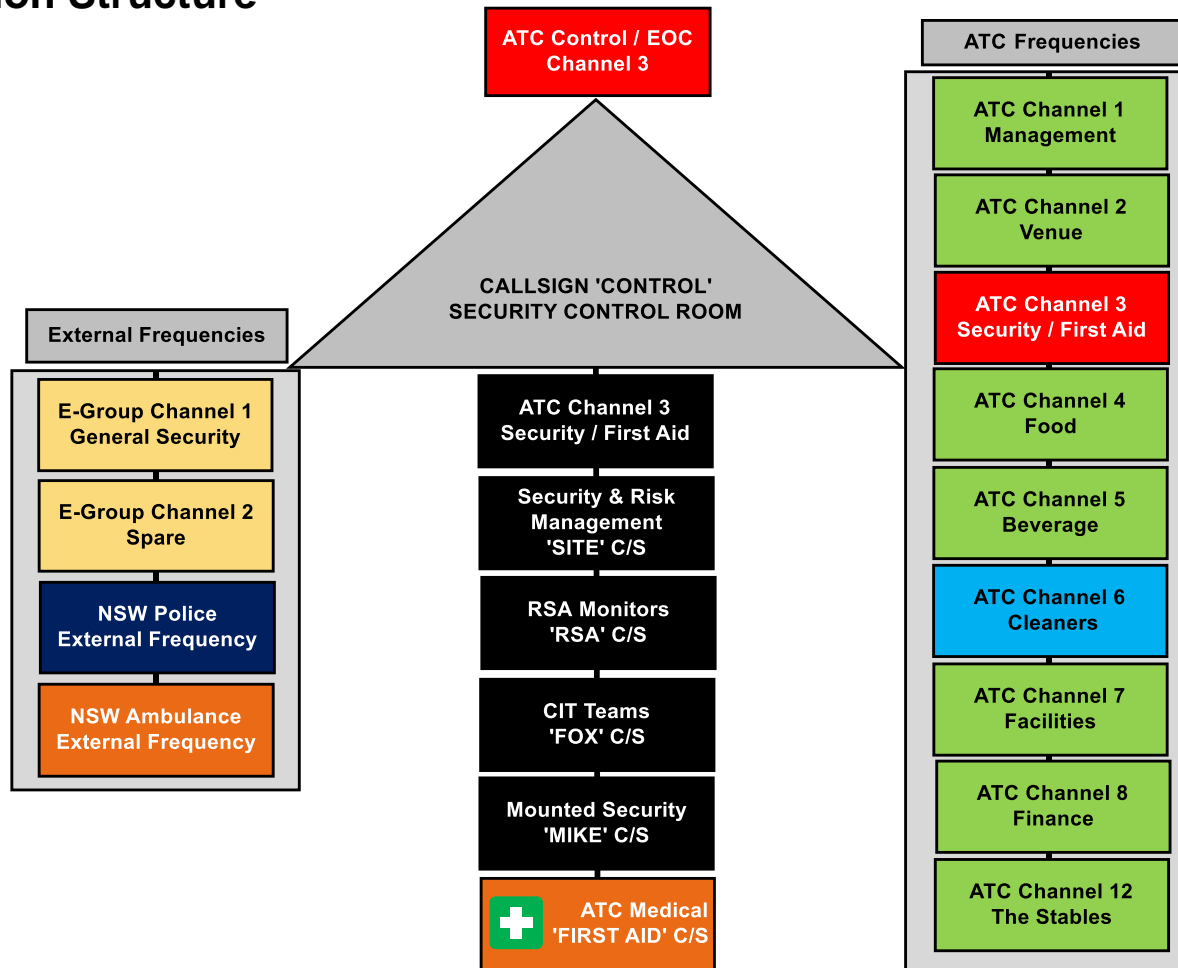
3. Contact Details

COMPANY / STALKEHOLDER	NAME	OFFICE TEL	MOBILE
Event Security Control Centre (Event Operating Centre)	Primary Ex # 8443 / 8374		
Weigh Room – QE II Grandstand		Ext: 8203 Ext: 8550	
ATC Licensee	Matt Galanos		0418 226 879
Head of Security & Access	Gary Colston	Ex 8443(EOC)	0437 503 087
ATC Security & Risk Manager	Adam Perkins		0467 898 282
GM Royal Randwick & Warwick Farm, Hospitality & Events	Adam Smith		0422 271 555
ATC Security – Admin Building	Firewatch	8442	
ATC Reception		Ex # 8400	9663 8400
Basement Bank	Colin Scott	Ext: 8260	0438 746 981
First Aid Room	ATC RN's	Ext: 8243	
Main Kitchen– Randwick G/stand Lower Ground	George Mullen	Ext: 8242	
E-Group	Abdul Nemra		0422 440 644
Police Commander - Event	Inspector FORDY	Ex #8443(EOC)	0436 806 801
Police Forward Commander	A/Inspector SECKOLD		
Prince of Wales Hospital	24 hour emergency	9382 2222	
Medical Centre (Anzac Parade Kensington)	Off-site referrals	9398 9555	
Cleaning Manager – NewState	Errol Willott		0427 150 101
Sydney Buses - STA	David Thomas		0436 289 116
Taxi Control		9020 2325	
Combined Towing		9319 3434	
UNSW	Security Control Room	9385 6000	

4. Outlet Contact Details

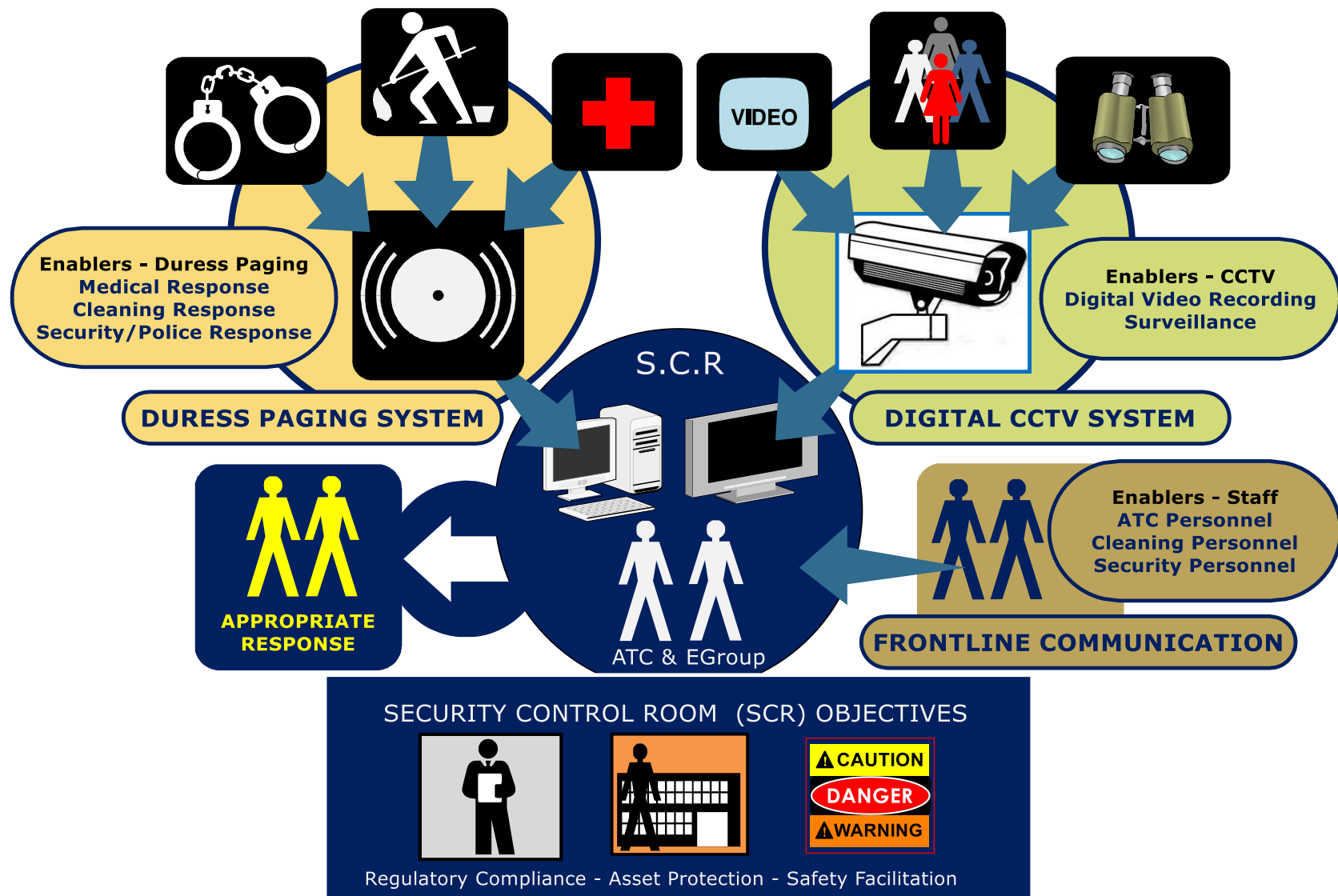
OUTLET NAME	LOCATION	EXT
AV Control Room	Basement	8558
Staff Check In	Basement	8620
Dock Control	Basement	8223,8224
Staff Dining	Basement	8213
Main Kitchen	Basement	8242
Kensington Cafe	Kensington Room - Public	8612
Late Mail Bar	Kensington Room	8613, 8614
Silks Bar	Kensington Room	8610, 8611
Triple Crown Bar	Kensington Room - Members	8618
TAB Office	Kensington Room	8670, 8335
Public Cloak Room South	Ground Level - Public	8621
Members Information Desk North	Ground Level - Members	8619
Octagonal Bar	Doncaster Walk	8390
Owners Pavilion	Boulevard	8309
Level 1 Centre Reception	Level 1	8258
Chairman's Bar	Level 1	8261
Chairman's Reception	Level 1 South	8259
Grandview Bar	Level 1	8255
Centennial Bar	Level 3 Public	8305
Skyline Bar	Level 3 Members	8317
Skyline Cafe	Level 3 Members	8318

5. Communication Structure



Call-signs		Radio Codes	
TBA	TBA	CASH IN TRANSIT	CODE SILVER
Gary Colston	SITE 1	MEDICAL	CODE ORANGE
Abdul Nemra	COURSE 1	URGENT ASSISTANCE	CODE BLUE
ATC Security	CONTROL	BOMB THREAT	CODE BLACK
Police	BLUE LIGHT	FIRE	CODE RED
Fire Brigade	RED LIGHT	LOST/FOUND CHILD	CODE CHARLIE
Ambulance	ORANGE LIGHT	DRUG RELATED	CODE WHITE

6. Security Control Room Operations



7. Security Control Room - Objectives



1. Regulatory Compliance

The ATC recognises the need to minimise the harm associated with the misuse of alcohol. As a business the ATC encourages responsible attitudes and practices towards the promotion, sale and consumption of liquor. To ensure the protection of the Club's liquor licence, one of the ATC's main objectives is compliance with associated State Government Act and Regulations.

The ATC adheres to the pre-determined room capacities within the grandstands. To achieve total compliance an overall strategy was developed to ensure that the ATC effectively delivers on its policies, procedures and corporate responsibility.

The Security Control Room is an integral mechanism for achieving compliance with the following:

- Liquor Act 2007
- Liquor Regulations 2008
- Responsible Service of Alcohol
- Security Industry Act 1997
- Work Health & Safety Act 2011



2. Asset Protection

The Security Control Room is to ensure that the security and integrity of the Australian Turf Club's assets is maintained.

This is achieved by the timely identification of unlawful acts via the ATC's electronic security measures, building systems and direct communication from the frontline staff. Following the pro-active identification of any unlawful act within the premise, the function of the Security Control Room is to facilitate the appropriate response to ensure that the matter is dealt with in an effective and timely manner and that any evidence or crime scene is preserved.



3. Safety Facilitation

The Security Control Room is an integral facet of the ATC's responsibility to ensure the safety and security of the ATC premises, members, guests, employees and horses.

Enhanced safety facilitation is achieved through the operational application of the CCTV People Count Technology and live patron monitoring. The maximum allowable number of persons within a room is pre-determined and entered into the networked system. It alerts the CCTV operator via visual display when the room capacity limit is approaching. This will allow operational adjustments to be made in a timely manner and ensures adherence to the ATC's harm minimization responsibilities. In addition an IP based duress paging system allows frontline staff to alert the Security Control Room and management of any issue that requires an immediate response from Security / Police, Cleaning or Medical personnel.

In any critical or major incident the Security Control Room assists the frontline staff in managing communication and responses from ATC departments and the emergency services. The Security Control Room is also the primary Emergency Operating Centre (EOC) for the Royal Randwick facility.

8. Grandstand Capacities

Level		Population that can be accommodated (BCA)
Royal Randwick		
Ground	Kensington Room	1170
Level 1	Grandview & Chairman's Club	1026
Level 2	Seating	2088
Level 3	Centennial & Skyline Rooms	2988
	Viewing Decks – Centennial: 563 & Skyline: 450	
Level 4	The Stables & Private Suites	2070
Official's Stand		
Ground	Oaks Bar	1170
Level 1	Doncaster, Villiers & Champagne Bar	1026
Level 2	Seating	2088
Leger Lawn		
	Pony Palms	1000
	Leger Lawn Trackside BBQ	1000

9. Security Control Room - Enablers



1. CCTV

The facility's IP based surveillance (CCTV) system consists 5 digital cameras servers. In addition the system is equipped with people counting technology within the Royal Randwick Grandstand. The networked cameras exchange information and allow a real time display of the number of persons within the room. This allows the measurement and data recording of the number of persons in the room at any one time but also the pedestrian traffic entering and leaving at each entrance. This information is available in real time or as statistical data for later reference.

VIDEO

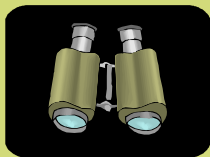
Image Recording / Retention

The system records all vision to assist in the retrospective analysis of events and can be utilized as evidence in court if necessary.



People Counting

The real time count of each room's current occupancy is displayed for the CCTV Operator. The operator must monitor this display to ensure that the maxim capacity is adhered to at all times.



Surveillance

The surveillance cameras incorporate risk areas eg: stairs, escalator, entry & exits, crowd control 'hotspots' and additional cash handling areas. The CCTV Operator is required to proactively monitor patrons and areas during racedays and major events. As a part of the ATC's incident management strategy the SCR is to evaluate and monitor incidents as they are occurring.

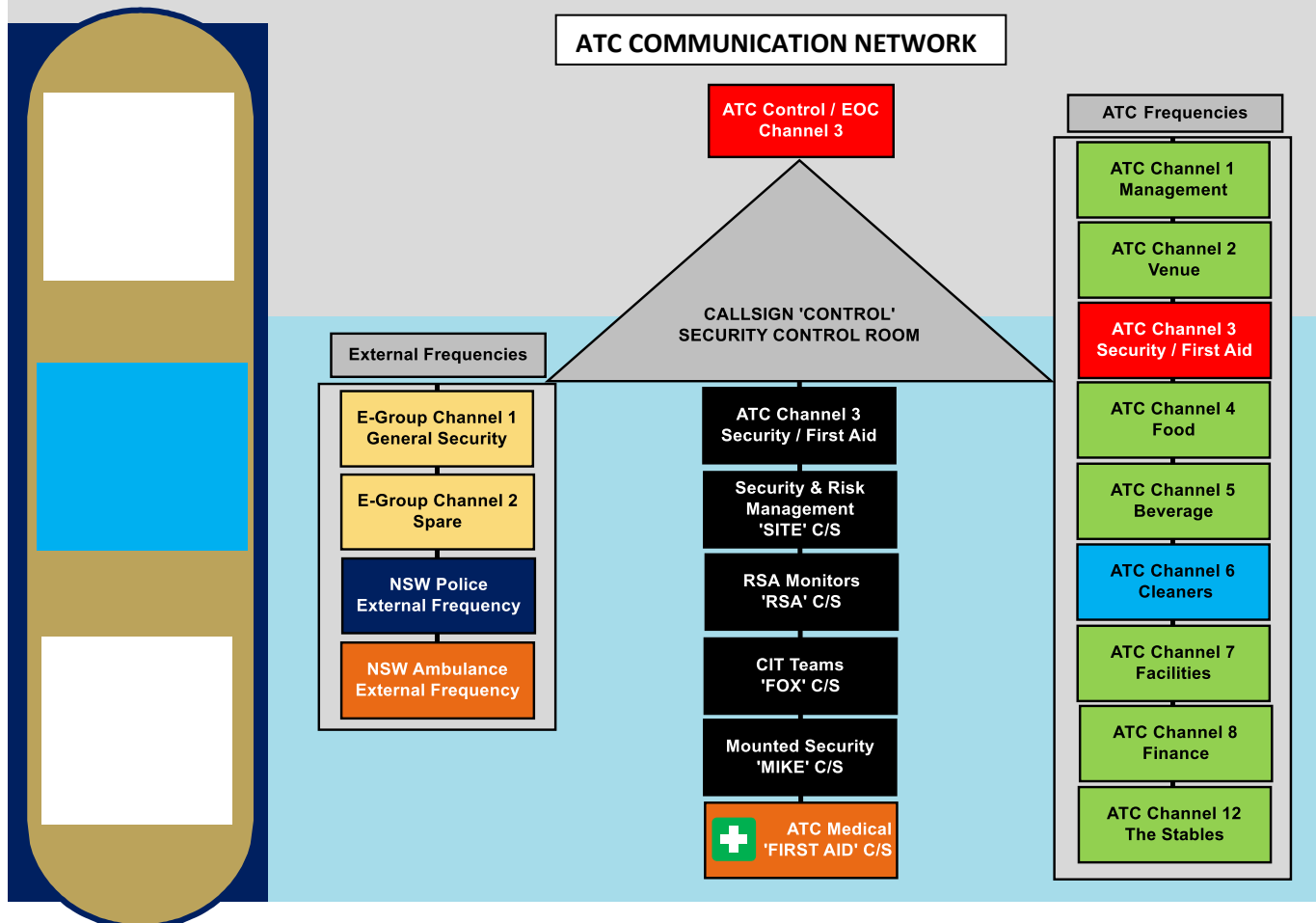


2. Frontline Communication

The Security Control Room is the communication link between the three main entities on racedays and during major events. It consists of two-way radio operators from the cleaning and security providers and the CCTV/radio Operator from the ATC. It is of paramount importance that an open line of communication is maintained between the personnel manning the SCR. In addition the NSW Police Radio Operator is also within this location. The SCR is also equipped with land-line and mobile telephone capabilities.

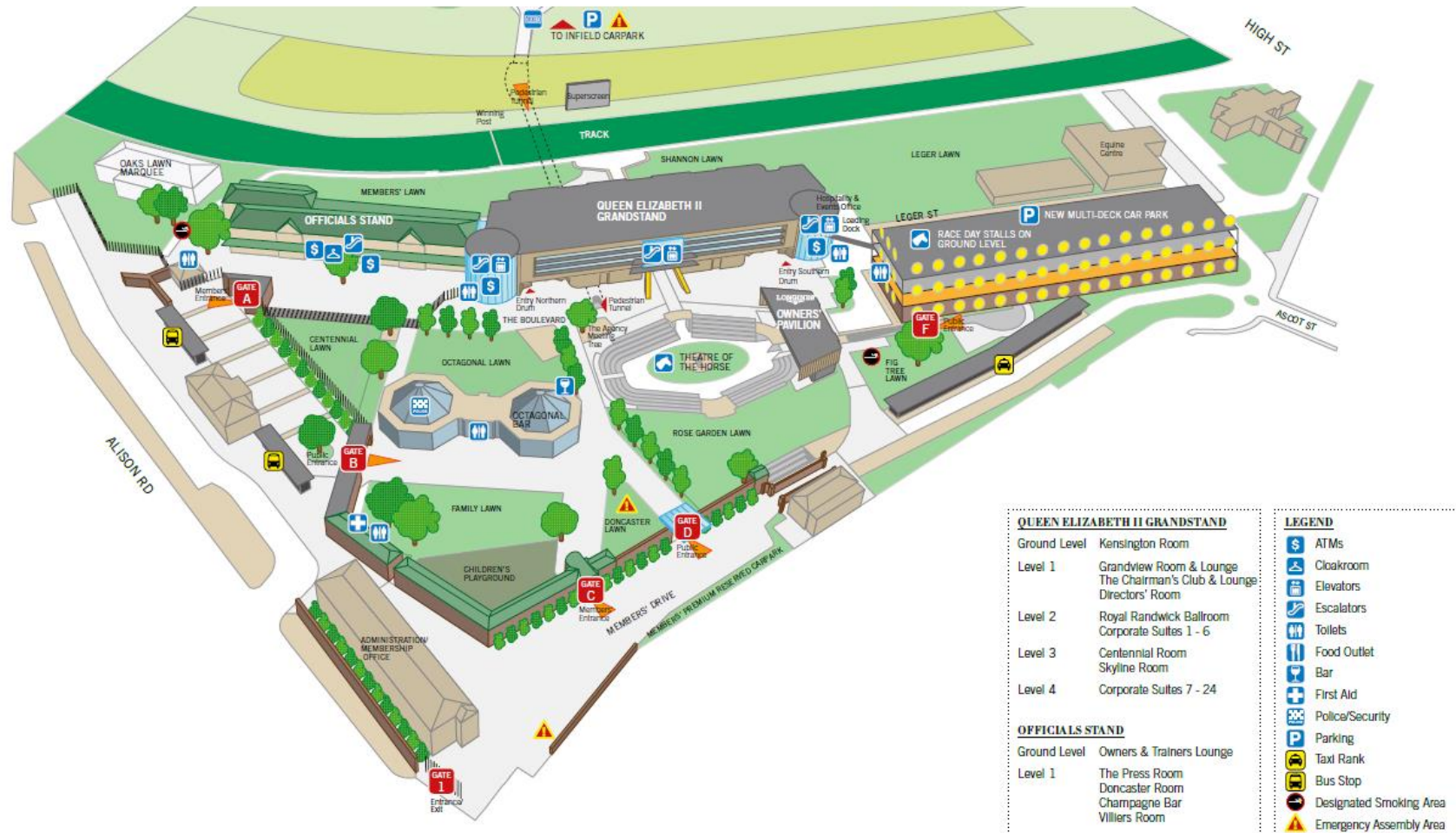
Frontline personnel will report any issue or incident to the SCR, all events must be logged. The recorded information must include the nature, time and resolution to all events.

The CCTV Operator is required to directly liaise with the appropriate entity to ensure that an adequate and timely response is dispatched to any reported or observed incident.







10. Precinct Map

ROYAL RANDWICK PRECINCT MAP





11. General Information

STAFF CHECK IN

   	<p>CATERING</p> <p><u>ATC catering staff check in</u> will take place in the Basement staff area, access via southern end.</p> <p><u>Agency catering staff check in</u> will take place in the Basement staff area, access via southern end.</p> <p>VENUE SERVICES</p> <ul style="list-style-type: none"> Venue Services / Customer Service Staff check in will take place in Basement staff area, access via southern end. <p>SECURITY</p> <ul style="list-style-type: none"> Security Staff check in will take place within the Security Office, Gate 1 (adjacent to Alison Road). <p>CLEANERS</p> <ul style="list-style-type: none"> NewState Staff check in will take place in the NewState office behind the Oaks Lawn Marquee. <p>POLICE</p> <ul style="list-style-type: none"> User-pay Police check in will take place in the EOC Octagonal Building.
--	--

STAFF INFORMATION

	<p>STAFF BREAKS</p>	<ul style="list-style-type: none"> The ATC staff lunch room will be located in the Basement Staff Lunch Room. Security staff are to take breaks at security sign-on Staff must smoke in the designated smoking area which is located rear of the Admin Building.
	<p>STAFF PARKING</p>	<ul style="list-style-type: none"> There is <u>limited parking</u> available for staff, you are encouraged to catch public transport to the race course. For those that have no option but to drive, limited parking is available in the infield, access is available via Alison Rd after 0900 hr (please refer to the above map). If you are catching a Taxi, please ensure you are dropped off at the designated Taxi Rank. <u>You are not permitted</u> to alight on Alison Road as this will interfere with the Traffic Management Plan.

PATRON INFORMATION

ALL STAFF PLEASE NOTE RSA POLICY FOR SYDNEY CARNIVAL



Public Bars

There is a **(4) drink limit per person** in every public bar, with the only exclusion being bottles of Moët & Chandon and Domäne Chandon. 2 drink limit will be enforced from 4.00 PM

Members Bars

There is a **(4) drink limit per person** in every members bar, please note the sale of full bottles of sparkling, wine and champagne is permitted until 4pm. Bottles of wine and champagne purchased in the Members area is to be consumed in the Members Area only.

Please ensure alcohol is served in compliance with RSA guidelines/procedures, including:

- No alcohol to be served to patrons under the age of 18yrs old.
 - Refusal of service to patrons showing signs of intoxication.
 - Ensuring patron behaviour doesn't adversely impact on the experience of other patrons.
 - Ensure all RSA incidents are correctly logged in RSA Registers in conjunction with Bar Supervisors.
 - All products must be served open, in accordance of our liquor licence.
- "No ATC staff member is to sell, supply or serve alcohol without having his/her photo competency card in their possession"***

WATER POINTS

- Free Sydney tap water is available for patrons from every bar.
- Please ensure that your water stations are monitored and topped up!



FOOD AND BEVERAGE

- **Food and soft drinks are available from bars opening to bars closing.**
- There will be food and beverage available to patrons in the following areas:
- Food vans along Doncaster Walk.

Members – Official Stand:

There is food and beverage available on the Ground and First Levels of the Official Stand.

Oaks Coffee Shop – Ground level, Officials Stand (southern end)

- Espresso Coffees, gourmet sandwiches, savouries, toasted sandwiches and oysters.

Oaks Sandwich – Ground Floor, Officials Stand




- Espresso Coffees, made to order sandwiches, savouries.






Villiers Bistro – Level 1, Officials Stand

- Substantial meals, hot roast meals, gourmet sandwiches and hot and cold vegetarian options.

Doncaster Deli – Level 1 Officials Grandstand

- Substantial meals, hot roast meals, gourmet sandwiches and pies

	TOILETS	<p>Toilets are located in the following areas:</p> <p>Members:</p> <ul style="list-style-type: none"> ▪ Ground floor, southern end of the Oaks Lounge. ▪ First floor, northern and southern ends. ▪ Temporary toilets are located at the rear of the Official stand ▪ Additional temporary toilets are located behind the Pavilion (adjacent the Playground). <p>Public:</p> <p>Special Needs Toilets:</p> <ul style="list-style-type: none"> ▪ Champagne Bar ▪ Ground floor, Official Stand. ▪ Horse Stall Lawn. ▪ Each level of the QEII Grandstand.
	MEDICAL	<ul style="list-style-type: none"> ▪ The Medical room will be in operation 30 mins before gates open until patrons clear of venue. ▪ Located north of the Playground next to Gate B. Panadol and sunscreen are available for purchase from the information booth and cloak rooms. ▪ Please report all patron and staff medical incidents to your Supervisor.
	MEMBERS DRESS CODE	<p>Acceptable attire for Gentlemen</p> <p>Gentlemen are required to wear a tie and collared shirt. Suit jacket, sports coat or blazers are optional.</p> <p>Unacceptable attire for Gentlemen</p> <p>Any form of sports shoe such as joggers, track shoes and runners are unacceptable.</p> <p>Sandals, thongs, dilapidated footwear, scuffs or slippers and any footwear without socks are not permitted.</p> <p>Denim jeans, jodhpurs, shorts or non-tailored slacks, open neck shirts and shirts without a collar are unacceptable, as are baseball caps or beanies.</p> <p>Pullovers or cardigans (without a jacket), rugby tops and football jerseys, even if wearing a tie are also unacceptable.</p> <p>Acceptable attire for Ladies</p> <p>General Race Days: Non revealing skirts or dresses and tailored suits. Ladies are expected to maintain a suitable standard in keeping with the dignity of the Members' Enclosure.</p> <p>Unacceptable attire for Ladies</p> <p>Shorts, jeans, denim or brief clothing are unacceptable.</p> <p>Pullovers, cardigans, parkas, duffle coats or waist length jackets, jeans and shorts as outer wear are not permitted.</p> <p>Running shoes including sandshoes, gym boots or thongs are also unacceptable.</p>

	MEMBERS TICKETS	<ul style="list-style-type: none"> Members guest tickets are available for purchase from the Members Concierge located on the ground level of the northern drum and <u>can only be purchased by an ATC Member</u>.
	CIGARETTES	<p>Cigarettes are <u>ONLY</u> available for purchase from:</p> <ol style="list-style-type: none"> Owners & Trainers Bar Late Mail Bar
	ATM'S / EFTPOS	<p>ATMS are located:</p> <ul style="list-style-type: none"> Located in each drum at all levels Rear of Official Stand (Members only). Octagonal Bar
	INFO BOOTH	<ul style="list-style-type: none"> Information booth located in the Plaza adjacent to the Doncaster Lawn. <p>Items for sale:</p> <ul style="list-style-type: none"> Race books, Royal Randwick Pens, panadol, ponchos and a variety of remedies.
	SMOKING	<ul style="list-style-type: none"> Smoking is only permitted in designated area on the Fig Tree Lawn Cigarettes are only available for purchase from fixed bars and are not for sale from food outlets or temporary bars.
PROMOTIONS / ACTIVITIES		
<p>LEGER LAWN ROSE GARDEN LAWN OCTAGONAL LAWN</p>	<ul style="list-style-type: none"> Bucket List Marquee Rose Garden Lawn BBQ Fashions on the Field 	

12. Media Access

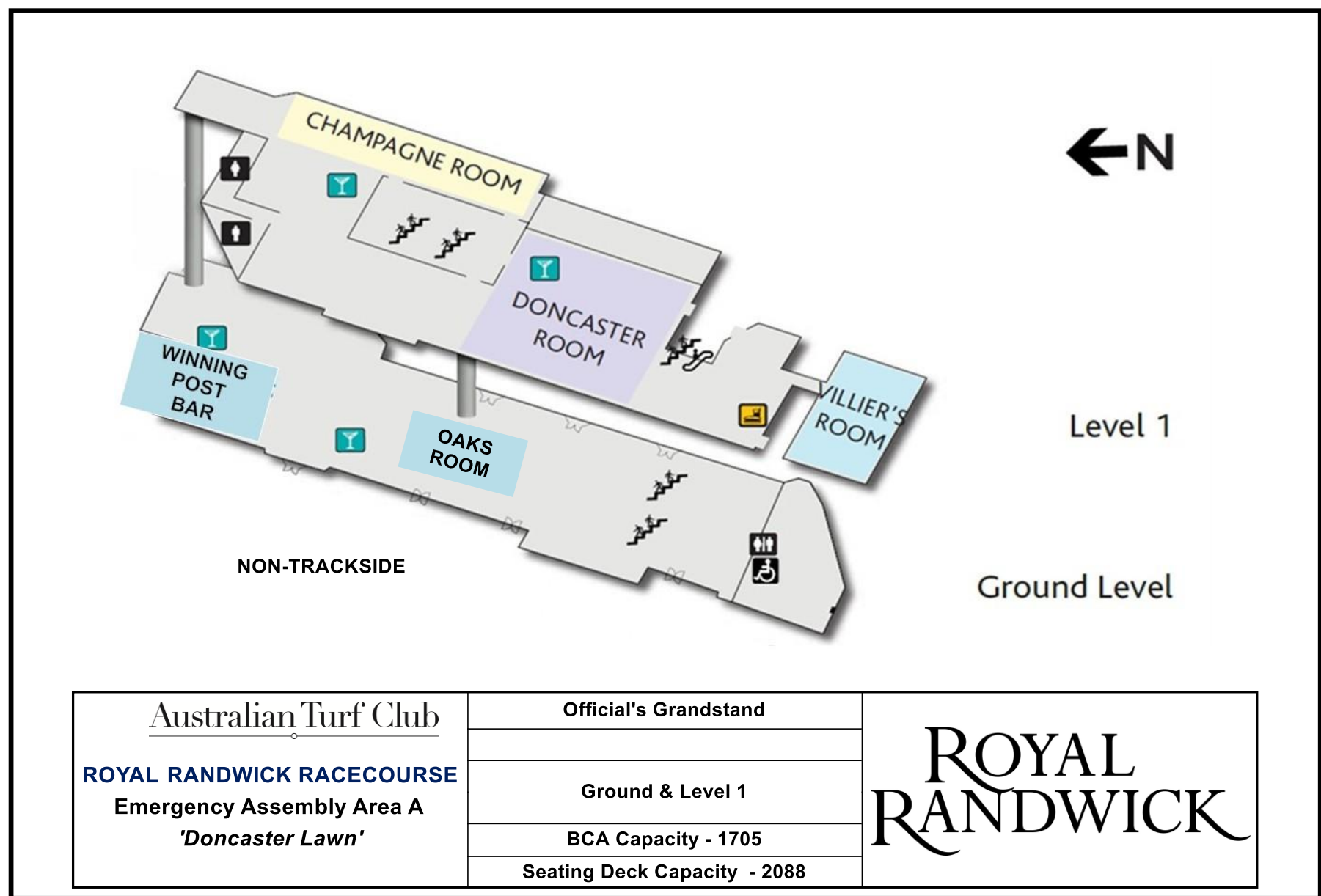
Media are permitted at Sydney Carnival and will either have the ATC Media Pass or a race day pass. Any form of media personnel without either of these passes will be required to pay the general admission fee to the carnival.

The only television media permitted to film the carnival races are Sky Racing and Channel 7.

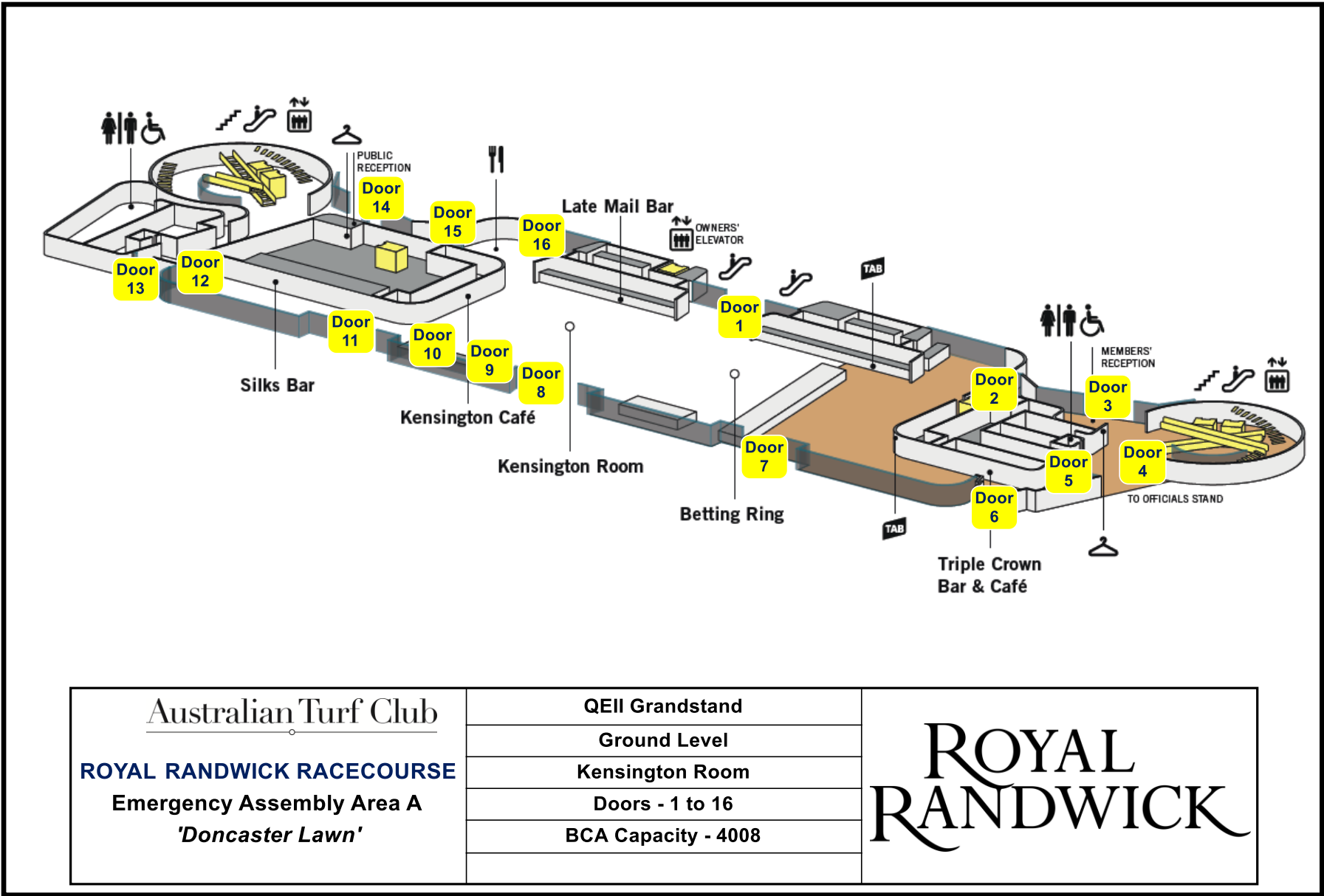
All media inquiries will be referred to Brett de Vine (ATC Media & PR Manager):
Mobile – 0419 613 455

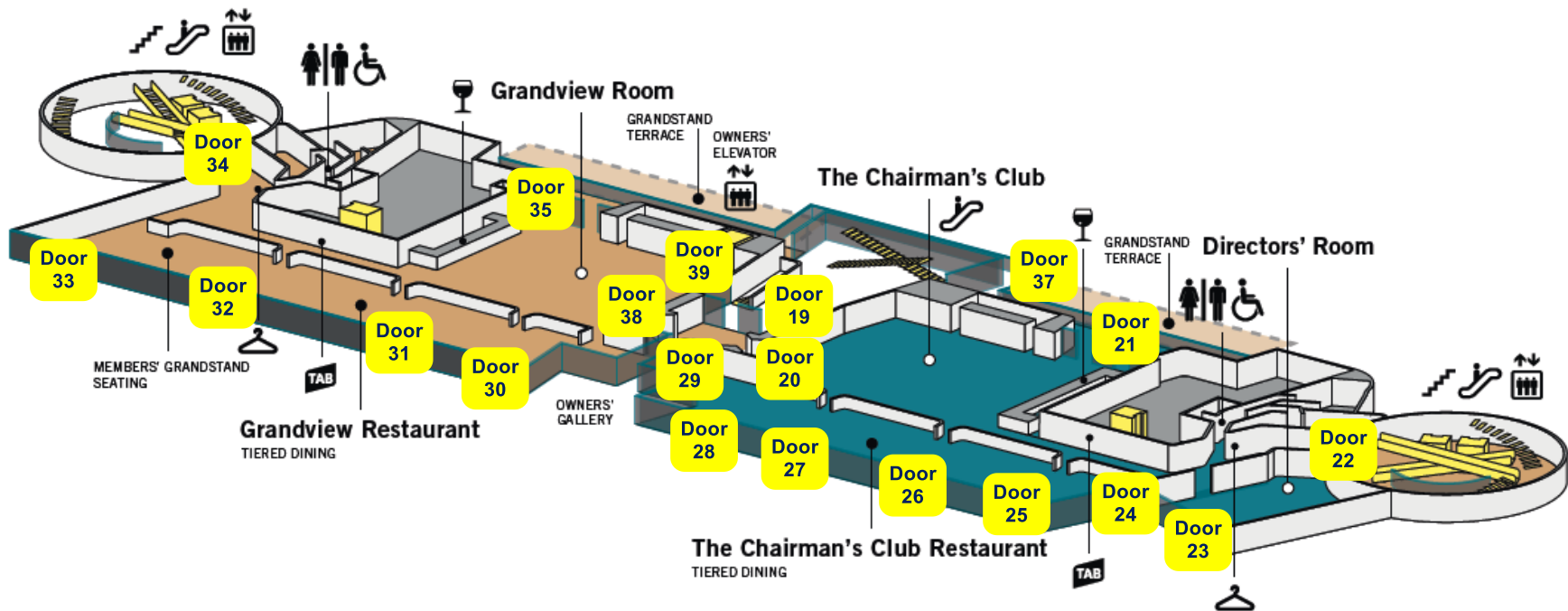


13. Floor Plan – Member’s (Officials) Stand

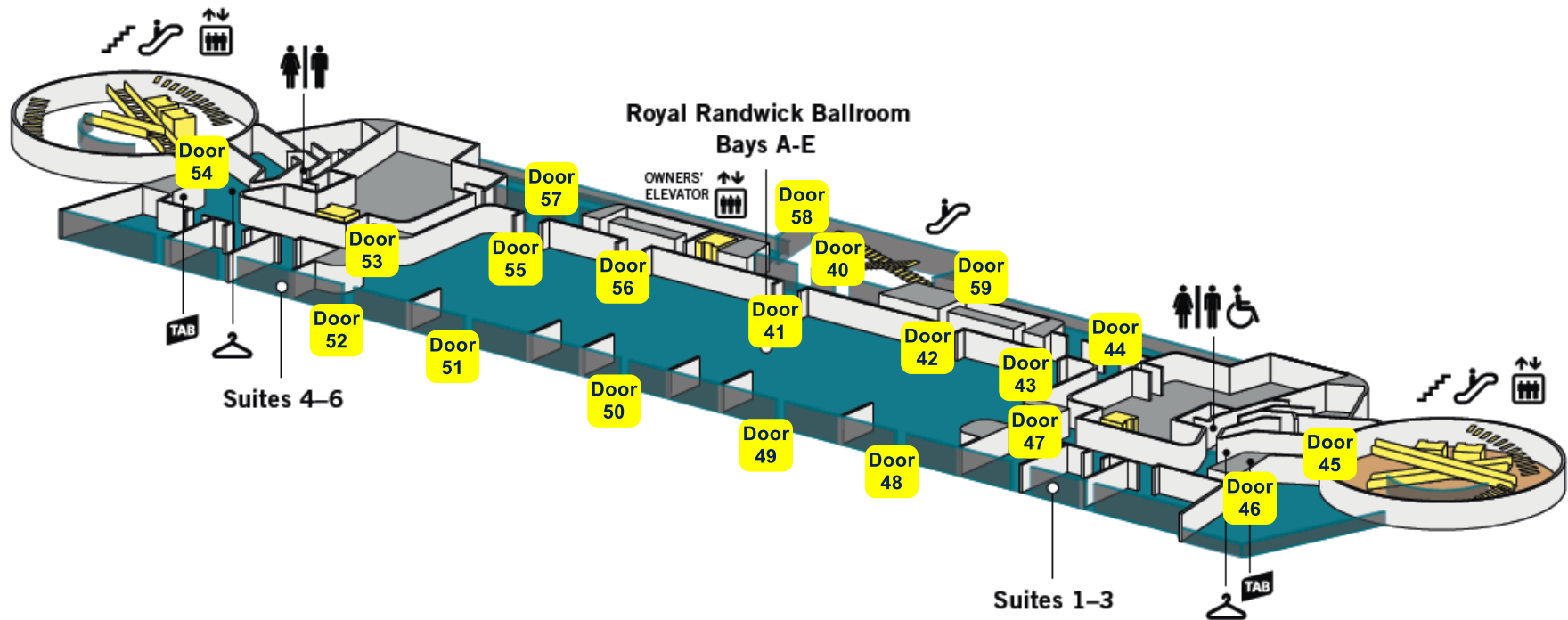


14. Floor Plan – Royal Randwick Grandstand

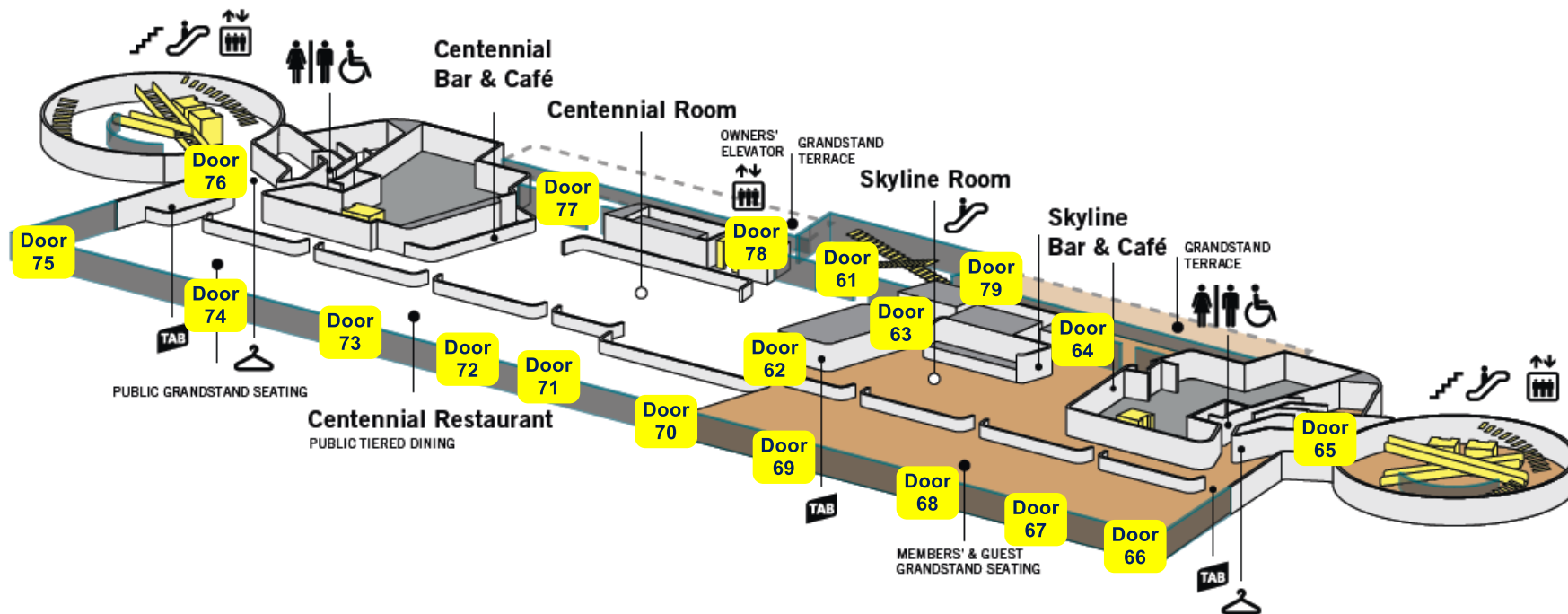




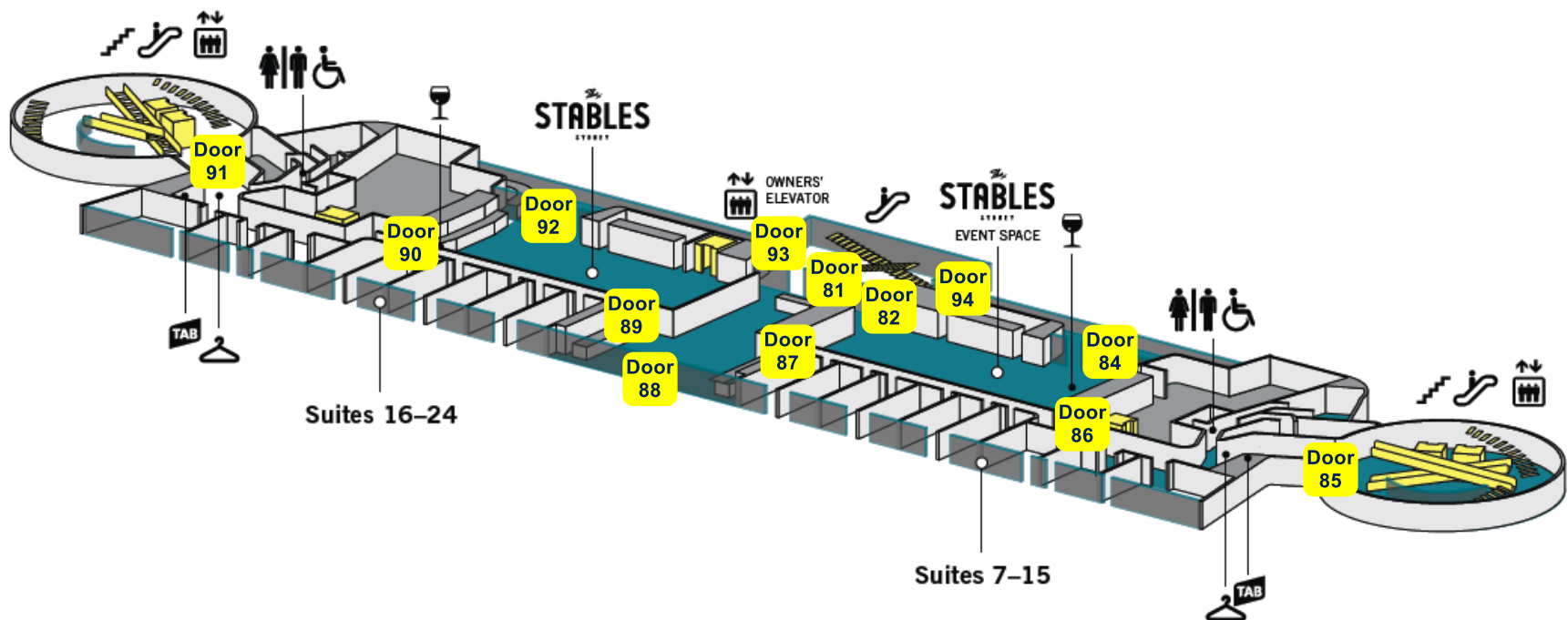
<p>Australian Turf Club</p> <p>ROYAL RANDWICK RACECOURSE</p> <p>Emergency Assembly Area A 'Doncaster Lawn'</p>	QEII Grandstand	<p>ROYAL RANDWICK</p>
	Level 1	
	Chairman's Club & Grandview Room & Director's Room	
	Doors - 19 to 37	
	BCA Capacity - 3076	



<p>Australian Turf Club</p> <p>ROYAL RANDWICK RACECOURSE</p> <p>Emergency Assembly Area A</p> <p><i>'Doncaster Lawn'</i></p>	QEII Grandstand	<p>ROYAL RANDWICK</p>
	Level 2	
	Royal Randwick Ballroom & Suites 1 to 6	
	Doors - 40 to 59	
	BCA Capacity - 2080	

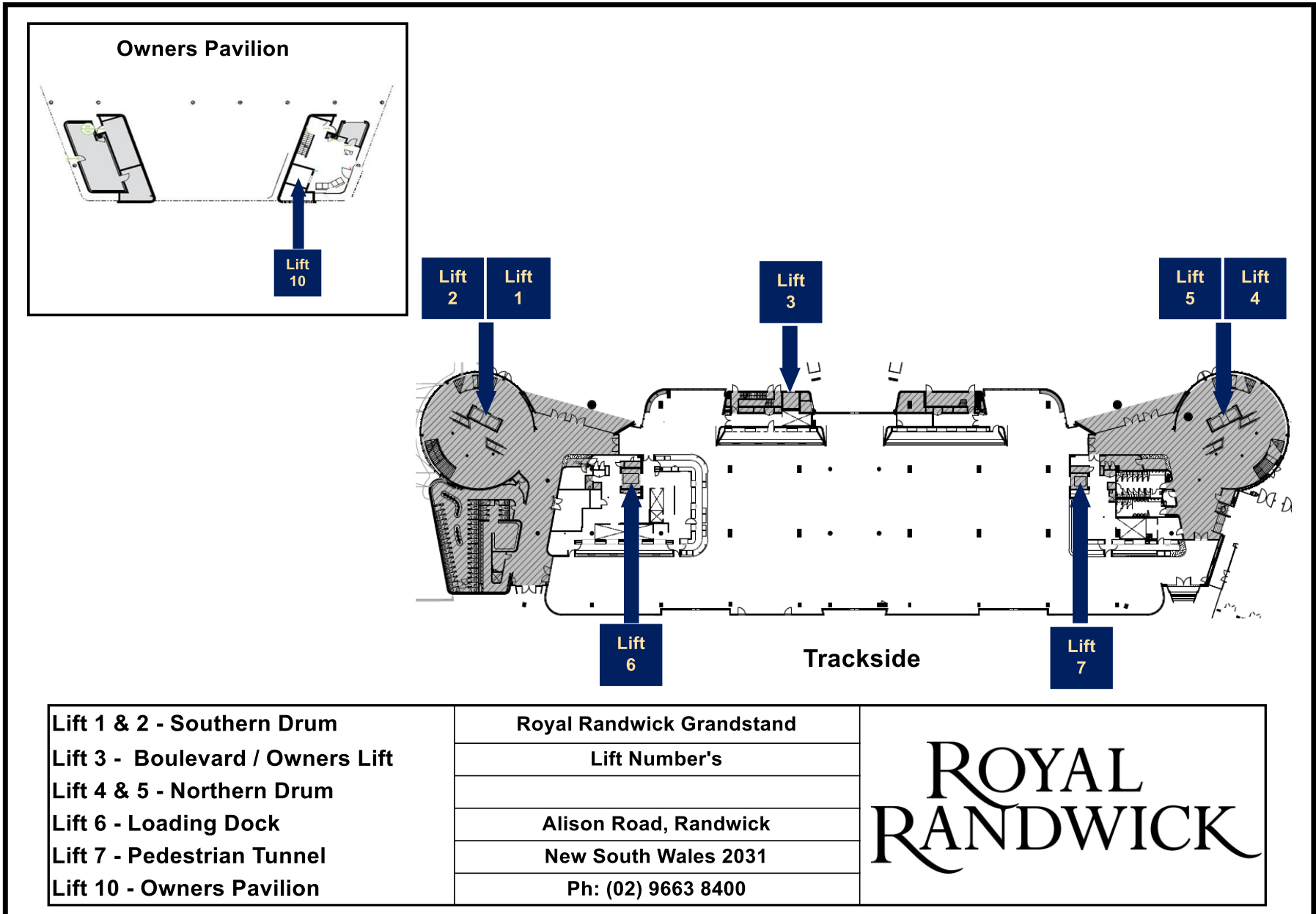


<p><u>Australian Turf Club</u></p> <p>ROYAL RANDWICK RACECOURSE</p> <p>Emergency Assembly Area A</p> <p><i>'Doncaster Lawn'</i></p>	QEI Grandstand	<p>ROYAL RANDWICK</p>
	Level 3	
	Skyline & Centennial Room's	
	Doors - 51 to 79	
	BCA Capacity - 2988	



<p><i>Australian Turf Club</i></p> <p>ROYAL RANDWICK RACECOURSE</p> <p>Emergency Assembly Area A</p> <p><i>'Doncaster Lawn'</i></p>	QEI Grandstand	<p>ROYAL</p> <p>RANDWICK</p>
	Level 4	
	The Stables & Corporate Suites 7 to 24	
	Doors - 81 to 94	
	BCA Capacity - 2070	

15. Lift Numbers – Royal Randwick Grandstand



16. Security Operational Orders (OPORD)

References

- A. NSW Liquor Act 2007
- B. NSW Liquor Regulations 2008
- C. Sydney Spring Carnival 2019 Security & Risk Handbook
- D. Royal Randwick Site Map
- E. E-GROUP Security Roster's
- F. User- Pay Police Roster's

1. Situation

Patrons

- It is expected that a crowd's between 15,000 & 25,000 will attend each day of Sydney Carnival. It is expected that the majority of the crowd will be well behaved and orderly throughout the day. However it is expected that those patrons that are ejected due to disorderly behaviour or approaching intoxication may become argumentative.
- It is likely that a minor percentage of the crowd will have an expectation that disorderly behaviour is acceptable during egress from the event and may have an adverse effect on the neighbourhood.

Licensing Operation

- Inspectors from the Officer of Liquor Gaming and Racing (OLGR) may conduct operations throughout each day. Licensing police may also conduct covert and overt operations during the Sydney Carnival Race Days.

Drug Operation

- EBLAC is will be conducting a drug detection operation on one day of Spring Carnival.

Security Personnel

- **ATC Security** - 2 x ATC Security Management, 2 x ATC security officer during each day.
- **E-Group Contracted Security** – 1 x Security Manager, 1 x Forward Senior Supervisor, 10 x Area Supervisors. Security operatives will be deployed by E-Group during each day IAW the security roster.
- **User-Pay Police** – Up to 28 x user-paid police will be deployed during each major race day of the Sydney Carnival:
 - Command and control element,
 - Crowd control,
 - Traffic control,
- **RSA Monitors** – RSA Monitors will be deployed within the course and each main bar during each day.

2. Mission

Compliance personnel are to provide crowd control, RSA and police duties at Royal Randwick during Sydney Carnival 2019 in order to ensure full compliance with the NSW liquor laws & safety facilitation.

3. Execution

General Outline - The Australian Turf Club will stage 6 race days over the Spring Carnival period. As part of the ATC's ongoing RSA strategy, the policy of 'zero tolerance' approach to drugs, intoxication, anti-social, indecent and disorderly behaviour will continue at Royal Randwick. To reduce the impact on the neighbourhood continuous entry points will be manned by E-Group Security and user-pay police along Doncaster Ave and Alison Rd. A hotline will be established, with the number displayed on the external perimeter to handle neighbourhood complaints and issues.

Coordinating Instructions –

Timings (timings may vary)

Event	21 September 2019	5 October 2019	12 October 2019	19October 2019	29 October 2019	5 November 2019
Gates Open	11:00 hrs	11:05 hrs	11:20 hrs	11:20 hrs	11:20 hrs	11:20 hrs
Food Outlets Open	11:00 hrs	10:30 hrs	11:00 hrs	11:00 hrs	11:00 hrs	11:00 hrs
Bars Open	11:40 hrs	11:20 hrs	12:10 hrs	12:30 hrs	12:10 hrs	12:10 hrs
First Race	12:15 hrs	12:20 hrs	12:35 hrs	12:35 hrs	12:35 hrs	12:35 hrs
Last Race	17:15 hrs	17:20 hrs	17:35 hrs	17:30 hrs	17:35 hrs	17:35 hrs
Bars Close - Public	17:30 hrs	18:00 hrs	18:00 hrs	18:00 hrs	18:00 hrs	18:00 hrs
Bars Close - Members	18:30 hrs	18:30 hrs	18:30 hrs	18:30 hrs	18:30 hrs	18:30 hrs
Food Outlets Close - Public	17:05 hrs	17:20 hrs	17:30 hrs	17:25 hrs	17:30 hrs	17:30 hrs
Food Outlets Close - Members	17:05 hrs	17:20 hrs	17:30 hrs	17:25 hrs	17:30 hrs	17:30 hrs

Fancy Dress

- To mitigate crowd behavioral issues, no person will be allowed entry to the venue in fancy dress.
- Any fanciful costume or unusual clothing that can be rented or purchased depicting a famous person, fictional character, or historical period.
- Men dressed in woman's clothing and vice versa
- Animal figures or masks
- Outlandish attire
- Outlandish hat wear or wigs
- Attire that may be offensive to the general public

Tasks

Security Management/Police Commanders

- Ensure deployment of organisations personnel IAW security rosters.
- Ensure correct equipment and PPE is issued and worn
- Issue orders/brief team members on duties and responsibilities

ATC Security Operative.

- Will be positioned in the ATC Guard Room to monitor the CCTV network.
- He is to monitor the crowd and advise the E-GROUP/Police radio operators of any potential incidents.
- Inform Site 1 and Site 2 of all incidents that may require police involvement.
- Inform First aid of any incidents that may require medical assistance.
- Inform NewState of cleaning issues
- Monitor all incidents in camera view from start to finish.

Contracted Security.

- Maintain a high situational awareness of patrons in their area.
- Conduct bag searches for BYO alcohol upon entry at the turnstiles.
- Conduct ID checks for all patrons under 25.
- Deny entry to patrons who are exhibiting signs of intoxication, behaving in a disorderly manner or in fancy dress.
- Advise the control room of any high risk groups attempting to enter the premises.
- Enforce the ATC's RSA and behaviour policies.
- Provide RSA intervention to patrons early in the day with IAW behavioral policy and course rules.
- Ensure patrons are consuming ATC sold beverages.
- Ensure patrons to not attempt to gain access onto the track.
- Check ID of patrons suspected of being underage.
- Ensure minors are not consuming alcohol or wagering and are with a responsible adult.
- Check the bathrooms on a regular basis for anti social behaviour.
- Eject patrons who are exhibiting signs of intoxication or behaving in a disorderly manner.
- Report the presence of other licensed venue employees handing out promotional material in the vicinity of entry points.
- Ensure persons that are handing out promotional flyers do not enter the premises.
- Provide customer service to patrons.
- Be prepared to call for police assistance for a failure to leave.

Crowd Control Police.

- Provide a continuous uniformed presence.
- Respond to calls for police assistance from E-GROUP Security Operatives.
- Assist in the enforcement of the ATC's RSA and behavioral policies.
- Redeploy during egress to deter anti-social behaviour. Conduct police duties as required.

RSA Monitors.

- Maintain a high situational awareness of patrons in their area.
- Ensure compliance with RSA procedures and protocols.
- Conduct liaison with bar supervisors and security personnel.
- Identify patrons approaching intoxication signs of intoxications or behaving in a disorderly manner
- Ensure RSA incidents are managed and recorded.

- Conduct ID checks.
- Provide customer service.

ATC Bar/Wait Staff.

- Maintain a high situational awareness of patrons in their area.
- Report any patrons they believe to be affected by alcohol to their supervisor or security.
- Monitor patron alcohol consumption rates
- Check the ID of all persons they believe to be under the age of 25.
- Log all occurrences in the RSA logbook.

All ATC Staff.

- Maintain a high situational awareness of all patrons.
- Report any patrons displaying signs of intoxication, disorderly or suspicious behavior to E-GROUP Security or to ATC "Security Control" on Channel 3.
- Do not approach, only monitor and wait arrival of security.
- Report the presence of other licensed venue employees handing out promotional material in the vicinity of entry points.

Routes

- Eviction route is via Gate D.
- For non compliant patrons they may be eviction via Gate E.
- Patron Pedestrian Egress
 - Bowral Lane
 - Gate 1 Alison Road
 - Alison Road Busway

Actions On

- **Identifying an RSA high risk group** – Inform supervisor/control room. Approach in a non-threatening manner and identify yourself. Identify a responsible person within the group and explain the requirement for behaviour and responsible drinking and that the ATC takes a 'zero tolerance' approach to intoxication, anti-social and disorderly behaviour. Take details of responsible person and general location they may be during the day.
- **Identifying an intoxicated person trying to gain access** - Approach the patron(s) in a non-threatening manner. Introduce yourself; inform the person due to their intoxication they are unable to enter the premises. ATC staff are to inform their supervisor and security on Channel 3 of location and description of person.
- **Patron bring alcohol in venue** – Inform patron that Royal Randwick is a fully licensed venue and they are not permitted to bring alcohol into the venue. The patron is to be informed that they will not be allowed onsite (unless they have a ticket to a function room or restaurant) Security personnel are not to confiscate or hold alcohol for later pick up. ATC staff are to inform their supervisor and security on Channel 3 of location and description of person.
- **Identifying a patron approaching intoxication** - Approach the patron(s) in a non-threatening manner. Introduce yourself, state the problem, inform patron(s) they are lawfully to leave the premises and escort them from the venue. Bar staff and all ATC staff are to inform their supervisor and security.
- **Identifying anti-social / disorderly behaviour** - Approach the patron(s) in a non-threatening manner. Introduce yourself, state the problem, inform patron(s) they are lawfully to leave the premises and escort them from the venue. Bar staff and all ATC staff are only to monitor and inform their supervisor and security.
- **Identifying an intoxicated patron** - Approach the patron(s) in a non-threatening manner introduce yourself. Inform them that under the law they must leave the premises immediately and escort them from the venue. Bar and all ATC staff are only to monitor and to inform their supervisor and security.

- **Identifying members of an Outlaw Motorcycle Gang (OMCG) wanting to gain access to the venue** - Inform Supervisor/Control Room of situation and request an ATC representative and Police support. Do not allow access, inform them that Management has been informed and wishes to speak to them. ATC Senior Management and the NSW Police will deny entry IAW the ATC policy.
- **Failure to Leave** - Inform Supervisor/Control Room, inform the patron(s) who you are and why they are being asked to leave the premises and that under the law they are required to leave the venue. If they object, let them have their say. If they are still to be removed, inform them again that they are required by law to immediately leave the venue. If again they refuse to leave or continue to argue their eviction, you are to say **“Is there anything I can say to convince you to abide by my lawful request to leave these premises immediately?”** If the patron still refuses to leave the venue, you are to say **“You are committing an offence, the police will be called and may take action”** Police support is then to be requested to deal with a Failure to Leave.
- **Bar/Wait Staff identifying a patron to be denied service of Alcohol** – Inform Supervisor/Security. Do not refuse them out right, delay service until security is on site so the patron is able to be removed. Ensure you take note of a description of what they are wearing and who they are with and direction they go, if the patron moves on before arrival of security. Log occurrence in RSA logbook.
- **Minors** – If not with a responsible adult, minors are not permitted to enter or remain on the premises. Duty of care is to be considered on eviction. Inform control room and ask for assistance if required. Bar staff are to inform their supervisor & security, and log the occurrence in RSA logbook.
- **Parent/responsible adult who continually fails to remain with an accompanied minor** – If a parent responsible adult continually ignores request to remain with a minor they are to be removed from the venue.
- **Failure of patron to produce valid ID** – If a patron fails to produce a valid ID upon request, they are to be considered as a minor. If not with a responsible adult they are not permitted entry or to remain on the premises. Bar staff are to inform their supervisor and security and log occurrence in RSA logbook.
- **Identifying drink stacking** – Explain that drink stacking is not tolerated in the venue due to RSA as it encourages rapid and irresponsible drinking. Allow patron(s) to keep drinks if deemed not to be approaching intoxication. However continue to monitor and if house policy is again disregarded, they are to be escorted from the premises.
- **Drink spiking** – Provide first aid as required and alert emergency services. Inform supervisor and Secure the area as a crime scene to protect vital evidence (persons drink and record details). Ensure they do not leave with an unknown person; ask for ID and record details.
- **Altered or fake proof of age identification** – Report to Supervisor and request for ATC Security or user pay police if available.
- **Patron attempting to use counterfeit currency** - Report to Supervisor and request for ATC Security or user pay police if available.
- **Second party supply to a minor** – Inform supervisor of location and description and request user pay police.
- **Second party supply to an intoxicated person** - Approach the patron(s) in a non-threatening manner. Introduce yourself, state the breach, inform both parties they are lawfully to leave the premises and escort them from the venue. Bar staff and all ATC staff are to inform their supervisor and security and log occurrence in RSA logbook.
- **Identifying members of a protest group** - Inform Supervisor/Control Room of situation and request an ATC representative and Police support. Do not allow access, inform them that Management has been informed and wishes to speak to them. ATC Senior Management and the NSW Police will deny entry IAW the ATC policy.
- **Patron losing consciousness** - Do not assume they are drunk. Call for First Aid Support on Channel 3, provide first aid until medical help arrives.
- **First Aid/Medical Emergency** – Apply first aid, Change to Channel 3 and request medical support, remain with casualty until medic support arrival, complete incident report.

For Radio Medical Support Request state:

- Casualty Location
- Details of injury
- Level of support required
- **Community Hotline Complaint** – Take details of complainant. If complaint is of a public order or neighbourhood disturbance, relay the ATC security, callsign 'Control', on Channel 3
- **Ambush marketing** – can be defined as a marketing strategy wherein the advertisers associate themselves with, and therefore capitalise on a particular event without paying any sponsorship fee. It is a marketing strategy in which a competing brand connects itself with a major sporting event and places advertisements using the event without the authorisation or consent of the necessary parties. Any occurrence of unauthorised marketing or advertising is to be reported to an ATC supervisor / manager immediately.

17. Security Operative – Task Order

Acknowledgment

This Task Order is to be read by all security personnel prior to conducting security operations within and for the Australian Turf Club. Acknowledgment of having read and full understood this Task Order is to be recorded by the Security and Risk Manager.

Definition

- Fancy Dress:
 - Any fanciful costume or unusual clothing that can be rented or purchased depicting a famous person, fictional character, or historical period.
 - Men dressed in woman's clothing and vice versa
 - Animal figures or masks
 - Outlandish attire
 - Outlandish hat wear or wigs
 - Attire that may be offensive to the general public

1.0 General Requirements

- Whilst on duty you are **NOT** to:
 - Use your mobile phone (unless for emergency or duty requirements)
 - Chew gum
 - Smoke (unless on break in a designated area)
 - Eat
 - Drink (water excepted)
 - Wear sunglasses on your head (if not required place in pocket)
 - Lean on walls, fences or posts if in a static position
 - Have your hands in your pockets
 - Wager
- Whilst on duty you are to:
 - Maintain a professional appearance at all times.
 - Uniform is to be clean and neatly pressed. Sleeves are to be down and buttons done up.
 - Provide customer service when required.
 - Ensure you know the location of function rooms, bars and ATM's
 - Ensure you are aware of exits and emergency equipment
 - Conduct early intervention RSA measures with high risk groups and individuals.

- Remove patrons approaching intoxication or behaving in a disorderly manner.
- Remain within allocated Area of Responsibility (AOR) unless properly relieved or as operational matters dictate.

1.1 Supervisor

- Conduct a detailed inspection of your area and report all known WHS hazards
- Introduce yourself to the bar supervisor in your area
- Ensure operatives are fully briefed
- Organising toilet breaks and meal breaks for operatives in your area.
- Ensure operatives are performing their duties correctly, and are adhering to the ATC general requirements
- Authorise all removals within your AOR
- Request removal team via callsign 'Control' for all authorised removals

General Requirements:

- Conduct regular liaison with the bar supervisor
- Attend to each incident in your area, and ensure all relevant details i.e. members numbers, personal details, witness details etc, are recorded and 'Comms' is notified. .
- Ensure patrons approaching intoxication are removed from site.
- Ensure both male and female bathrooms are checked on a regular basis.
- Ensure that operatives are constantly checking ID's and levels of intoxication as they monitor crowd behaviour.
- Ensure bathrooms are regularly checked
- Liaise closely with Bar Supervisors to ensure there is a Security presence during bar closing.
- Ensure all cleaning / maintenance issues are reported and actioned
- Liaise with E-GROUP and ATC management with regard to any queries or issues that may arise as appropriate.

1.2 Entry Point Operative

- Prior to gates opening check ID and confirm access requirements for staff and contractors. No patrons or members are permitted access prior to gates without authorisation.
- Deny entry to any patron drinking alcohol on approach to entry points
- Deny entry to patrons who are exhibiting signs of intoxication, behaving in a disorderly manner or in fancy dress.
- Ensure no alcohol is brought on site.
- Search all backpacks, eskies and cooler bags on entry.
- Ensure picnic hampers do not contain knives or other dangerous items that could be used as weapons.
- Record details of high risk groups and explain the ATCs 'Zero Tolerance' approach to RSA.
- Provide customer service and general assistance, such as giving directions
- Report ticket scalpers, and persons handing out promotional flyers.
- Advise 'Comms' when you have refused entry.
- Ensure the smooth flow of pedestrian traffic and keep the area from becoming congested.
- Ensure no alcohol is removed from the site when patrons are leaving
- Ensure no ATC glassware is removed from the venue.

Infield Entry – On arrival on mini buses, approach bus before occupants disembark to ensure occupants are not drinking on arrival.

1.3 Removal Teams

- Conduct tasks IAW area of responsibility i.e. public lawn or public grandstand.
- Advise supervisor of all removal requests
- Ensure all removals are contacted IAW E-GROUP/ATC procedures
- Advise 'Comms' on commencement and completion of all removals.

1.4 Public Lawn Roamer Teams

- During races, remain looking at the public to ensure horses and riders are not harassed and on lookers do not try to gain access to mounting area or race tracks. All track runners need to be escorted to Police rooms for charges of trespassing to be laid.
- Engage in conversation to large groups early in the day with regards to behaviour and course rules.
- Ensure the crowd does not wear fancy dress. If you do find any persons dressed in fancy dress, call supervisor to address.
- Request Supervisor to attended location of all possible removals for authorization.
- Ensure patrons (including children) are not sitting on the fences at any times.
- Any removals, refusals or incidences must be recorded with all the details in your notebook and radioed through to Control to advise them.

1.5 Grandstand Roamer

- Engage in conversation with large groups early in the day with regards to behaviour and course rules.
- Ensure 'No smoking' on any viewing decks.
- Ensure the crowd does not wear any extra fancy dress that is not permitted by the ATC. If you do find any persons dressed in fancy dress, call supervisor to address.
- Issue warning or suggest non-alcoholic or food alternatives
- Check bathrooms on a regular basis and monitor for patrons looking suspicious of drug taking.
- Request Supervisor to attended location of all possible removals for authorization
- Any removals, refusals or incidences must be relayed to 'Control'.

1.6 Members Roamer

- Ensure all members, guests and contractors adhere to the dress policy.
- Ensure patrons are consuming ATC sold beverages. The patron must dispose of non-ATC items.
- Ensure members and guest conform to dress regulations
- Ensure patrons to not attempt to gain access onto the track. All track runners need to be escorted to Police rooms for charges of trespassing to be laid.
- Check ID of patrons suspected of being underage.
- Ensure minors are not consuming alcohol or wagering.
- Check the bathrooms on a regular basis for anti social behavior and patrons looking suspicious of drug taking.
- Issue warning or suggest non-alcoholic or food alternatives
- Any removals, refusals or incidences must be recorded with all the details in your notebook
- Supervisor to authorise all removals from venue and request a removal team.

1.7 RSA Marshals

- Monitor patrons and the service of alcohol at allocated bar area
- Assist bar staff by monitoring patron behavior whilst queuing
- Monitor patrons returning for multiple drink orders
- Closely observe patrons to identify:
 - High consumption rates
 - Early signs of intoxication
 - Secondary supply to minors or intoxicated persons
- Issue warning or suggest non-alcoholic or food alternatives
- Request suspected underage persons for identification
- Request Supervisor to attended location of all possible removals for authorization

1.8 Betting Ring

- Monitor toilets for patrons looking suspicious of drug taking.
- Check for intoxication levels, underage drinkers and gamblers and anti-social behaviour.
- Constantly roam area especially for pick pockets and smoking inside the pavilion. You must not leave this position until the Pavilion is cleared of patrons.
- At the end of the day position yourself near the bookmakers stand and ensure no bookmaker has their bag sitting on the floor as thieves will strike.
- Any removals, refusals or incidences must be recorded with all the details in your notebook and radioed through to Base to advise them. Supervisor to authorise all removals from course.

1.9 CIT Escorts

- Ensure you have a good knowledge of the bars to ensure that the quickest and most direct route is taken when escorting money.
- Collection of cash from bars throughout the afternoon as directed by 'Silver Base'
- Deliver cash to bars at the start of the day as directed and escort staff back from bars as directed.
- An ATC representative has been assigned to each building. All escorts will be completed with an ATC representative and there will only be one guard per escort.
- Do not physically carry the cash, the ATC representative is the one carrying the cash. If staff are incapable of physically carrying the bag then assistance should be given. A bag/backpack should be provided, if not, contact 'Silver Base'.
- Ensure you go directly to your destination. Do NOT detour elsewhere. If you are requested by an ATC staff member to do so, immediately inform 'Silver Base'.
- Remain vigilant of person's behaviour within the vicinity of the cash collection and not what duty the cash collector is performing.

1.10 Function Security

- Report to function Manager and introduce your self
- Ensure you are aware of patron entry requirements (i.e. tickets/wrist bands)
- Introduce yourself to bar and wait staff
- Conduct detailed inspection of function area and report and hazards
- During the function conduct regular liaison with function manager with bar supervisor
- Continually monitor patrons consumption rates
- Do **NOT** leave your position without informing the function manager.

1.11 Viewing Deck Security

- Terrace catered areas are private areas reserved only for wrist banded patrons who have exclusive access to their terrace zone they will have a different wristband to the restaurant guests
- All guests are to be told to remain seated during the race- This can be a real issue in officials stand on big days, first floor and second of QE II Stand.
- At no time are guests from public areas or the centennial restaurant permitted to enter the terrace reserved areas

1.12 Vehicle Gate Security

- Check vehicle passes are valid and allow access to authorised car parks.
- Deny entry to vehicles without a valid car pass.
- Inform patrons to ensure they display pass on their dashboard.
- Check vehicle entry list for authorised persons to enter without a pass.

1.12 High Street Entry Gate

- Deny entry to all pedestrians, unless they have appropriate Racing NSW or ATC identification.
- Ensure NO pedestrians use the vehicle tunnels for access.
- Ensure vehicles only use the western tunnel to gain access to the infield.

18.Failure to Leave Licensed Premises

Introduction

To ensure the protection of the ATC's liquor license and to remain compliant with current liquor laws, action maybe required to change the current mind set of our patrons who have been identified as approaching intoxication. The active use of user pay police to ensure that patrons abide by their obligations under the liquor laws will only enhance our long term RSA strategy.

Definitions

	Glossary of Terms used within this procedure.
Authorised Person	Licensee, employee or agent of a licensee (contracted security officers) or a police officer.
Failure to Leave	A person/patron failing to leave a licensed venue immediately when asked to do so by an authorised person.

Procedure

The following procedure is to be strictly adhered to when dealing with:

Failure to Leave

Once it has been determined that a patron(s) due to approaching intoxication, anti-social, indecent or disorderly behaviour that they are to be removed from the premises, an authorised person is to:

- Inform Supervisor/Control Room
- Approach the patron(s) in a non-confrontational manner, speak to person separately if possible,
- Inform the patron(s) who you are and why they are being asked to leave the premises, and that that it's against the law for them to remain within the premises.
- If they object let them have their say. If they are still to be removed inform them again that they are required by law to immediately leave the venue.
- If again they refuse to leave or continue to argue their eviction, you are to say ***"Is there nothing I can say to convince you to abide by my lawful request to leave these premises immediately?"***
- If the patron still refuses to leave the venue, you are to say ***"By not leaving you are committing an offence, the police will be called and may take action"***
- Police support is then to be requested to deal with a Failure to Leave.
- The ATC has a **"No Touching"** eviction policy. At no stage touch, or push the patron, always use exaggerated hand gestures when indicating for the patron(s) to leave, this is for the benefit of the CCTV surveillance.

Please Note

Voluntary Compliance - If the patron(s) become verbally abusive during the escort off the premises, security personnel are to adopt an appropriate stand-off distance so as not to inflame the situation and ask for police assistance if the patron(s) do not immediately leave the venue.

19.Procedures – Lost Child

Purpose / introduction

The Australian Turf Club has a responsibility to provide a secure and safe environment. This procedure defines the process to follow when a Child or Vulnerable Person is separated from his/her parent or guardian or carer whilst within the facility. All ATC employees, security and control room operators must be familiar with these procedures.

Definitions

	Glossary of Terms used within this procedure.
Child	Any person: 1) 10 years of age or younger 2) Over 10 years of age who is missing under circumstances that are suspicious or that have caused alarm to a parent or care giver.
Vulnerable Person	An elderly or frail person, or a person of any age with mental, developmental or physical disability or handicap.
Staff	Includes all ATC employees, contract employees and contractors who regularly work at the facility, specifically, cleaners, security, car park staff, Racing official, TAB staff and bookmakers.

Two-way radio code

All reported incidents of lost children are to be referred to as the two-way radio term of '**Code Charlie**'. The term 'lost child' should never be used on the two-way radio frequency or in open conversation in connection with a currently occurring incident.

The p.a. system **is not to be used** to locate lost children - this has a high element of risk, as it can draw attention to the fact that a child is alone and vulnerable.

Procedure

The following procedure is to be strictly adhered to when a Child has been reported lost. The reporting person is not to be left alone, and if possible, kept at the location where the person last saw the Child. If the reporting person insists on searching for the Child, a staff member with a radio will accompany the person.

The following information should be obtained:

- the name, age and sex of the Child
- color and type of clothing the Child is wearing (shirt, trousers, skirt, dress, and shoes)
- a general description including hair, eye colour
- if the Child suffers any medical or psychological condition.
- the name of the child's parent or guardian
- the Child's home address and phone number
- where the Child was last seen
- how the Child attended the Facility (ie: car park, bus, taxi etc).
- contact details of the person reporting and the details of the parents or guardian of the Child, if they are not the person reporting.

Procedure (continued)

Step 1

Dissemination of Information

Once the initial information has been obtained, the person taking the report will ensure the following occurs:

Broadcast a message over the two-way radio network in the following manner:

Identify self

- State: "Code Charlie, Code Charlie, Code Charlie".
- Direct available staff to cover the public exits and the area where the child was last seen.
- Broadcast the description of the Child and advise as to the last known location.
- Broadcast the manner of attending the facility or other information as appropriate

DO NOT broadcast the child's name

Whilst understanding the Child or person may be very anxious, any questions or conversations shall be of a positive and supportive nature. Avoid complacency and blame.

As the search unfolds, the Child or reporting person is to be kept informed at all times of the situation. In the event, the search has located the missing Child and harm has been occasioned to the missing Child, the reporting person is to be invited to the Catering or Main Reception Area, and the Police notified immediately.

Step 2

Response by All Staff

Once a 'Code Charlie' has been broadcast, all available staff is to participate in a systematic search.

A systematic sweep of the facility is to be conducted starting from the last known point the lost Child was sighted. The sweep must include:

- Restrooms and back of house corridors.
- Any unlocked room or recess accessible from the public or back of house areas
- Places of interest that may interest a Child eg: amusement rides
- The general area itself
- Equine areas

In the event an initial search is unable to locate the Lost Child, the search area is to be broadened to include:

- External perimeter
- Car Parks
- Any recess or alcove
- Dense garden beds
- Bus stop and taxi ranks

In the event the Lost Child has NOT been located within 10 minutes of receiving the report, the Police will be notified of the situation, regardless of the wishes of the person reporting.

Use Of CCTV

Immediately upon receiving the description of the lost child, the Security Supervisor will:

- Direct a security operative or other trained staff member to search the CCTV system starting at the time and location where the Child was last seen.
- Track the lost child to ascertain current or last recorded location.

In the event the Lost Child is located on CCTV and appears to be in harms way either by the immediate presence of a stranger, or behaving in a manner that appears suspicious, the Police are to be informed immediately, and descriptions communicated.

Procedure (continued)

Step 3

In The Event The Child Cannot Be Located

- Under no circumstances shall the search of the Lost Child be called off until he/she has been located.
- On arrival of police, follow the direction and advice of the police and give all possible assistance to them.

In The Event The Child Is Located And Has Been Caused Harm

In the event the Lost Child is located, and it appears the Child has suffered some form of harm, the following is to be carried out:

- Notify the Police immediately.
- Provide immediate first aid and comfort if required.
- Take the Lost Child to meet with the guardian / reporting person.
- If it is apparent a crime scene exists, all possible steps shall be taken to quarantine the area and wait for the Police.
- In the event a person is identified as being responsible for the Child being missing, that person shall, if safe to do so, be monitored and if possible descriptions or vehicle registration numbers are to be obtained.

In The Event The Child Is Located

In the event the Lost Child is located safe and well:

- a. Inform the police immediately.
- b. Offer assistance appropriate to the circumstances to the Lost Child and guardian to minimise the trauma associated with such an incident.

20. Procedures – Found Child

Introduction

The Australian Turf Club has a responsibility to provide a secure and safe environment. This procedure defines the process to follow when a Child or Vulnerable Person is found within the facility. All ATC employees, security and control room operators must be familiar with these procedures.

Definitions

	Glossary of Terms used within this procedure.
Child	Any person: 1) 10 years of age or younger 2) Over 10 years of age who is missing under circumstances that are suspicious or that have caused alarm to a parent or care giver.
Vulnerable Person	An elderly or frail person, or a person of any age with mental, developmental or physical disability or handicap.
Staff	Includes all ATC employees, contract employees and contractors who regularly work at the facility, specifically, cleaners, security, car park staff, Racing official, TAB staff and bookmakers.

Procedure

The following procedure is to be strictly adhered to when a Child has been found.

Found Children

The welfare and safety of the child is the main concern, therefore it is essential that the child is comforted and reassured and every attempt is made to locate the parent or guardian.

DO NOT leave the child alone or unattended

- When a child is brought to a staff member or the Catering, Main Reception areas, try to find out their name and/or their parent's name(s).
- Call assistance from same gender as child
- Do not carry or touch the child
- If you can get the parent's name, use the p.a. system to locate the parent.
- If you are unable to get the parent's name, use the p.a. system to give a general description of the child - age, clothes, hair colour, etc
- A parent / guardian responding to the announcement is required to produce identification
- If you are unable to locate the child's parents within 30 minutes, contact the police

21. Spring Carnival 2019 Risk Assessment

INTRODUCTION

The following risk assessment and the sources of risk are specific for the Sydney Carnival period. Other sources of risk have been identified and treated within the following documents:

- ATC Business Continuity Risk Assessment
- ATC Terrorist Threat Risk Assessment

Risk analysis involves a consideration of the sources of risk, their consequences and the likelihood that those consequences may arise. Risk is analysed by combining the estimates of consequences and likelihood in the context of existing control measures.

For the purpose of standardising the process of risk analysis the *Australian and New Zealand Risk Management Standard ISO 31000:2009* has been adopted as the preferred Risk Management methodology. This constitutes the accepted national standard of measurement.

RISK CONSEQUENCE & LIKELIHOOD

Table 1 & 2 sets out (a) the five (5) descriptors to be used to measure the consequence of the identified risks to the organisation, and (b) the five (5) descriptors to be used to measure the likelihood of the risk occurring.

Table 1 QUALITATIVE MEASURE OF CONSEQUENCE OR IMPACT		
Level	Descriptor	Definition
1	Insignificant	<ul style="list-style-type: none"> ▪ No injuries sustained ▪ No financial impact to the ATC ▪ No impact on reputation
2	Minor	<ul style="list-style-type: none"> ▪ Singular first aid and/or short term medical treatment ▪ Minor financial impact to the ATC ▪ Minor short term impact on reputation
3	Moderate	<ul style="list-style-type: none"> ▪ Multiple victims requiring short term medical treatment ▪ Moderate financial impact to the ATC ▪ Short to mid term impact on reputation
4	Major	<ul style="list-style-type: none"> ▪ Extensive number of victims requiring mid term medical treatment ▪ Major financial impact to the ATC ▪ Long term impact on reputation
5	Catastrophic	<ul style="list-style-type: none"> ▪ Death or long term medical treatment required ▪ Extreme financial impact to the ATC ▪ Long term impact on reputation

Table 2		
LIKELIHOOD		
Level	Descriptor	Description
A	Almost Certain	Is expected to occur in most circumstances
B	Likely	Will probably occur in most circumstances
C	Possible	Might occur at some time
D	Unlikely	Could occur at some time
E	Rare	May occur only in exceptional circumstances

RISK ASSESSMENT MATRIX

Table 3 sets out the consequences and likelihood of risks and combines them to produce the level for each risk.

Table 3					
LIKELIHOOD	CONSEQUENCES				
	1 - Insignificant	2 - Minor	3 - Moderate	4 - Major	5 - Catastrophic
A – Almost Certain	High	High	Extreme	Extreme	Extreme
B – Likely	Medium	High	High	Extreme	Extreme
C – Possible	Low	Medium	High	Extreme	Extreme
D – Unlikely	Low	Low	Medium	High	Extreme
E – Rare	Low	Low	Medium	High	High

RISK REGISTER

The below table identifies the possible forms of threat exposed to Australian Turf Club and the subsequent level of risk.

GENERIC SOURCES OF RISK	SPECIFIC SOURCES OF RISK	LIKELIHOOD	CONSEQUENCE	LEVEL OF RISK
Liquor Act & RSA Non-compliance	Permit Intoxication	C	2	Medium
	Service Intoxication	C	2	Medium
	Under 18 Supply	D	2	Low
	RSA Signage	D	2	Low
Crowd Dynamics	Overcrowding	E	4	High
Fire	Actual	C	2	Medium
	False Alarm	C	2	Medium
Anti-social Behaviour	On Premise	C	2	Medium
	Off Premise	C	2	Medium
Unlawful Activity	Drug Offences	C	2	Medium
	Assault	C	2	Medium
	Steal From Person	C	2	Medium
	Steal From MV	D	2	Low
	Robbery	D	3	Medium
Medical Incident	Injury – trip fall	B	2	High
	Illness	B	2	High
Food Contamination	Poisoning	C	3	High
Actions of Security Officers	Wrongful Arrest	D	2	Low
	Excessive Use of Force	C	2	Medium
Vehicle Incident	Pedestrian Struck	D	5	Extreme
	Vehicle Collision	C	2	Medium

RISK CONTROLS / TREATMENTS

GENERIC SOURCES OF RISK	SPECIFIC SOURCES OF RISK	CONTROLS / TREATMENTS
Liquor Act & RSA Non-compliance	Permit Intoxication	RSA qualified staff ATC RSA Strategy training Security & RSA Monitors deployed Liquor Harm Minimisation Plan Licensee imposed drink limits
	Service Intoxication	RSA qualified staff ATC RSA Strategy training Security & RSA Monitors Liquor Harm Minimisation Plan
	Under 18 Supply	RSA qualified staff ATC RSA Strategy training Signage erected Security & RSA Monitors deployed Liquor Harm Minimisation Plan
	RSA Signage	Liquor Harm Minimisation Plan Pre-carnival inspection
Crowd Dynamics	Overcrowding	ATC Incident & Emergency Procedures People counting technology within CCTV system Security personnel to monitor crowd User-pay police deployed to monitor crowd
Fire	Actual	Fire detection & suppression systems Fire & emergency evacuation training Incident & emergency management procedures
	False Alarm	Fire & emergency evacuation training Incident & emergency management procedures
Anti-social Behaviour	On Premise	ATC Standard Operating Procedures ATC RSA Strategy training Live CCTV monitoring Security personnel User-pay police deployed
	Off Premise	Security & User-pay police deployed Exit signage & toilets at exits Neighbourhood Helpline Free transport

GENERIC SOURCES OF RISK	SPECIFIC SOURCES OF RISK	CONTROLS / TREATMENTS
Unlawful Activity	Drug Offences	User-pay police deployed Drug dog operations – EBLAC Security & RSA Monitors ATC RSA Strategy training
Unlawful Activity	Assault	User-pay police deployed Security personnel deployed Live CCTV monitoring
	Steal From Person	User-pay police deployed Security personnel deployed Live CCTV monitoring
	Robbery	User-pay police deployed Security personnel deployed ATC CIT Procedures Live CCTV monitoring Armed robbery awareness & survival training
Medical Incident	Injury	Pre-carnival hazard inspection Security pre-deployment inspection Medical personnel on-duty (MD & RN's) First aid trained personnel NSW Ambulance Service on site
	Illness	Medical personnel on-duty (MD & RN's) First aid trained personnel deployed NSW Ambulance Service on site
Food Contamination	Poisoning	HACCP Certified – hazard analysis & critical control points Medical personnel on-duty (MD & RN's) First aid trained personnel deployed
Actions of Security Officers	Wrongful Arrest	E-GROUP Apprehension, Arrest & Detention Policy
	Excessive Use of Force	Failure to Quit Procedure E-GROUP SOP Escort Off Premises ATC Security Standard Operating Procedure
Vehicle Incident	Pedestrian Struck	Speed limits within facility Vehicle access restrictions Traffic management plan
	Vehicle Collision	Speed limits within facility Traffic Management Plan User-pay traffic police deployed

Appendix D – Event Operational Management Plan RR

Australian Turf Club

ROYAL
RANDWICK

ROSEHILL
GARDENS

CANTERBURY
PARK

WARWICK
FARM



ROYAL RANDWICK OPERATIONAL MANAGEMENT PLAN

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1.0 PURPOSE

The purpose of the Race Day Operational Management Plan is to ensure all ATC team members are aware of their roles and responsibilities for the continued operation Royal Randwick for the health & safety of our team members and other people. This plan has been developed as a guide to ensure the hazard identification and the risk management processes are understood, as a means to maintaining the highest level of operational standards of the venue.

In addition, actions are identified which must be implemented, where required, in order to maintain fire protection systems and assist in the prevention of fire on the premises. The Race Day Operational Management Plan therefore covers fire prevention, evacuation and emergency response.

1.1 SCOPE

The scope of this plan applies to and will be made available to all relevant ATC team members during pre-race day and race days. All recipients are required to study the plan outlined and be prepared to follow these procedures in case of a fire or any other emergency.

1.2 OBJECTIVES OF THE RACE DAY OPERATIONAL PLAN

The Race Day Operational Plan is a detailed document designed to deal with various aspects of the operations. The plan is to be implemented in conjunction with the Royal Randwick Emergency Management Plan, Royal Randwick Risk Management Plan and other relevant documents that are implemented pre and post-race day events. The document is intended to be a reference manual outlining the fire safety practices to be routinely used.

The objectives of the plan is for scope of this plan applies to all activities where emergency services, traffic management and Council additional information on the below listed items, prior to, and during event days:

- Identifying hazards
- Assessing risks and opportunities
- Controlling the risks
- Reviewing control measures

2.0 ASSET INFORMATION

Royal Randwick is a thoroughbred race course with venue services comprising of commercial kitchens, conference amenities, multi deck car park, equine pool, racing and training facilities and horse stables. Its boundaries extend from Alison Road, Doncaster Avenue, Wansley Road and High Street. The nearest cross street is Anzac Parade.

Please refer to Figure 1

Site/Facility Details	
Business Name	Australian Turf Club Limited
Trading Name	Royal Randwick Racecourse
Building/Business Address	77 – 97 Alison Road, Randwick NSW 2031
Venue General Manager	Adam Smith
Phone	asmith@austrlianturfclub.com.au
Mobile Phone Number	0422 271 555
(1) Business Contact	Main reception
Phone	(02) 9663 8400 / email: info@austrlianturfclub.com.au
Building/Facility	Australian Turf Club Limited
Owner Address	Locked Bag 3 Randwick NSW 2031
Phone	(02) 9663 8400 / email: info@austrlianturfclub.com.au

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The map below indicates where the racecourse is located in relation to other land marks.



Figure 1

3.0 ROLES & RESPONSIBILITIES

3.1 ATC Management

The General Manager of the Royal Randwick Racecourse in consultation with ATC Management is responsible for ensuring that the plan is correct and complete and that it is implemented and maintained in order to achieve the above purpose and objectives.

Responsibilities include but are not limited to:

- The Royal Randwick Race Day Operational Management Plan is to be followed as part of preparations and during Race Day.
- Appointment of Designated Emergency staff, including Wardens, First Aid Officers, Dr and Registered Nurses and Police to respond as per the Emergency Response Plan.
- Instruction of supervisory staff and other occupants so that they are aware of their responsibilities for the safe operation of the venue,
- Notification of the Chief Warden regarding changes to the Race Day Operational Management Plan,
- Maintenance of building and essential services provided for the health & safety of occupants.

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3.2 Supervisory Staff

In their capacity and in line with their competencies perform their duties to the highest standard of excellence conducive to an international renowned race course. These responsibilities includes;

- Implement the Race Day Operational Management Plan and identify deficiencies in accordance with the ATC Risk Management Procedure,
- Induct team members into the emergency response plan,
- Know the location for nearest emergency exits and assembly points located throughout the venue,
- Ensure that a schematic diagram, showing type, location and operation of all fire systems & instructions,
- Ensure provisions of alternative measures for safety of occupants during shutdown of the fire protection equipment, which includes monitoring and manning the Fire Indicator Panel.

4.0 TRAINING OF STAFF

Designated supervisory staff will conduct training on the Race Day Operational Management Plan.

Training Criteria:

- Be able to implement and carry out the procedures as listed in this plan
- Know the location and operation of the fire protection equipment and exits
- Actions, including responsibilities and duties to be taken by supervisory staff and occupants upon discovery of a fire and when an alarm is heard
- Understand what is a fire hazard and to avoid those situations
- The method of evacuating occupants to a safe location
- Procedure for calling fire and rescue whenever assistance is needed
- Know the correct building address
- Understand the contents of this plan

5.0 CONTROL OF HAZARDS/GENERAL PRACTICES

To prevent the occurrence of fire through the control of fire hazards and the proper maintenance of the building safety systems and facilities, the Royal Randwick Racecourse Event Operational Management Plan establishes procedures that will maximize the probability of controlling and extinguishing a fire in the safest and most efficient manner.

A high standard of housekeeping and building maintenance is the most important single factor in the prevention of fire at ATC Venue. Listed below are some specific directions to avoid fire hazards.

- Arrangements for emergency preventions (such as identifying hazardous situations, or tasks, describing safety critical control measures designed to avoid or minimise escalation of an emergency, or to contain damage,
- eliminating potential ignition sources, including naked flame, Hot Work and electrical equipment, and sources of static electricity, including friction, welding and slipping belts, from proximity to flammable substances, combustible dusts or waste materials,
- enclosing work areas containing flammable or explosive atmospheres, remove waste materials and accumulated dust on a regular basis,
- providing for adequate storage, transportation and disposal of flammable substances,
- using any other measures necessary to control the risks,
- Smoking is permitted in designated areas only,

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- Annual Thermal Scanning,
- Assure proper management of garbage and refuse around the venue,
- Ensure clearance is maintained at ALL times to 'fire protection equipment', (e.g. hydrants, standpipe connection, fire routes, hose cabinets, portable fire extinguishers)
- There will be no use of flammable and combustible liquids in or around the QE11,
- Combustible or flammables are strictly prohibited within 6 metres of the QE11,
- Flammable liquids shall not be used for cleaning purposes,
- Do not use extension cords for permanent wiring,
- RCD units are installed on electrical circuits,
- Do not use unsafe electrical equipment, frayed extension cords or over-loaded outlets,
- Do not permit combustible waste materials to accumulate in quantities which will constitute a fire hazard,
- Fire protection impairment will be implemented in accordance with FPI guidelines.

6.0 EMERGENCY RESPONSE & EVACUATION

The Venue Manager, or a nominated representative, in conjunction with other appointed ATC personnel develops emergency procedures for the workplace including an emergency contact list to be displayed on the workplace notice board and at other prominent locations. The Emergency Response Contact Information Table is completed by the Venue Manager or a nominated representative.

The Venue has a stand-alone documented Emergency Response Plan (ERP) prepared in accordance with AS 3745 and regularly tested before each race day or other relevant large scale events.

The ERP is reviewed periodically to ensure currency, and tested at maximum intervals or more frequently according to the current level of risk. The evaluation of the test includes: time taken to evacuate the venue including specific areas or floors; the effectiveness of; the evacuation operation; the siren; and of access/egress. The results are recorded on the Evacuation/ Emergency Drill Evaluation or equivalent, and is available at the venue for audit purposes.

The venue has a service provider for the Emergency Response Planning and Evacuation Training and is responsible for the development and maintain the documentation for the venue accordance with AS 3745 and approved by management of the ATC.

The Emergency Response Plan (ERP) is reviewed and tested as follows:-

7.0 ROUTINE MAINTENANCE SCHEDULES

The ATC sets out specific requirements for checking, inspecting and testing of fire safety, protection equipment and essential services in all building and temporary structures. These checklists includes a list of required checks, inspections and/or tests to be made of fire protection equipment. Facilities Management are responsible for the Annual Fire Safety Statement and lodgement with the Randwick City Council.

The venue is solely managed and operated by the ATC and the venue must hold a current Annual Fire Safety Statement (AFSS) lodged with Randwick City Council. Other locations where fire protection must be considered may include temporary amenities or offices, workshops, vehicles, plant and storage facilities, which shall have a suitable type and number of fire extinguishers available for use in the event of a fire. Such equipment shall preferably be of CO2 or dry chemical foam type.

An assessment of the suitability of firefighting equipment is carried out for the venue. AS2444 Portable Fire Extinguishers & Fire Blankets Selection and Use provides details on the various extinguishers available, their use and effectiveness for various types of fire.

Bulk storage of fuels, oils or other products may have specific requirements for the provision of firefighting equipment and storage should be in accordance with the relevant Australian Standard and legislation related to Dangerous Goods or Hazardous Substances storage. Signage is located at extinguishers to indicate the extinguisher type and suitability.

The lighting of fires is not permitted at the venue without the appropriate pre approvals in place. All hot work in areas other than designated workshops and process areas where appropriate fuel reduction and

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firefighting equipment is permanently established, or where hot work is required to be performed in a confined space, must be approved by an ATC representative and the completion of ATC Hot Work Permit or equivalent before hot work can commence. Undertaking hot work in outdoor environments during total fire ban days is not permitted.

Hot Work may require isolation of the Fire Detection system a must be coordinated through ATC Management.

NOTE: All Oxy/Acetylene sets must be fitted with Flashback Arrestors on both the Oxy and Acetylene hoses and at both the bottle and torch ends.

All firefighting equipment is tagged before being put into service in compliance with AS1851.1 and inspected and tagged at maximum 6 month intervals by a suitably qualified person. A record of inspection is obtained and the compliance tag for each extinguisher/hose reel crimped to indicate the month and year of the test.

Fire hazards must be identified for the venue including all buildings and temporary structures. A risk assessment shall be carried out and the appropriate controls required will be considered. The management of fire risks should use a hierarchical approach of elimination, prevention, protection, mitigation and emergency response.

The Emergency Response Plan (ERP) is reviewed and tested as follows:-

Item	Action required & pass/fail requirement	Monthly	6 monthly	Yearly	5 yearly	Record
Emergency Response Plan (ERP)	Check content & continued relevance to workplace including assessment of assembly area			<input checked="" type="checkbox"/>		Review as part of maximum yearly review of the Venue Operational Risk Management Plan.
Emergency Control Organisation (ECO)	ECO personnel requirements comply with the ERP	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Emergency response plan (ERP).
Fire equipment	Fire extinguishers, hose reel or other. Attached compliance tags. Inspection & maintenance by service provider		<input checked="" type="checkbox"/>			HSE Inspection. Service provider records.
Fire equipment	Fire extinguishers, hose reel or other. Seals intact. Charged extinguishers in place at relevant locations	<input checked="" type="checkbox"/>				HSE Inspection. HSE Committee Minutes.
Evacuation equipment	Emergency lighting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Logbook maintained by service provider
Evacuation equipment	Emergency Warning and Intercommunication System (EWIS)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Logbook maintained by service provider
Evacuation exercise	Compliance with the emergency response plan (ERP).			<input checked="" type="checkbox"/>		HSE Committee Minutes, Workplace Manager Diary and <u>Evacuation/ Emergency Drill Evaluation HSEF2.87.</u>
Emergency Drill	Emergency scenario response (taken from ERP Identified Emergencies)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<u>Evacuation/ Emergency Drill Evaluation HSEF2.87.</u>
Training	All personnel inducted, and ECO personnel training up to date		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Training records
Assembly areas	Nominated areas checked suitable and relevant to ERP		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Workplace HSE Inspection.

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Hydrant/Hose reels	Flushed and tested				<input checked="" type="checkbox"/>	Logbook maintained by service provider
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7.1 Check and Inspections & Monitoring of the Venue

Visual observation to ensure the device or system is in place and is not damaged or obstructed. Physical examination to determine that the device or system will perform in accordance with its intended function.

Housekeeping is an extension of every activity at the workplace. Good housekeeping practices contribute to the prevention of injuries and have a positive impact on overall workplace health safety environment outcomes. Personnel undertaking works shall be responsible for ensuring that work areas within their control are maintained in a tidy and safe manner and that materials and equipment not in use are neatly stored and clear of access ways. The same personnel shall also ensure that suitable types and numbers of waste bins or arrangement for waste removal are provided and maintained (emptied as required) in all work areas. Waste removal shall be coordinated with ATC personnel.

The venue has a workplace inspection program in place with additional pre event inspections. Formal inspections are recorded pre event inspection checklist.

7.2 Key Activities and Corresponding Responsibilities

The below table provides details on the management & operation of the venue.

Item	Maintenance Measures	Inspection Frequency	Responsibility
Fire & Rescue Access	Fire access routes and access panels provided to facilitate access by firefighting operations shall not be obstructed by vehicles, gates, fences, building materials, vegetation, signs or any other form of obstruction	Prior to Race day and as required	Security/HSE /Facilities/operations
	Fire access routes – streets, yards, private roadways, shall be maintained so as to be immediately ready for use at all times by fire and rescue vehicles.	Prior to Race day and as required	Security/HSE /Facilities/operations
Means of Egress & Exit Signs	Required exit signs shall be maintained to ensure they are clearly visible, clean and legible	Prior to Race day and as required	Security/HSE /Facilities/operations
	Maintain exit lights to ensure they are illuminated and in good repair	Prior to Race day and as required	Security/HSE /Facilities/operations
	Maintain access to exits, including corridors and outside areas free from obstruction	Prior to Race day and as required	Security/HSE /Facilities/operations
Portable Fire Extinguishers – Inspection, Testing & Maintenance	Inspect all portable extinguishers	Bi-annually	Facilities
	Maintain and test all portable extinguishers	Bi-annually	Facilities
	Portable fire extinguishers shall be replaced or recharged after use in conformance with instructions given on the extinguisher nameplate or as indicated by an inspection or when performing maintenance.	As required	Facilities

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Item	Maintenance Measures	Inspection Frequency	Responsibility
	Each portable fire extinguisher shall have a tag securely attached to it showing the maintenance or recharge date, the servicing agency and the signature of the person who performed the service or have another approved record showing the same information.	Prior to Race day	Facilities
Lighting Systems	Traffic lights checked for operation	Monthly	Facilities
	Test emergency lighting units to ensure emergency lights will function upon failure of the primary power supply	Monthly	Facilities
	Test emergency lighting units to ensure unit will provide emergency lighting for a duration equal to the design criteria under simulated power failure conditions (After completion of the test, the charging conditions for voltage and current and the recovery period shall be tested to ensure that the charging system is in accordance with the manufacturer's specifications.)	Bi-Annually	Facilities
Fire Separations	Inspect all doors in fire separations	Monthly	Security
	Check doors in fire separations to ensure that they are closed	As required	Security
	Maintain the integrity of damaged fire separations between rooms, corridors, shafts and other spaces.	As required	Facilities
	Maintain the fire-protection rating of damaged closures	As required	Facilities
	Maintain closures in fire separations to be operable at all times by keeping fusible links and heat or smoke actuating devices undamaged and free of paint and dirt; keeping guides, bearings and stay rolls clean and lubricated; making necessary adjustments and repairs to door hardware and accessories to ensure proper closing and latching, and; repairing or replacing inoperative parts of hold-open devices and automatic releasing devices.	As required	Facilities
Water Supply for Fire Fighting	Inspect valves controlling fire protection water supply to ensure they are wide open and sealed or locked in that position	Weekly	Security
	Inspect all fire hydrants (and after each use)	Bi-Annually	Facilities/Security
	Fire hydrants water flow tested – main valve opened and water flow checked	Bi-Annually	Facilities

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8.0 RACEDAY MANAGEMENT PROCEDURE

The table below deems to identify the pre and during race day procedures to be carried out to maintain operations.

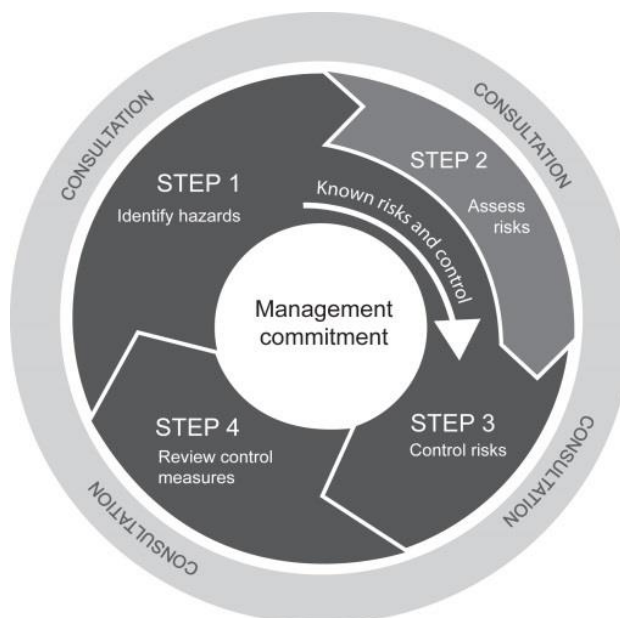
Activity	Requirements	Responsibility
Pre-Race Day	<ul style="list-style-type: none"> Ensure all lights are operational Ensure all emergency lights are functional Ensure all extraction fans are operational Ensure all smoke detectors are free of dust Ensure all fire doors are easily opened Ensure all fire stairs are free of debris 	Security
Race Day	ATC staff members to be briefed of emergency procedures prior to race day	Facilities / Security
	Physical walk through and inspection of the venue completed	Security
	In the case of an emergency the vehicle tunnel will be closed off and patrons directed to use Gate 10 (via Wansey Rd)	ATC Operations/Security

9.0 RISK MANAGEMENT

In the management of risks, eliminating or minimising risks to health & safety and the environment should be carried out so far as is reasonably practicable.

The identification of hazards and the management of the risks shall follow a four- step process as follows (see figure 4.1.1.1 below);

1. The identification of hazards and aspects,
2. The assessment of risks,
3. The control of risks, and
4. The ongoing monitoring and evaluation of the effectiveness of controls.



Reference: How to Manage Work Health and Safety Risks – Code of Practice (NSW)

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Risks must be managed to ensure the health and safety of workers and other people affected by the conduct of the business or undertaking including visitors and customers at a workplace.

Consultation with workers, including HSE committees, consultative teams who are directly affected by a matter relating to work health and safety should be contacted when identifying hazards and assessing risks to health, safety and environment, and also when making decisions about ways to eliminate or minimise the risks.

Communication and consultation are continual and iterative processes that all ATC workers will conduct, share or obtain information and to engage dialogue with stakeholders regarding the management of risk. The information can relate to the existence, nature, form, likelihood, significance, evaluation, acceptability and treatment of risk.

9.1 Incidents in the Workplace

HSE incidents are reported immediately, and no later than 24 hours in accordance with the Incident Management Procedure. Where all information required in the incident investigation report is not readily available within the 24 hour period, a preliminary report is issued and supplementary information provided as it comes to hand. The General Manager HSE is contacted prior to any external notification to a regulatory authority in relation to an incident (critical or otherwise). Notices issued by any Regulatory Authority to a workplace are reported to the HSE Manager and a copy of the Notice, including any corrective actions, is forwarded to the General Manager HSE immediately.

9.2 Hazard Identification and Reporting

Workers are encouraged through the workplace specific induction and Tool Box Talks to identify and control hazards and aspects and are expected to on a 'see it sort it' basis where practicable to do so and to report hazards and aspects.

Hazards are reported by any workplace personnel to ATC management using the Hazard Notification Form. Hazards identified and not rectified immediately are recorded on the Hazard Report Form and a copy sent to the HSE Department. When the hazard cannot be fixed immediately and may requires capex, a Risk Assessment may be required, using the Risk Assessment Form.

Examples of hazards that may be reported include:

- Trip or slip hazards, due to deterioration of floor covering;
- Storage and/or use of chemicals;
- Noise associated with the operation of plant and equipment;
- Blind corners / uncontrolled traffic intersections.

A worker who identifies a hazard or aspect must:

- Notify others in the vicinity, if other will be affected by the hazard;
- Take action to eliminate the hazard immediately – so far as is reasonably practicable and where it is safe to do so;
- If it is not reasonably practicable to eliminate the hazard, take action to prevent injury or damage (e.g. erect barricades);
- Report the hazard to an immediate manager as soon as possible for further action and implementation of controls ;
- Report the hazard on the Hazard Report Form and forward a copy to the HSE Department, if the hazard has not been eliminated immediately.

Once the corrective actions have been completed, the completed hazard report form, or Hazard Report Form and is forwarded to the HSE Department via HSE@theatc.com.au for close out of hazard.

- Hazards identified and not eliminated immediately are recorded on the Hazard Report Form and forwarded to the HSE Department HSE@theatc.com.au within 24hrs of the identified hazard;
- Where Hazards and Aspects identified with a potential severity level of 'Moderate' and 'High' should be escalated to the HSE Department as soon as practicable;

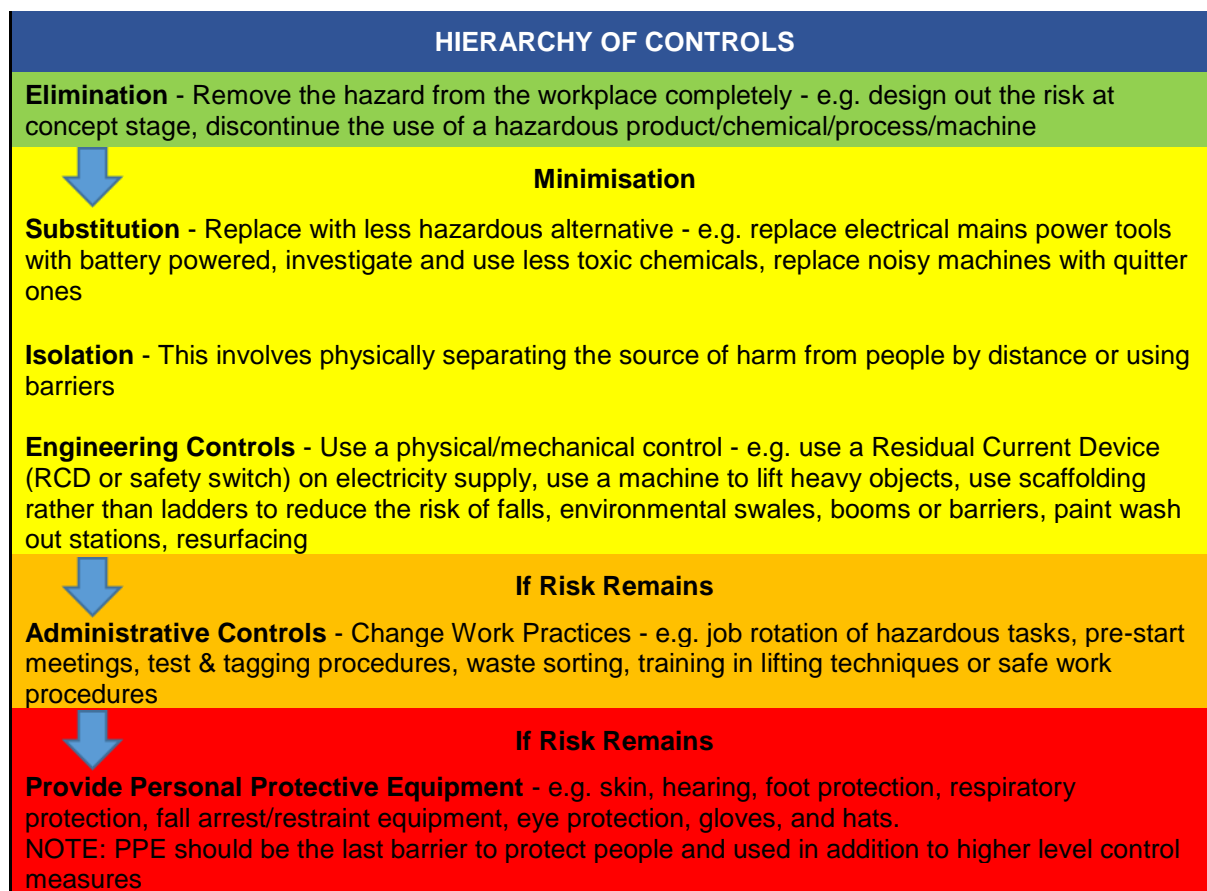
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- All incidents and hazards that have a severity or potential severity level of 3 and above must be investigated;

9.3 Control Model for Safety Risks

The hierarchy of controls provide the hazard must be eliminated so far as is reasonably practicable. If unable to eliminate, the hazard must be minimised so far as is reasonably practicable following the specific order.



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10.0 REFERENCES & ANNEXURES

DOCUMENT/AGENCIES	LINK/CONTACT
WHS Act 2018	Via the State Regulator Website
WHS Regulation 2017	Via the State Regulator Website
Protection of the Environment Operations Act and Regulations 1997 (POEO)	Via the State Regulator Website
AS/NZS 2293.1:2018 Emergency lighting and exit signs for buildings	
AS 2444-2001 Portable fire extinguishers and fire blankets	
AS 3754-2010 Planning for emergencies in facilities	
AS 1670.1-2004 Fire detection, warning, control and intercom systems	
Safework NSW	PH: 13 10 50
Environmental Protection Agency (NSW)	PH: 131 555
Incident, Hazard Management and Investigation Procedure	ATC-HSE-PRO-1.101
Incident Investigation Report Form	ATC-HSE-FOR -1.210
Hazard Report Form	ATC-HSE-FOR -1.214
Hot Works Permit Form	ATC-HSE-FOR-1.223
HSE Incident Response Chart	ATC-HSE-GUI -1.518
Fire Impairment Guidelines	ATC-HSE-GUI-1.509
Notifiable Incident Guideline	ATC-HSE-GUI-1.516
ATC – RR Sydney Carnival 2019 Emergency Plan	
ATC - RR Sydney Carnival 2019 Security Risk Reference Book	
ATC - Pre-Event Checklist Form	

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INCIDENT MANAGEMENT PROCEDURE

1.0 Purpose

This procedure outlines the process for reporting, investigating and management of all HSE incidents, near misses¹ that resulted in or could have resulted in, injury or illness to any person, damage to or loss of property or environmental harm or breach of security.

2.0 Scope

This procedure applies to all workers², ATC workplaces or work related activities where risk to people, property and environment have been identified.

3.0 Roles and Responsibilities

All Workers are expected to contribute to minimising risk and hazards, by immediately reporting any incidents, near misses, property and environmental damage events or security breaches.

General Managers / Managers	<ul style="list-style-type: none">• Communicate to all workers, the requirement to report incidents,• Manage all workplace incidents by assessing risks associated with all reported incidents and implementing appropriate controls to address these and prevent reoccurrence,• Initiate investigation,• Disseminate incident investigation findings and preventative control measures to workers.
HSE Department	<ul style="list-style-type: none">• Monitor and reviewing the system for effective incident management and reporting,• Provide advice and recommendations to local areas on preventative and corrective action to improve the level of health safety and environmental impacts.
ATC Health & Safety Committee	<ul style="list-style-type: none">• Participate as required in incident investigations and development of corrective/preventative actions,• Monitor, participate and review control measures,• Review incidents at committee meeting.
ATC Workers	<ul style="list-style-type: none">• Report all workplace incidents and near misses immediately,• Co-operate and participate with incident investigations and development of corrective/preventative actions,• Implement risk controls and reporting back on the suitability of these in reducing risk,• Follow safe work procedures and instructions.

4.0 Procedure

All ATC Workers must be inducted into the workplace and requirements for incident reporting and investigation.

4.1 When an incident occurs

HSE incidents are to be reported immediately, and an initial report regarding the incident must be provided to the HSE Department within 24 hours as outlined in [Appendix 1](#).

All employee injuries at work that result in time off or people not able to complete their normal duties are managed in accordance with the Injury Management & Return to Work procedure. Employees shall report all instances to their managers immediately.

¹ Reference to incident throughout this procedure includes near misses, property damage, environmental and security breaches

² Reference to workers includes, employees, contractors, subcontractors, an employee of contractors or subcontractors, labour hire, volunteers, jockeys and riders, members of the public/visitors hirers and partners.

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4.1.1 Initial Responder

When an incident occurs ATC personnel shall;

- Ensure the scene is safe and potential hazards and risks are isolated where safe to do so,
- Raise the alarm, call first aid officer (where medical assistance is required) or other emergency personnel or services. (Activate the Emergency Response Plan if required),
- Control any actual or potential environmental harm if safe to do so,
- Once people and the environment are safe, preserve the scene until advised otherwise for investigation,
- Separate Witnesses and obtain witness statements using Witness Statement Report Form ATC-HSE-FOR-1.215,
- Manage crowds if required, through the use of barricading,
- Identify any sources of energy within the incident location which have the potential to prolong or cause further injury, e.g. electricity or gas, and isolate them if it is safe to do so. Plant, equipment and machinery involved in incidents should be made safe e.g. implements lowered to the ground, then de-energised and isolated to prevent re-starting, as long as de-energisation or isolation does not have the potential to create further hazards,
- Pop-Up Trauma screens should be put in place for the protection and privacy of the injured person.

Refer to [Appendix 2](#) for HSE Event/Incident Response flow chart

4.1.2 Initial Report of Incident or Near Miss

Verbally report the incident immediately to the supervisor, line manager or nominated ATC representative and determine severity based on available information.

4.1.3 Assessment of Severity and Escalation

Assessment of the event should be based on actual harm or potential consequences (*Refer to table in [Appendix 1](#) to determine severity level and escalation criteria*).

Escalate immediately to HSE Department if any of the below conditions are present and as per Table in [Appendix 1](#):

- A person has sustained fatal injuries,
- A person has been taken to hospital due to ATC's operations,
- There is actual or potential for media or regulatory or other external interest,
- There has been major environmental harm,
- There has been an infrastructure outage (or other situation e.g. strike) that impacts ATC's operations of site.

In the event that the incident is a notifiable incident to SafeWork NSW it is the responsibility of the first responder to ensure, so far as is reasonably practicable, that the scene (including any plant, substance, structure or thing associated with the incident) is not disturbed until an inspector arrives or General Manager Health Safety Environment otherwise directs that it does not need to be preserved.

This does not prevent the person with management or control of the workplace from taking any action to assist an injured person, remove a deceased person, or taking action that is essential to make the area or workplace safe or to minimise the risk of a further notifiable incident occurring, or from taking any action associated with a police investigation or action for which an inspector or the regulator has given permission.

4.1.4 Notifiable Incident to SafeWork NSW

[Notifiable incident](#) to the regulatory authority SafeWork NSW is defined as;

- a) the Death of a person;
- b) Serious Injury or Illness of a person or
- c) Dangerous incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health.

Refer to Notifiable Incident Guideline ATC-HSE-GUI-1.516 for more information.

The Regulatory Authority is to be notified immediately following consultation with General Manager HSE.

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4.1.5 Critical Incident and Critical Near Miss

If the event is classified as a 'critical incident' or 'critical near miss', ATC personnel are to immediately contact the General Manager Health Safety Environment via phone and establish a single point of contact.

Under no circumstances is a written incident report or an investigation to be conducted until instructed to do so by the GM HSE.

If the incident is notifiable to the relevant regulatory authority the GM HSE in consultation with the Executive General Manager People & Culture shall submit the appropriate notification.

The relevant Regulator Authority is to be immediately notified when a notifiable incident has occurred, refer to [Appendix 3](#) for definitions and criteria.

Notify the relevant Regulator of an environmental incident where the level of environmental harm exceeds the relevant threshold, refer to [Appendix 3](#) for definitions and criteria.

4.1.6 Communication with external parties

From time to time it is necessary to communicate to various types of events to external parties. As such the following criteria is to be applied;

- Refer all SafeWork and Environmental Regulator enquiries to the HSE Department;
- Refer all Racing NSW enquires to the Executive Team;
- Refer all media enquiries to the General Manager Communication or nominated representative;
- Refer all union matters to the HSE Department and HR Department;
- Refer any public liability queries to the HSE Department.

4.1.7 Union Right of Entry

In response to an incident occurring, the relevant union may arrange for a delegate to visit the workplace, under the WHS Act they have a right of entry to investigate a suspected breach, or to visit 'relevant workers' to consult and advise on health and safety matters. Advice on this process is summarised in the [Right of Entry Code of Practice](#).

4.1.8 Key Activities and Corresponding Responsibilities

The below table provides details the management of a non-critical incidents occurring.

Activity	Requirements	Responsibility
Complete Incident Report	Events including incidents that cause injury/illness, near misses, property or environmental damage, security breach and track riding to workers. The Incident Investigation Report Form ATC-HSE-FOR-1.210, is completed and forwarded to the HSE Department HSE@theatc.com.au within the required timeframes. Refer to the table in Appendix 1 . <i>Any incident reported and medical information received as a requirement of this procedure and forms will be handled in confidence in accordance with the Privacy Act and HSE Document and Records Management Procedure ATC-HSE-PRO-1.109.</i>	All Workers Supervisor / Managers / General Managers HSE Department

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Activity	Requirements	Responsibility
Temporary Corrective Actions following an incident	<p>Following an incident and initial corrective action to isolate the hazard is often a temporary measure and must be implemented immediately following the incident to ensure that further harm resulting from the hazard does not occur. These actions may include;</p> <ul style="list-style-type: none"> isolation of plant, equipment or services, placing environmental barriers to prevent further leakage, mopping up a spill, closing off an area or positioning a warning sign and making urgent repairs. 	<p>All Workers</p> <p>Supervisor / Managers /</p> <p>General Managers</p> <p>HSE Department</p>
Provide early injury management and post incident support (<i>where required</i>)	<ul style="list-style-type: none"> Ensure the injured worker seeks prompt medical treatment via IMMEX or other medical practitioner and obtains relevant certification on work capacity, Provide suitable duties for the injured worker in accordance with the work capacity certificate (or equivalent), Seek assistance from the HSE Department Engage Employee Assistance Program (EAP) to provide support to individuals or a group for critical incident and where deemed required, Refer to the Injury Management and Return to Work Procedure ATC-HSE-PRO-1.107 for further information, Within 78 hrs conduct a debrief with relevant stakeholders after a critical event. 	<p>General Manager</p> <p>People and culture</p> <p>HSE Department</p> <p>General Managers</p>
Assessment of severity of the actual and potential consequence	<p>Once an event occurs, ascertain the actual and potential consequence, refer to Appendix 1, to determine the level of severity and follow the escalation timeframe. To determine the level of severity use the appropriate descriptors to estimate the plausible (most likely) consequence. The level of severity will determine the level of investigation required, either an action plan or root cause analysis investigation.</p> <p>If an investigation is required it should commence as soon as practicable and must be completed within 30 days.</p> <p>Identify who is required on the investigation team (Facilities, GM's or HSE for root cause, supervisor and workers for action plan).</p>	<p>Supervisor / Managers /</p> <p>HSE Department</p>
Conduct the incident investigation	<p>For level 1 & 2 events;</p> <ul style="list-style-type: none"> Complete Incident Investigation Report Form ATC-HSE-FOR-1.210 as required, Identify corrective/preventative actions and develop an Action Plan for implementation in accordance with the hierarchy of controls and the Risk Management Procedure ATC-HSE-PRO-1.100. 	<p>Supervisor / Managers /</p> <p>General Managers</p> <p>HSE Department</p>
	<p>For level 3 and above;</p> <ul style="list-style-type: none"> Verbally notify the GM HSE immediately, Investigation is to be completed using the Incident Investigation Report Form ATC-HSE-FOR-1.210 Section D. Appoint specialist / expert resources to assist with the investigation, as required in addition to stakeholders from any impacted site(s). 	<p>Supervisor / Managers /</p> <p>General Managers</p> <p>HSE Department</p>

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Activity	Requirements	Responsibility
	<ul style="list-style-type: none"> Commence the investigation as soon as possible utilising the Incident Investigation Guidelines ATC-HSE-GUI-1.511 After the incident and in accordance with the incident severity refer to Appendix 1. <ul style="list-style-type: none"> Review Witness Statements that have already been collected or undertake witness statements and record on Witness Statement Report Form ATC-HSE-FOR-1.215. Develop in consultation with workers involved corrective actions and allocate to responsible personnel and completion date. <ul style="list-style-type: none"> Consult with workers involved on the investigation findings and corrective actions. 	
For Incidents involving Patrons, Visitors, and Members of the Public.	<p>Under no circumstances are any ATC workers to admit Liability.</p> <ul style="list-style-type: none"> The HSE Department will determine when CCTV footage is required by completing the relevant section of the Incident Investigation Report Form ATC-HSE-FOR-1.210 The HSE Department will then forward this section to the Security Department. Security are to secure the footage on a restricted drive accessible to authorised personnel only. 	HSE Department Security Department
Injury/Illness Classification	<p>Fatality Incidents resulting in the death of one or more persons.</p> <p>Lost Time Injury Any occurrence which results in injury or illness causing time lost from work of one day/shift or more.</p> <p>Medically Treated Injury Any injury that requires medical treatment from a doctor or medical clinic and does not result in a Lost Time Injury at the time</p> <p>First Aid Injury Any injury that can be treated at the workplace by a First Aid attendant/or on site nurse and does not require further medical treatment.</p> <p>No Treatment Needed Includes minor and insignificant injuries that do not require First Aid Treatment e.g. minor sprain/ strain - 'report only'.</p>	Supervisor / Managers / General Managers HSE Department
Complete corrective and preventative actions	<ul style="list-style-type: none"> Verify corrective action/s have been effectively implemented and that implementation has not created other hazards or risks. 	Supervisor / Managers / General Managers HSE Department
Share incident learnings	<ul style="list-style-type: none"> Communicate applicable incident learnings to other stakeholders through regular meetings, HSE performance reports and HSE Safety Alerts. 	HSE Department
Monitor the effectiveness of corrective actions	<ul style="list-style-type: none"> Monitor implemented corrective/preventative action/s to ensure they remain in place and effective. Evaluate the need for strategic programs / initiatives as part of post monitoring process. 	General Managers HSE Department

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4.1.9 Principal Contractor

Where ATC engages a Principal Contractor that is commissioned to undertake a construction project or engages another PCBU as the principal contractor authorising it to have management or control of the workplace they must ensure they notify ATC of all incidents, near misses, property and environmental damage.

If a 'notifiable incident' arises then the Principal Contractor must ensure that the incident has been notified to the regulator and notify ATC of the notification.

The Principal Contractor must also provide ATC with the investigation and corrective actions to be implemented to prevent recurrence. Once corrective actions have been implemented the closed investigation is to be sent to HSE@theatc.com.au.

4.1.10 Equine Incidents and Diseases

Incidents involving equine are managed in accordance with the Equine & Stable Management Procedure ATC-HSE-PRO-1.120 and Site Specific Emergency Response Plan. In the event, there is a possible pest or disease outbreak it is to be reported to Emergency Animal Disease Watch Hotline on 1800 675 888.

4.2 Conducting an Investigation

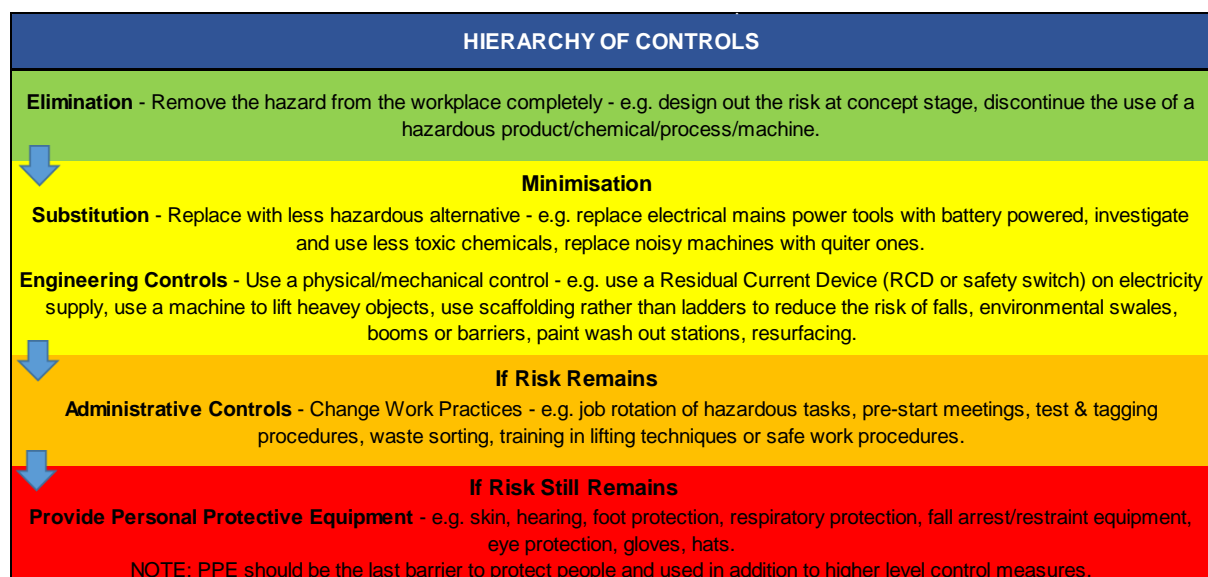
All incidents that have a severity or potential severity level of 3 and above must be investigated.

The purpose of an incident investigation is to determine the root cause of the incident and to identify all contributing factors. This information is vital to allow the development of corrective or preventative action to prevent recurrence. The incident investigation report records the facts about what happened, when and where it happened, who was involved and how and why the incident happened. Incident reports are legal documents and so must report the facts only. It is important that the report does not contain any assumptions. Conclusions must be substantiated by facts gathered from the investigation. Personal opinions should not cloud the investigator outcomes. Refer to Incident Investigation Guidelines ATC-HSE-GUI-1.511 to provide direction in conducting an investigation.

4.2.1 Corrective and Preventive Actions

Following an incident corrective action is required to isolate the hazard, or reduce the risk as far as reasonably practicable. An initial temporary corrective action may be utilised immediately to isolate or reduce the risk. Follow-up corrective action to prevent recurrence involves more long term control measures such as; new plant & equipment, redesign of a work area or task, reviewing and amending the process, ongoing training or personal protective equipment.

From the investigation processes corrective and preventative actions will be identified for all causal finding, in consultation with the workers involved in the incident or hazard identified. Controls measures are implemented by applying the Hierarchy of Controls to ensure that the highest level of control, so far as reasonably practicable, is applied. For example:



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The causal finding of the investigation must be recorded on Section D of Incident Investigation Report Form ATC-HSE-FOR-1.210. The responsible manager or supervisor shall immediately notify all persons responsible for implementing corrective action. Timeframes shall be set for completion of all corrective actions and the responsible manager or supervisor shall follow-up to ensure completion. All corrective action must be implemented immediately where the risk is significant and no later than 30 days following an incident. (Note: There may be multiple corrective actions following an incident). Once the corrective actions have been completed, the completed Incident Investigation Report Form ATC-HSE-FOR-1.210, is forwarded to the HSE Department HSE@theatc.com.au for close out of incident.

Note: Section A, B & C or E of the Incident Investigation Report Form ATC-HSE-FOR-1.210 is to be forwarded to the HSE Department within 24 hrs of the incident occurring via HSE@theatc.com.au.

Example - Corrective Action

Using the example of a worker slipping on wet ramp whilst carrying a box, there are a number of potential corrective actions:

4.2.2 Issue Resolution

Where corrective/preventative actions cannot be agreed upon, or the hazard(s)/risk(s) still exists and corrective and preventative action has not proceeded or initiated within 30 days, the issue will be escalated to the GM HSE for resolution. In the event resolution cannot be resolved, then the HSE Department will contact SafeWork, where required.

5.0 Training Requirements

All ATC Managers, Supervisors and HSE Department team members are required to attend training to obtain the competencies required to conduct an investigation.

ATC workers based on their work activities, who require training in incident management and investigation will be recorded for identified roles through the Training Needs Analysis.

6.0 Record Keeping

All records are to be retained, archived and disposed of in accordance with the HSE Document and Records Management Procedure.

7.0 Evaluation of the Control Effectiveness.

Once control measures are implemented they must be monitored and reviewed for effectiveness.

The evaluation of control measures for effectiveness should be conducted by the General Manager of the department or their representative to ensure;

- corrective actions have been implemented,
- has the corrective actions been effective in reducing the level of risk or risk of further of injury,
- has the corrective actions introduced new hazards or risk (or if they do, ensure this new hazard or risk is assessed).

Evaluation of the implementation corrective is the subject of ongoing internal and external inspections, auditing and other measures.

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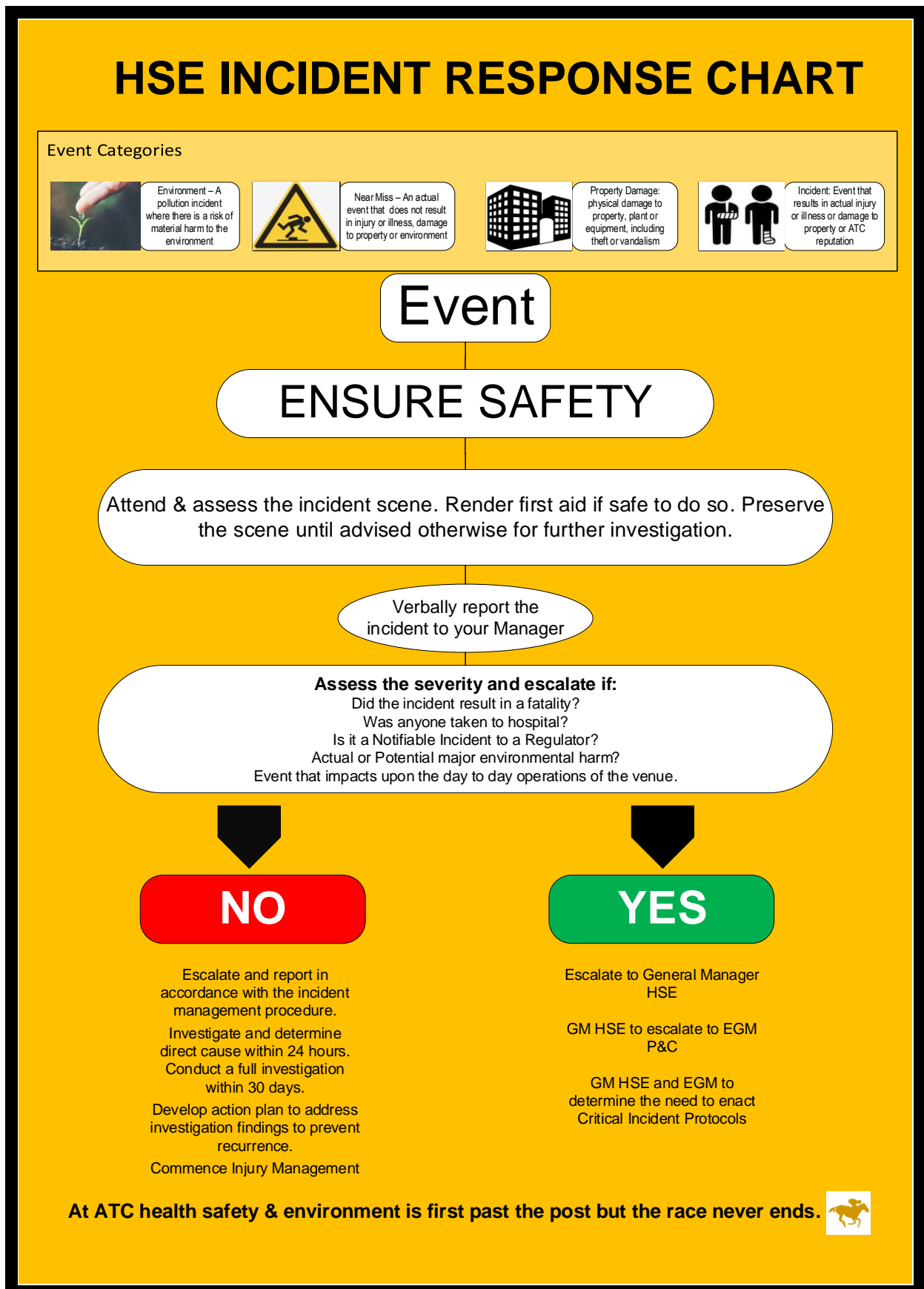
APPENDIX 1 – ESCALATION & SEVERITY CRITERIA

Event Type	Severity including Potential					
	Types	Insignificant	Minor	Moderate	Major	Catastrophic
		Level 1	Level 2	Level 3	Level 4	Level 5
Incident Near Miss (Potential)	Safety	First Aid / Minor damage or vandalism	Medically Treated / Restricted Work Injury	Lost Time Injury / Permanent Disabling Injury	Fatality	Multiple Fatalities
	Environmental	Environmental Effect /	Minor short term environmental effect	Serious Medium Term environmental harm	Permanent localised environmental harm/damage	Permanent long term environmental
	Property damage	Expected financial impact <\$10K	Expected financial impact \$10K - <\$100K	Expected financial impact \$100K - <\$1 M	Expected financial impact \$1M - <\$10M	Expected financial impact \$10M - <\$100M. Threat to business viability
Hazards	All	Very Low	Low	Medium	High	Extreme
Community	Reputation	Local media coverage	Short term local media coverage	Persistent national concern. 'Brand Impact'	Long term 'Brand Impact'	Extreme risk to corporate reputation & public outrage
Timeframe for reporting to HSE Department	All	24hr	24hr	Immediately	Immediately	Immediately
Action Plan (AP) or Investigation	All	Action Plan	Action Plan	Investigation with Root Cause Analysis	Investigation with Root Cause Analysis	Investigation with Root Cause Analysis

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APPENDIX 2 – RESPONSE CHART



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APPENDIX 3 – DEFINITIONS

Term	Definition
Community Contact	<p>Contact by a neighbour, member of the public or customer in relation to health safety environmental issue related to ATC business activities or premises. Examples may include, dust, noise, parking, odour, observed work practices, access or egress.</p> <p>Definition of a worker as defined in the Work Health Safety Act an;</p> <p>employee;</p> <ul style="list-style-type: none"> • a contractor or sub-contractor, • an employee of a contractor or sub-contractor, • an employee of a labour hire company, • an apprentice or trainee, • a student gaining work experience, • an outworker, • a volunteer.
Consequence	Adverse outcome of a specific hazard, e.g. injury.
Control Measure	Course of action taken to eliminate or minimise risk, e.g. design change, guarding, alternative method of work or personal protective equipment.
Corrective Action	Corrective actions means a situation has been re-instated to its original state, so replacing a broken window is a corrective action. Corrective action are created from the HSE management processes such as meetings, inspections, event investigations, unsafe act and unsafe condition reporting and from audits, and are simply measures that need to be undertaken to ensure that a particular requirement is implemented.
Critical Incident	<p>Out of the ordinary event, announcement, disclosure or set of circumstances, which;</p> <ul style="list-style-type: none"> • threatens the health, safety or welfare of workers or other stakeholders through loss of life or serious injury/disease and involves emergency services and the Regulatory Authority and includes a Notifiable Incident, a Dangerous Occurrence and transport of a person(s) to a hospital; or • has the potential for serious irreversible environmental harm to: a waterbody, protected species or habitat or heritage item and involves emergency services (or specialist remediation) and the Regulatory Authority.
Effective control	The meaning of an effective control includes fit for purpose, being suitable for the nature and duration of the work and installed, set up and used correctly.
Environmental Aspect	Something that has the potential to cause a change to the environment.
Environmental Incident	<p>A pollution incident where there is a risk of material harm to the environment. Material harm may include;</p> <ul style="list-style-type: none"> • It involves actual or potential harm to the health or safety of human beings or to ecosystems that is not trivial, or • It results in actual or potential loss or property damage of an amount, or amounts in aggregate, exceeding \$10,000 (or such other amount as is prescribed by the regulations, and • Loss includes the reasonable costs and expenses that would be incurred in taking all reasonable and practical measures to prevent, mitigate or make good harm to the environment.

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Term	Definition
Hazard	Any situation where an event has not occurred that has the potential to cause (or lead to) injury/illness or cause damage to the environment or property or is likely to cause ATC reputational damage. A hazard includes unsafe acts.
Incident	An actual event which results in an actual injury, illness or damage to property or the environment or could result in reputational damage to the ATC.
Incident Investigation	The gathering and analysis of information to determine the root cause of an event and any contributing factors. The investigation process is to obtain factual information, regarding what, why and where through inspecting the scene, interviewing witnesses and other forms of data gathering.
Likelihood	The degree of possibility of a consequence occurring from a risk event; e.g. possibility of a severe injury from a fall from height.
Near Miss	An actual event that does not result in an actual injury, illness or damage to property or the environment but has the potential to lead to actual injury, illness or damage to property or the environment or could result in reputational damage to the ATC.
Notifiable Environmental Incident	A pollution incident where there is a risk of 'material harm' to the environment. Material harm includes: <ul style="list-style-type: none"> • Actual or potential harm to the health or safety of human beings or to ecosystems that is not trivial, or • The impact or potential impact which amounts to a monetary value of \$5,000*, or more, to prevent, mitigate or 'make good' harm to the environment.
Notifiable Work Health Safety Incident	Notifiable incidents include; <ul style="list-style-type: none"> • The death of a person, • A 'serious injury or illness', or • A 'dangerous incident'. A notifiable incident may relate to any person, whether a worker, contractor or member of the public.
Notifiable Work Health Safety Incident	Serious Injury/illness of a person means an injury or illness requiring the person to have; <ul style="list-style-type: none"> • Immediate treatment as an in-patient in a hospital; • Immediate treatment for; <ul style="list-style-type: none"> - The amputation of any part of his or her body, - A serious head injury, - A serious eye injury, - A serious burn, - The separation of his or her skin from an underlying issue (such as de-gloving or scalping), - A spinal injury, - The loss of bodily function, - Serious lacerations, • Medical treatment within 48 hours of exposure to a substance, • For illness refer to clause 699 of the WHS Regulation. Dangerous Incident means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to;

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Term	Definition
	<ul style="list-style-type: none"> • An uncontrolled escape, spillage or leakage of a substance, • An uncontrolled implosion, explosion or fire, • An uncontrolled escape of gas or steam, • An uncontrolled escape of a pressurised substance, • Electric shock, • The fall or release from a height of any plant, substance or thing; • The collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations, • The collapse or partial collapse of a structure, • The collapse or failure of an excavation or of any shoring supporting an excavation, • The inrush of water, mud or gas in workings, in an underground excavation or tunnel, • The interruption of the main system of ventilation in an underground excavation or tunnel. <p><i>The Regulatory Authority is to be notified immediately by the General Manager HSE</i></p>
Property Damage	Physical damage to property, plant and equipment including theft or vandalism.
Preventative Action	A preventative action will put into place arrangements which will prevent a re-occurrence, to stop the window being broken in the first place. Preventative action are created from the HSE management processes such as meetings, inspections, event investigations, unsafe act and unsafe condition reporting and from audits, and are simply measures that need to be undertaken to ensure that a particular requirement is implemented.
Reasonably Practicable	Reasonably practicable means that which is, or was at a particular time, reasonably able to be done to ensure health and safety, taking into account and weighing up all relevant matters including: <ol style="list-style-type: none"> a) the likelihood of the hazard or the risk concerned occurring b) the degree of harm that might result from the hazard or the risk c) what the person concerned knows, or ought reasonably to know, about the hazard or risk, and ways of eliminating or minimising the risk d) the availability and suitability of ways to eliminate or minimise the risk, e) after assessing the extent of the risk and the available ways of eliminating or minimising the risk, the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk.
Risk	Risk is the likelihood and consequence of injury or harm occurring when exposed to a hazard.

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APPENDIX 4

DOCUMENT/AGENCIES	LINK/CONTACT
WHS Act 2018	Via the State Regulator Website
WHS Regulation 2017	Via the State Regulator Website
Protection of the Environment Operations Act and Regulations 1997 (POEO)	Via the State Regulator Website
Heritage Act 1977	Via the State Regulator Website
National Parks and Wildlife Act 1979	Via the State Regulator Website
Safework NSW	PH: 13 10 50
Environmental Protection Agency (NSW)	PH: 131 555
Emergency Animal Disease Watch Hotline	PH: 1800 675 888.
Incident Investigation Report Form	ATC-HSE-FOR -1.210
Hazard Report Form	ATC-HSE-FOR -1.214
Investigation Report Form	ATC-HSE-FOR -1.247
Incident Investigation Report Form	ATC-HSE-FOR -1.210
Witness Statement Report Form	ATC-HSE-FOR -1.215
HSE Incident Response Chart	ATC-HSE-GUI -1.513

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INCIDENT INVESTIGATION REPORT FORM

This form is used to document any Event, including, injury/illness, near miss, security breach environment and property damage incidents and is confidential in nature.

- For insignificant and minor Injury/illness events, to workers, contractors and members of the public, complete Sections A, B & C for all others complete Sections A, B, C & D.
- For near miss, environment and property damage complete Sections A, B and for events greater than minor complete Section D.
- For track riding incidents complete Sections A, B, C & E.

The Supervisor ensures section A, B and C is completed within the timeframes set out in the Incident Management Procedure ATC-HSE-PRO-1.101 and forward to the HSE department via HSE@theatc.com.au for notification and recording purposes.

SECTION A – GENERAL DETAILS

☐ Randwick ☐ Warwick Farm ☐ Rosehill ☐ Canterbury Park ☐ Rosehill Bowling Club

EVENT TYPE (Select one or multiple events)

☐ Injury / Illness ☐ Near Miss ☐ Security ☐ Environmental ☐ Property Damage

PERSON INVOLVED DETAILS (Person who was injured or involved)

ATC Employee ☐ Permanent ☐ Permanent Casual ☐ Casual

☐ Visitor/Public ☐ Contractor ☐ Hirers/Partners ☐ Jockey

Department

First Name Last Name

Address Occupation
Company
DOB: ☐ Male ☐ Female
Contact No. Mobile

Name of person completing this report: Position:

SECTION B - INCIDENT DETAILS

Incident Date Incident Time / Location

Brief Description of incident
(e.g. what task was being completed, what happened)

What object, equipment, substance or event caused/ involved (e.g., forklift, ladder, kitchen oven, horse)

Immediate action taken
(e.g. first aid, called cleaners)

Property Damage
(items damaged if applicable)

Function/Event Name

List contributing factors and action plan (complete for insignificant and minor incidents)

Witnesses No ☐ Yes ☐ Complete Witness Statement Report ATC-HSE-FOR-1215 Emergency Services Called No ☐ Yes ☐

Name Contact No

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SECTION C – INJURY DETAILS *(Complete only if an injury/illness is sustained)*

Description of Injury / Illness or Medical Condition

☐ First Aid
 ☐ Medical
 ☐ Lost Time
 ☐ Fatality
 ☐ Hospital overnight or more

Is this an aggravation of a previous injury or condition? ☐ Yes ☐ No ☐ Not Known

Initial Treatment

First Aider Name

Is follow up medical or injury management required

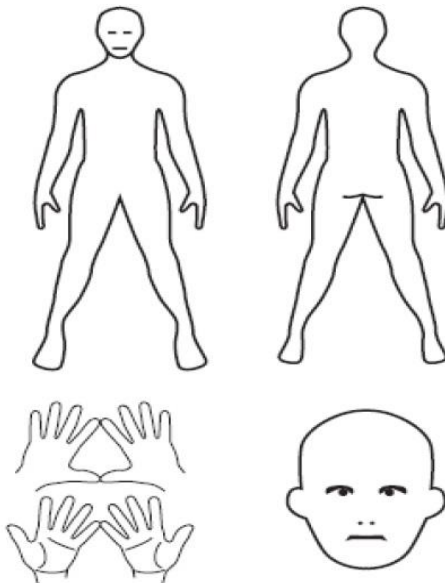
☐ No

☐ Yes

Contact HSE Dept

Details of Medical Center/Dr. or Hospital

Body Location *(Shade the body part that is injured)*



Incident Classification *(select one)*

- ☐ Machinery/Equipment
- ☐ Equine Related
- ☐ Portable power/Hand tool
- ☐ Single contact with chemical of substance
- ☐ Biological Agencies
- ☐ Slips, Trips, Falls
- ☐ Struck by/Against
- ☐ Objects flying/falling
- ☐ Road Transport (On/Off Course)
- ☐ Body Stressing
- ☐ Animal Related
- ☐ Contact with Sharps
- ☐ Mental Stress
- ☐ Food Safety
- ☐ Alcohol related situation
- ☐ External Threat

Mechanism of Injury *(select one)*

- | | | |
|--|---|--|
| <input type="checkbox"/> Falls from a height | <input type="checkbox"/> Being hit by falling objects | <input type="checkbox"/> Vehicle Accident/Mobile Plant |
| <input type="checkbox"/> Falls on the same level | <input type="checkbox"/> Being bitten by an animal | <input type="checkbox"/> Work pressure |
| <input type="checkbox"/> Hitting object with a part of the body | <input type="checkbox"/> Being hit by an animal | <input type="checkbox"/> Contact with electricity |
| <input type="checkbox"/> Muscular stress while handling objects other | <input type="checkbox"/> Hazardous Chemicals/Dangerous Goods | <input type="checkbox"/> Contact with, or exposure to biological factors |
| <input type="checkbox"/> Being trapped between stationary & moving objects | <input type="checkbox"/> Being assaulted by a person or persons | <input type="checkbox"/> Repetitive movement with low muscle loading |
| <input type="checkbox"/> Hitting moving objects | <input type="checkbox"/> Long term exposure to sounds | <input type="checkbox"/> Exposure to a traumatic event |
| <input type="checkbox"/> Single contact with chemical of substance | <input type="checkbox"/> Muscular stress while lifting, carrying, or putting down objects | <input type="checkbox"/> Muscular stress with no objects being handled |
| <input type="checkbox"/> Contact with heat and Cold | <input type="checkbox"/> Hitting stationary objects | <input type="checkbox"/> Other or Multiple |

Nature of Injury *(select one)*

- | | | |
|--|-------------------------------------|--|
| <input type="checkbox"/> Fracture | <input type="checkbox"/> Amputation | <input type="checkbox"/> Internal Injury of chest, abdomen & pelvis |
| <input type="checkbox"/> Dislocations | <input type="checkbox"/> Laceration | <input type="checkbox"/> Exposure to chemicals & body fluids |
| <input type="checkbox"/> Sprains & sprains | <input type="checkbox"/> Burn/Scald | <input type="checkbox"/> Other and unspecified injuries <i>(specify below)</i> |
| <input type="checkbox"/> Concussion | <input type="checkbox"/> Bruising | |

Further comments

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Public Liability Events (<i>Incidents or Injuries to members of the public</i>)						
Is there a potential risk of further actions/ claims			<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
If yes, what?						
Did the affected person appear to be under the influence of drugs or alcohol?			<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
Warning signs present (<i>if yes, provide pictures</i>)?			<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
Does the affected person have any other impairments?						
What type of shoes was the affected person wearing?						
Other contributing Factors (<i>tick relevant factors</i>)						
<input type="checkbox"/>	Weather – wet, hot, cold, dusty, windy		<input type="checkbox"/>	Lighting	<input type="checkbox"/>	Floor/ walking surface
<input type="checkbox"/>	Design of area/ structure		<input type="checkbox"/>	Crowds	<input type="checkbox"/>	Other
Describe any other relevant information						
Photos shoes or other relevant items or of area showing use perspective for context for.						
<i>E.g. trip hazard for height variation take a picture with a pen for example.</i>						

HSE Department to complete: CCTV – *All Downloads should be 30 minutes either side of the event (before & after)*

Incident Occurred at:				Camera Number				DVR			
Start Time				End Time							
CCTV Archived by:											
Attachments	Witness Statement			Yes	Floor Plan		Yes	Photos Taken			Yes
Use the times from the cameras			Do not write on the CD				ATC will label the CD				

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SECTION D – INCIDENT INVESTIGATION *(To be completed for actual and potential consequence ranking of moderate or above)*

Describe the task being performed at the time of the incident	
Describe the sequence of events that led to the incident happening	
Why did it happen? What were the 'Contributing Factors' and the 'Root cause' of the incident? (Action/ inaction by persons, failure of tools/ machines or procedures not followed) (QUESTION THE CAUSE 5 TIMES) e.g. (the incident) Grinding and a piece of hot metal entered eye. Q. 1 Why did the hot metal enter eye? – From not wearing eye protection. Q. 2 Why was the worker not wearing eye protection? – No PPE was available. Q. 3 Why was there no PPE available? – PPE not ordered for work area. Q. 4 Why was no PPE ordered? – PPE requirements not identified for work activity. Q. 5 Why PPE requirements not identified? – SWI's not developed for work activity.	
Q1	
Q2	
Q3	
Q4	
Q5	
Primary source of the hazard: If other, specify:	

Supporting documentation								
Was the hazard which caused the incident identified in the workplace Risk and Opportunity Register or equivalent?			<input type="checkbox"/>	Yes	<input type="checkbox"/>	No		
Did the incident occur while completing a job task?			<input type="checkbox"/>	Yes	<input type="checkbox"/>	No		
If 'Yes'	Specify the task							
	Was a Risk Analysis E.g. Safe Work Method Statement/Risk Assessment/Safe Work Instruction (SWI) or Safe Operating Procedure (SOP) or equivalent developed for the task, prior to the incident		<input type="checkbox"/>	Yes	<input type="checkbox"/>	No		
	If Yes, had the people involved in the task been trained/inducted in the SWMS/ SWI?		<input type="checkbox"/>	Yes	<input type="checkbox"/>	No		
	If Yes, were those involved in the incident working in accordance with the SWMS/ SWI requirements at the time of the incident		<input type="checkbox"/>	Yes	<input type="checkbox"/>	No		
If No	Had the people involved in the incident been instructed in managing the hazard through some other form of workplace consultative arrangement, e.g. Toolbox Talk?		<input type="checkbox"/>	Yes	<input type="checkbox"/>	No		
	Had the people involved in the incident been provided with a workplace specific induction?		<input type="checkbox"/>	Yes	<input type="checkbox"/>	No		
	Does the hazard need to be added to the workplace Risk & Opportunity Register?		<input type="checkbox"/>	Yes	<input type="checkbox"/>	No		
Witness statements collected and reviewed (refer to Witness Statement Form ATC-HSE-FOR-1215)				Yes		No		
Corrective Actions (consider design changes, training, inspection procedures etc)								
Corrective Actions		Hierarchy of Controls	Responsible Person		Date Completed			
Estimated Cost of Correction		\$	Is the risk eliminated / engineered		<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
Effectiveness Review Once the Corrective Action(s) have been implemented, they are monitored, for effectiveness by the General Manager of the department or delegate.								
Name			Date:		Signature			
Comments								
Notifications and Distribution								
Is the incident notifiable - only HSE Dept. to notify (refer to Incident, Hazard Management and Investigation Procedure ATC-HSE-PRO-1101)			<input type="checkbox"/>	Yes	<input type="checkbox"/>	No		
Is there a risk of legal action / claim			<input type="checkbox"/>	Yes	<input type="checkbox"/>	No		
Is there a risk of negative media or Attention?			<input type="checkbox"/>	Yes	<input type="checkbox"/>	No		
Are any external parties affected?			<input type="checkbox"/>	Yes	<input type="checkbox"/>	No		

SECTION E – TRACK RIDING INCIDENTS

Name of Horse				Age				Sex			
Trainers Name <i>(for stable hand, jockeys, rider etc)</i>				Experience in Role							
Was the rider taken to Hospital?				<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Not Known		
Was an examination performed?				<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Not Known		
Follow-up medical report recommended				<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Not Known		
Medical clearance required before riding				<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Not Known		
Medical Official		Name				Signature					
Industry Official		Name				Signature					
Weather:	<input type="checkbox"/>	Fine	<input type="checkbox"/>	Over cast	<input type="checkbox"/>	Rain	<input type="checkbox"/>	Showers			
Visibility	<input type="checkbox"/>	Good	<input type="checkbox"/>	Poor	<input type="checkbox"/>	Foggy					
Wind	<input type="checkbox"/>	Calm	<input type="checkbox"/>	Mild	<input type="checkbox"/>	Moderate	<input type="checkbox"/>	Strong			
Position		Activity		When				Where			
Jockey	<input type="checkbox"/>	Saddling	<input type="checkbox"/>	Before training				<input type="checkbox"/>	Track - sand		
Track rider	<input type="checkbox"/>	Mounting	<input type="checkbox"/>	Going to track				<input type="checkbox"/>	Track - grass		
Strapper	<input type="checkbox"/>	Riding at walk	<input type="checkbox"/>	Commencing training				<input type="checkbox"/>	Track - synthetic		
Trainer	<input type="checkbox"/>	Riding at trot	<input type="checkbox"/>	During training				<input type="checkbox"/>	Internal road/path		
Other <i>Specify below</i>	<input type="checkbox"/>	Riding at canter	<input type="checkbox"/>	Pulling up				<input type="checkbox"/>	Public road/path		
	<input type="checkbox"/>	Riding at gallop	<input type="checkbox"/>	Leaving training track				<input type="checkbox"/>	Stalls		
		Jumping hurdle	<input type="checkbox"/>	Returning to stables				<input type="checkbox"/>	Barrier		
		Jumping fence	<input type="checkbox"/>	Other <i>Specify below</i>				<input type="checkbox"/>	Other <i>Specify below</i>		
		Dismounting	<input type="checkbox"/>					<input type="checkbox"/>			
		Other									
What		Cause		PPE and risk Factors				Impact			
Rider fell	<input type="checkbox"/>	Startled/shied	<input type="checkbox"/>	Helmet	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	Barrier		
Horse and rider fell	<input type="checkbox"/>	Horse unbalanced	<input type="checkbox"/>	Make					Inside running rail		
Rider fell and dragged	<input type="checkbox"/>	Rider unbalanced	<input type="checkbox"/>	Model Age					Outside rail/fence		
Kicked (back leg)	<input type="checkbox"/>	Bucked	<input type="checkbox"/>	Vest		Yes		No	Upright		
Struck (front leg)	<input type="checkbox"/>	Reared	<input type="checkbox"/>	Make					Ground		
Trampled	<input type="checkbox"/>	Collapsed	<input type="checkbox"/>	Model Age					Other horse		
Rolled on	<input type="checkbox"/>	Knuckled	<input type="checkbox"/>	Stirrups	Safety Iron		<input type="checkbox"/>	Jump Other		<input type="checkbox"/>	
Crushed	<input type="checkbox"/>	Equipment failure	<input type="checkbox"/>		Toe Stopper		<input type="checkbox"/>	Not applicable		<input type="checkbox"/>	
Hit by head	<input type="checkbox"/>	Saddle slipped	<input type="checkbox"/>		Bostock		<input type="checkbox"/>	Reflective Clothing			
Bitten	<input type="checkbox"/>	Horse slipped	<input type="checkbox"/>		Other		<input type="checkbox"/>	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
Near-miss	<input type="checkbox"/>	Horse hit jump	<input type="checkbox"/>	Foot Position	Toes only		<input type="checkbox"/>	Helmet Light			
Other <i>Specify below</i>	<input type="checkbox"/>	Horse fell on landing	<input type="checkbox"/>		Ball of feet		<input type="checkbox"/>	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
	<input type="checkbox"/>	Unknown	<input type="checkbox"/>		Full Foot		<input type="checkbox"/>	Horse in group			

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HAZARD REPORT FORM

This form is used to document any hazards reported in the workplace, a copy of the completed form is to be forwarded to the HSE Department via HSE@theatc.com.au.

SECTION A – GENERAL DETAILS

<input type="checkbox"/> Randwick	<input type="checkbox"/> Warwick	<input type="checkbox"/> Rosehill	<input type="checkbox"/> Canterbury	<input type="checkbox"/> Rosehill Bowling Club
Department	Location		Date	
Reported by	Reported to			

SECTION B – HAZARD DETAILS

Task Activities									
Machinery/Tool/Equipment/ Substance: (if applicable)									
Describe the Hazard and the Risks:									
Consequence Rating	Refer to the Risk Management Procedure ATC-HSE-PRO-1.100 for descriptors								
Actual consequence	<input type="checkbox"/> Insignificant	<input type="checkbox"/> Minor	<input type="checkbox"/> Moderate	<input type="checkbox"/> Major	<input type="checkbox"/> Catastrophic				
Worst case consequence	<input type="checkbox"/> Insignificant	<input type="checkbox"/> Minor	<input type="checkbox"/> Moderate	<input type="checkbox"/> Major	<input type="checkbox"/> Catastrophic				

SECTION C – HAZARD INVESTIGATION (select contributing causal factors that are applicable to the hazards arising, more than one can be selected)

System/Processes		Equipment/Plant		Environment		People	
<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No
<input type="checkbox"/> Yes see below	<input type="checkbox"/> Yes see below	<input type="checkbox"/> Yes see below	<input type="checkbox"/> Yes see below	<input type="checkbox"/> Yes see below	<input type="checkbox"/> Yes see below	<input type="checkbox"/> Yes see below	<input type="checkbox"/> Yes see below
Procedures <input type="checkbox"/>	Size / weight <input type="checkbox"/>	Access <input type="checkbox"/>	Supervision <input type="checkbox"/>				
Workload <input type="checkbox"/>	Design <input type="checkbox"/>	Housekeeping <input type="checkbox"/>	Training <input type="checkbox"/>				
Maintenance <input type="checkbox"/>	Maintenance <input type="checkbox"/>	Lighting <input type="checkbox"/>	Job competency <input type="checkbox"/>				
Task allocation <input type="checkbox"/>	Chemicals <input type="checkbox"/>	Weather/temp <input type="checkbox"/>	PPE not used <input type="checkbox"/>				
SWI/SWMS <input type="checkbox"/>	Guarding <input type="checkbox"/>	Surface <input type="checkbox"/>	Other <input type="checkbox"/>				
Other <input type="checkbox"/>	Other <input type="checkbox"/>	Other <input type="checkbox"/>					

List of Contributing factors and action plan

Corrective Actions (consider design changes, training, inspection procedures etc)

Corrective Actions	Hierarchy of Controls	Responsible Person	Date Completed
Estimated Cost of Correction	Comments		
Has the hazard been eliminated or substituted	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Incident investigation and corrective actions completed sign off:			
Name	Position	Date	Signature

HAZARD REPORT FORM

Authorised by: Executive GM People & Culture	Date Amended:15/12/2018	Page 1 of 1
Maintained by: GM HSE	Current Version V1	Document: ATC-HSE-FOR-1.214

HOT WORKS PERMIT FORM

Section A of this form is to be completed by the contractor/worker undertaking works and the associated documents is to be emailed to your ATC Representative & HSE@theatc.com.au for approval at least 48hrs prior to works. Works are only to proceed once Section B has been completed.

SECTION A – GENERAL INFORMATION (To be completed before works are undertaken)									
Company					Contact Name				
Email					Phone				
Location (please tick)									
<input type="checkbox"/>	Randwick	<input type="checkbox"/>	Warwick Farm	<input type="checkbox"/>	Rosehill	<input type="checkbox"/>	Canterbury Park	<input type="checkbox"/>	Rosehill Bowling Club
Exact location of work area									
Date			Start Time			Finish Time			
Type of Hot Works (please tick)									
<input type="checkbox"/>	Cutting			<input type="checkbox"/>	Grinding			<input type="checkbox"/>	Soldering
<input type="checkbox"/>	Welding			<input type="checkbox"/>	Brazing			<input type="checkbox"/>	Other
Reason for Hot Works									
The person undertaking the hot works are to inspect the site immediately prior to the commencement of the hot works ensuring that the site fully complies with all conditions in the below section. Under no circumstances are hot works to be undertaken on Fire Ban Days.									
Control Measure to be followed (please tick)									
<input type="checkbox"/>	Combustible/flammable materials/liquids removed				<input type="checkbox"/>	Adequate Ventilation			
<input type="checkbox"/>	Wet down of non-removable combustible items				<input type="checkbox"/>	No smoking			
<input type="checkbox"/>	Drains, cable racks, electrical cables and other heat/fire sensitive items are to be covered				<input type="checkbox"/>	Have all containers been purged of flammable liquids and vapours			
<input type="checkbox"/>	Falling slags & sparks to lower level are mitigated				<input type="checkbox"/>	Hose/extinguishers available (within 10 meters)			
<input type="checkbox"/>	Have leaks from valve and pump glands, flanges etc. been controlled				<input type="checkbox"/>	Tanks, valves, vents and pipelines been blanked off or effectively isolated or drained			
<input type="checkbox"/>	Fire Watcher to remain 30 minutes after completion				<input type="checkbox"/>	Welding Curtains/Spark & Flash Screens			
<input type="checkbox"/>	Fire Watcher to trained in use of fire extinguisher				<input type="checkbox"/>	Welders earthed to work at weld point			
<input type="checkbox"/>	Fire and smoke detectors isolated (Complete Fire Protection Impairment Notice Form ATC-HSE-FOR-1.233)				<input type="checkbox"/>	Area Barricade to prevent people and plant movement			
<input type="checkbox"/>	Wind direction and strength satisfactory for hot work to be done				<input type="checkbox"/>	Other			
Signed					Date				
SECTION B – AUTHORISATION (To be completed and authorised by ATC Representative prior to works undertaken)									
Contractors completed induction					<input type="checkbox"/>	Persons who made by affected by energy isolation have been notified			
Is the applicant approved to undertake activities on ATC Venues								Yes <input type="checkbox"/>	No <input type="checkbox"/>
Name					Position				
Signed					Date				
SECTION C- COMPLETION (To be completed by hot works operator and forward to your ATC Representative HSE@theatc.com.au)									
The work area and all adjacent areas to which sparks and heat might have spread have been inspected and found to be free of fire following completion of work.									
Hot Works completed by:					Time:				
Signed					Date				

HOT WORKS PERMIT FORM

Authorised by: Executive GM People & Culture	Date Amended: 18/06/2018	Page 1 of 1
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HSE INCIDENT RESPONSE CHART

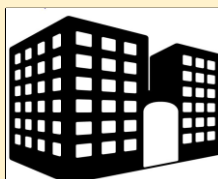
Event Categories



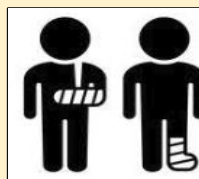
Environment – A pollution incident where there is a risk of material harm to the environment



Near Miss – An actual event that does not result in injury or illness, damage to property or environment



Property Damage: physical damage to property, plant or equipment, including theft or vandalism



Incident: Event that results in actual injury or illness or damage to property or ATC reputation

Event

ENSURE SAFETY

Attend & assess the incident scene. Render first aid if safe to do so. Preserve the scene until advised otherwise for further investigation.

Verbally report the incident to your Manager

Assess the severity and escalate if:

Did the incident result in a fatality?

Was anyone taken to hospital?

Is it a Notifiable Incident to a Regulator?

Actual or Potential major environmental harm?

Event that impacts upon the day to day operations of the venue.

NO

Escalate and report in accordance with the incident management procedure.

Investigate and determine direct cause within 24 hours. Conduct a full investigation within 30 days.

Develop action plan to address investigation findings to prevent recurrence.

Commence Injury Management

YES

Escalate to General Manager HSE

GM HSE to escalate to EGM P&C

GM HSE and EGM to determine the need to enact Critical Incident Protocols

At ATC health safety environment is first past the post but the race never ends



FIRE PROTECTION IMPAIRMENT GUIDELINE

1.0 Purpose

This guideline provides the process and requirements in relation to isolations and impairment of Fire Protection System at Australian Turf Club (ATC) venues. Fire System isolations and impairments affect the ability to detect and respond to fires.

2.0 Scope

The guideline is applicable to all fire protection systems at ATC venues for planned, testing and monitoring and repairs, schedule and emergency.

3.0 The Process

Impairments occur when any fire protection system is taken out of service. This includes sprinkler systems, underground water mains, fire pumps, fire pump suction tanks, gravity tanks, detection systems and fire indicator panel. Isolation and impairment can either be planned or via an emergency.

3.1 Planned or Emergency Impairments and Isolations

A planned impairment is any situation in which all or part of an active fire protection system is turned off, deliberately activated for test or drill purposes, or otherwise temporarily rendered inoperable to perform such an activity.

An emergency impairment is any situation in which an accident creates unintentional fire protection system impairment. Emergency impairments may affect only one system or in rare instances the entire site (for example, an extended site-wide power outage or a site-wide loss of water supply).

Whilst the fire protection system is shut-down "Lock Out Tag" is installed in accordance with Lock Out Tag Out Procedure ATC-HSE-PRO-1.119. Where required notify your local fire brigade if required.

If there are **HOT WORKS** to be undertaken during impairment, please ensure the Hot Works Permit ATC-HSE-FOR-1.223 is completed and submitted to a ATC representative for approval.

The below table outlines the requirement based on activities for planned or emergency impairments and isolations.

Activity	Requirement	Responsibility
Planned isolation/impairment for maintenance less than 8 hrs	<ul style="list-style-type: none">• Provide temporary protection and supervision, and reduce hazards in the affected area, outlined Precautions to be followed in the form, ie Where possible, shut down any hazardous processes, such as hot works.• Isolation requestor is to inform the Security Control once the works, or activity is completed.• The system to be tested by a competent person to ensure that it has been returned to full operation.• In the event the maintenance is greater than 8 hrs complete Part A of Fire Protection Impairment Notice Form ATC-HSE-FOR-233 and forward to AIG, Gow Gates & HSE Department ASAP.	Security Facilities Management

FIRE PROTECTION IMPAIRMENT GUIDELINE

Authorised by: Executive GM People & Culture	Date Amended: 18/06/2018	Page 1 of 3
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Activity	Requirement	Responsibility
Planned isolation/impairment for maintenance greater than 8 hrs	<ul style="list-style-type: none"> Forward completed Part A of Fire Protection Impairment Notice Form ATC-HSE-FOR-1.233, to AIG, Gow Gates & HSE Department, 48hrs prior to isolation/impairment occurring. Provide temporary protection and supervision, and reduce hazards in the affected area, outlined Precautions to be followed in the form, ie Where possible, shut down any hazardous processes, such as hot works. Isolation requestor is to inform the Security Control once the works, or activity is completed. The system to be tested by a competent person to ensure that it has been returned to full operation. Part B of the Fire Protection Impairment Notice Form ATC-HSE-FOR-1.233 is signed off. <p><i>For sprinkler system impairments, verify that the number of turns to shut the valve equals the number of turns to open the valve. After opening the valve, conduct and record a main drain test to verify that an adequate water supply has been re-established.</i></p>	Security Facilities Management
Planned FIP turned to Manual (<i>required by special functions or events</i>)	<p>Where an activity at an event or function will cause the the fire protection system will be activated, such as smoke dance, cooking etc.</p> <ul style="list-style-type: none"> Forward completed Part A of Fire Protection Impairment Notice Form ATC-HSE-FOR-1.233, to AIG, Gow Gates & HSE Department, 48hrs prior to isolation/impairment occurring. Once the Fire panel goes to manual, a security guard is rostered to monitor the fire panel (and rotated during breaks) until it is returned to automatic. The guard is provided with a 2 way radio and contacts Security Control should an alarm show on the panel. Isolation requestor is to inform the Security Control once the works, or activity is completed. The system will be tested by a competent person to ensure that it has been returned to full operation. Part B of the Fire Protection Impairment Notice Form ATC-HSE-FOR-1.233 is signed off. 	Security Facilities Management
Planned testing and monitoring	<ul style="list-style-type: none"> Fire Protection Impairment Notice Form ATC-HSE-FOR-1.233 is not required for the purpose of periodic testing/monitoring of system performance. Any hidden impairments detected (ie detected through the testing and monitoring process) must be; <ul style="list-style-type: none"> Reported to facilities, security and HSE Department Establish controls Restore immediately Investigate to find the cause of the impairment If the duration of the repairs of the impairment is expected to exceed 8 hours complete Part A of the Fire Protection Impairment Notice Form ATC-HSE-FOR-1.233 and forward to AIG, Gow Gates & HSE Department. 	Security Facilities Management

FIRE PROTECTION IMPAIRMENT GUIDELINE

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Activity	Requirement	Responsibility
Emergency Impairment greater than 8 hrs	<ul style="list-style-type: none"> Forward completed Part A of Fire Protection Impairment Notice Form ATC-HSE-FOR-1.233, to AIG, Gow Gates & HSE Department, ASAP if impairment is greater than 8 hours Provide temporary protection and supervision, and reduce hazards in the affected area, outlined Control Measures to be followed, ie Where possible, shut down any hazardous processes, such as hot works. The system will be tested by a competent person to ensure that it has been returned to full operation. If required Part B of the Fire Protection Impairment Notice Form ATC-HSE-FOR-1.233 is signed off. 	Security Facilities Management

4.0 Record Keeping

All records are to be retained, archived and disposed of in accordance with the HSE Document and Records Management Procedure ATC-HSE-PRO-1.109. The Fire Protection Impairment Notice Form ATC-HSE-FOR-1.233 is retained for the duration of the work or two (2) years as a minimum in the event of an incident.

FIRE PROTECTION IMPAIRMENT GUIDELINE

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Notifiable Incident – WHS Reporting Requirements

WHAT IS A NOTIFIABLE INCIDENT

- the death of a person,
- a 'serious injury or illness', or
- a 'dangerous incident',

arising out of the conduct of a business or undertaking at a workplace. 'Notifiable incidents' may relate to any person—whether an employee, contractor or member of the public.

SERIOUS INJURY

- Immediate treatment as an in-patient in a hospital,
- Immediate treatment for;
 - The amputation of any part of his or her body,
 - A serious head injury,
 - A serious eye injury,
 - A serious burn,
 - The separation of his or her skin from an underlying issue (such as de-gloving or scalping),
 - A spinal injury,
 - The loss of bodily function,
 - Serious lacerations, i.e. 10cm
- Medical treatment within 48 hours of exposure to a substance.

SERIOUS ILLNESS

Any infection where the work is a significant contributing factor. This includes any infection related to carrying out work:

- with micro-organisms,
- that involves providing treatment or care to a person,
- that involves contact with human blood or body substances,
- that involves handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products.

The following occupational zoonoses contracted in the course of work involving handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products:

- Q fever,
- Anthrax,
- Psittacosis,
- Brucellosis,
- Hendra Virus,
- Leptospirosis,
- Avian Influenza,

NOTIFIABLE INCIDENT GUIDELINES

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DANGEROUS INCIDENT INCLUDING 'Near Miss'

Some types of work-related dangerous incidents must be notified even if no-one is injured. The regulator must be notified of any incident in relation to a workplace that exposes any person to a serious risk resulting from an immediate or imminent exposure to: *an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to:*

- An uncontrolled escape, spillage or leakage of a substance,
- An uncontrolled implosion, explosion or fire,
- An uncontrolled escape of gas or steam,
- An uncontrolled escape of a pressurised substance,
- Electric shock,
- The fall or release from a height of any plant, substance or thing,
- The collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations,
- The collapse or partial collapse of a structure,
- The collapse or failure of an excavation or of any shoring supporting an excavation,
- The inrush of water, mud or gas in workings, in an underground excavation or tunnel,
- The interruption of the main system of ventilation in an underground excavation or tunnel.

NOTIFIABLE ENVIRONMENTAL INCIDENT

A pollution incident where there is a risk of 'material harm' to the environment. Material harm includes:

- Actual or potential harm to the health or safety of human beings or to ecosystems that is not trivial, or
- The impact or potential impact which amounts to a monetary value of \$5,000, or more, to prevent, mitigate or 'make good' harm to the environment,
- This includes leakages into storm water drains or underground storage tanks that start leaking into the sub-soil.

It does not include;

- 1 litre spill on diesel whilst refuelling.

NOTIFIABLE EQUINE INCIDENT

If you see symptoms or deaths in animals that may be due to a prohibited matter, pest or disease of animals. Report immediately to agricultural authorities via

- your local vet or,
- NSW Department of primary industries or agriculture by phoning the Emergency Animal Disease Watch Hotline on 1800 675 888.

Notifiable Incident – WHS Reporting Requirements

Criteria for Serious Injury or Illness

Immediate treatment as an in-patient in a hospital;

Admission into a hospital as an in-patient for any duration, even if the stay is not overnight or longer.

It does not include:

- Out-patient treatment provided by the emergency section of a hospital (i.e. not requiring admission as an in-patient),
- Admission for corrective surgery which does not immediately follow the injury (e.g. to fix a fractured nose).

Immediate treatment for the amputation of any part of the body;

Amputation of a limb such as arm or leg, body part such as hand, foot or the tip of a finger, toe, nose or ear.

Immediate treatment for a serious head injury

Fractured skull, loss of consciousness, blood clot or bleeding in the brain, damage to the skull to the extent that it is likely to affect organ/face function.

Head injuries resulting in temporary or permanent amnesia.

It does not include:

- A bump to the head resulting in a minor contusion or headache.

Immediate treatment for a serious eye injury

Injury that results in or is likely to result in the loss of the eye or total or partial loss of vision.

Injury that involves an object penetrating the eye (for example metal fragment, wood chip).

Exposure of the eye to a substance which poses a risk of serious eye damage.

It does not include:

- Eye exposure to a substance that merely causes irritation.

Immediate treatment for a serious burn

A burn requiring intensive care or critical care which could require compression garment or a skin graft.

It does not include:

- A burn that merely requires washing the wound and applying a dressing.

Immediate treatment for the separation of skin from an underlying tissue

Separation of skin from an underlying tissue such that tendon, bone or muscles are exposed (de-gloving or scalping).

It does not include:

- Minor lacerations.

Immediate treatment for a spinal injury

Injury to the cervical, thoracic, lumbar or sacral vertebrae including the discs and spinal cord.

It does not include:

- Acute back strain.

Immediate treatment for the loss of a bodily function

Loss of consciousness, loss of movement of a limb or loss of the sense of smell, taste, sight or hearing, or loss of function of an internal organ.

It does not include:

- Mere fainting,
- A sprain or strain.

Immediate treatment for serious lacerations

Deep or extensive cuts that cause muscle, tendon, nerve or blood vessel damage or permanent impairment. Deep puncture wounds. Tears of wounds to the flesh or tissues—this may include stitching to prevent loss of blood and/or other treatment to prevent loss of bodily function and/or infection.

Medical treatment within 48 hours of exposure to a substance

'Medical treatment' is treatment provided by a doctor. Exposure to a substance includes exposure to chemicals, airborne contaminants and exposure to human and/or animal blood and body substances.

Serious Illness

For illness refer to clause 699 of the WHS Regulations.

Any infection where the work is a significant contributing factor. This includes any infection related to carrying out work:

- (i) with micro-organisms,
- (ii) that involves providing treatment or care to a person,
- (iii) that involves contact with human blood or body substances,
- (iv) that involves handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products.

The following occupational zoonoses contracted in the course of work involving handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products:

- Q fever,
- Brucellosis,
- Leptospirosis,
- Psittacosis.
- Anthrax,
- Hendra Virus,
- Avian Influenza,

Electric Shock Notifiable

- minor shock resulting from direct contact with exposed live electrical parts (other than 'extra low voltage') including shock from capacitive discharge.

Electric Shock Not Notifiable

- shock due to static electricity,
- extra low voltage' shock (i.e. arising from electrical equipment less than or equal to 50V AC and less than or equal to 120V DC),
- defibrillators are used deliberately to shock a person for first aid or medical reasons.

NOTIFIABLE INCIDENT GUIDELINES

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Appendix E – Emergency Management Plan



Australian Turf Club

The heart of Sydney racing

**Sydney Spring Carnival 2019
Royal Randwick Racecourse
Emergency Management Plan**

This plan is to be used in conjunction with the
ATC Emergency Management Procedures

Developed in accordance with *Work Health and Safety Act 2011, Work Health
and Safety Regulations 2011* (s. 43)

Date of commencement: 21st September 2019

Amendment Record

Date	Description	Prepared by	Reviewed by	Approved by
19 Mar 2014	Sydney Carnival 2014	D. Mitchell	S. Brady	S. Brady
20 Mar 2016	Sydney Carnival 2016	A.Perkins	D. Mitchell	D. Mitchell
14 Aug 2016	Spring Carnival 2016	A. Perkins	D. Mitchell	D. Mitchell
20 Aug 2016	Spring Carnival 2016	A. Perkins	D. Mitchell	D. Mitchell
17 Aug 2018	Spring Carnival 2019	A. Perkins		
19 Aug 2019	Spring Carnival 2019	A. Perkins		

Authorised by: A Perkins	Document title: Sydney Spring Carnival 2016 Royal Randwick Racecourse Emergency Plan
Signed:	Revision Date: September 2019
Issue Date: 19th Sept 2019	Document #: RRSC0018

Disclaimer

This document contains material to assist in meeting work health and safety obligations under the *Work Health and Safety Act 2011* and *Work Health and Safety Regulations 2011*. Although every effort has been made to ensure the accuracy of this information at the time of publication, it is provided as guidance only and does not provide legal advice on meeting your obligations.

Sydney Spring Carnival 2019 Emergency Management Plan

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Review Procedures

The Security & Risk Management Team will review the emergency plan as required. The review schedule will be directed in response to organisational and / or legislative

changes and requirements. The reviews will be undertaken in consultation with workers, health and safety representatives and other relevant parties. All relevant persons will be made aware of changes made as a result of review.

Document Control

This emergency plan is a controlled document. All unauthorised copies either electronic or printed are considered uncontrolled copies. Copyholders and the version distributed to them will be recorded in the Distribution Register.

Records

All versions of the plan will be kept as a record. In the event of a notifiable incident, the relevant plan and supporting documentation (initial and reviewed versions) will be kept for 2 years after the incident. During this period of time, it will be accessible to all relevant persons working on the project and any Government appointed officers as required.

Definition of an Emergency

Any incident outlined below that requires immediate action to make safe:

1. Any actual incident that has the capacity to cause death or serious harm
2. Any potential incident that has a high probability of causing death or serious harm
3. Any actual or potential incident that has a high probability of causing harm to the environment or property

This plan will guide emergency responses of all staff and applicable resources during the emergency. This emergency plan applies to all staff and visitors present at the time of the emergency. **(Note: This plan will not override any emergency service direction given at the time of the emergency).**

It is expected that all persons read and understand this Emergency Plan before starting work. All relevant persons are expected to adhere to the contents of the Emergency Plan.

This emergency plan will be reviewed whenever:

- Controls are no longer effective
- Changes on site are likely to introduce new or different hazards that current controls will not adequately address
- A new hazard or risk is identified
- Results of consultation indicate a review is needed
- Requested by employees or Health and Safety Representative
- Contact or staff details change

This document is to be used in conjunction with the ATC Emergency Procedures.

Facility Description

Site/Facility Details	
Business Name	Australian Turf Club Limited
Facility Name	Royal Randwick Racecourse
Building/Business Address	Alison Road, Randwick NSW 2031

(1) Building Contact	John Winter	
Phone	(02) 9663 8523	Email: jwinter@australianurfclub.com.au
Mobile Phone Number	0438 629 983	Fax: (02) 9662 6292
(2) Business Contact	Main Reception	
Phone	(02) 9663 8400	Email: info@australianurfclub.com.au
		Fax: (02) 9662 6292
Event: Sydney Carnival 2019 15 th September to 13 th October 2019		
Building/Facility Owner	Australian Turf Club Limited	
Owner Address	Locked Bag 3 Randwick NSW 2031	
Phone	(02) 9663 8400	Email: info@australianurfclub.com.au
Mobile Phone Number		Fax: (02) 9662 6292

Facility Image



Royal Randwick



ROYAL RANDWICK

Emergency Contact Numbers

Emergency Contact Numbers		
Police	000	Maroubra - (02) 9349 9299
Fire	000	Randwick – (02) 9398 7510 Alexandria – (02) 9318 4320
Ambulance	000	(02) 8396 5036
ATC Security - Randwick	0419 223 660	
ATC Security - Rosehill	0419 241 974	
Poison Information Centre	131 126	
Randwick Medical Centre	9469 8000	
Access Trauma Counselor	1800 818 728	
Key Personnel (24 hour contact)		
Name	Role	Phone Number
Gary Colcton	Head of Security & Access	0437 503 087
Greg Isnard	GM Operations & Events	0447 045 449
Adam Perkins	Security & Risk Manager (Royal Randwick & Warwick Farm)	0467 898 282
John Winter	Facilities Manager	0438 629 983
Local and State Government Authority Contact Numbers		
Name	Phone Number	
Environment Protection Agency	131 555	
State Emergency Service	132 500; (02) 9314 1133	
WorkCover	13 10 50	
Randwick City Council	1300 722 542	
Nearby Facilities		
Name	Phone Number	
Prince Of Wales Hospital	(02) 9382 2222	
UNSW – Security Control Room	(02) 9385 6000	
Utilities Authorities Contact Numbers		
Name	Phone Number	
Electricity: Energy Australia	131 388	
Gas: AGL	131 909	
Water: Sydney Water	132 092	
Dial Before You Dig	1100	

Site Emergency Contact Numbers

Site Emergency Contact Numbers		
Name	Phone	Extension No
Event Operations Centre (EOC)		Ext 8374
ATC Security	02 9663 8442 0419 223 660	Ext 8442
ATC Catering Reception	02 9663 8500	Ext 8500
EOC External	02 9663 8443	Ext 8443
Internal Extension Contact Numbers		
Name	Extension Number	
ATC Security – Admin Building	8442	
Event Operations Centre - EOC	8374	
ATC Main Reception	8400	
Main Kitchen Randwick Grandstand	8242	
ATC Catering Reception	8500	

NB: Additional contacts are contained within the 'Event Stage & Production Emergency Procedures'

Event Information

The information for the event is as follows:

Carnival Race Day Dates	21 st September 2019
	5 th October 2019
	12 th October 2019
	19 th October 2019
Time (start & finish)	10:30 – 19:30
Address & Location	Royal Randwick Racecourse, Alison Road Randwick
Expected number of guests per day	12,000 - 32,000
Alcohol use	Alcohol is available under strict RSA guidelines, which are outlined in the following documents: ATC RSA & Harm Minimisation Strategy Royal Randwick AMOR Spring Carnival 2016
Road closures	Right-hand turn from Alison Road into Gate 1 will be closed on each day from 0900 hrs. Ascot Street is limited to taxi's and limousines

Emergency Control Organisation

Mode	Race Day – Sydney Carnival 2019
Role	Position
Chief Warden	ATC Head of Security & Access
Emergency Response Officer(s)	ATC Hospitality, Events & Operations Managers
	ATC Security & Risk Manager
	ATC Trades
Communications Officer	EOC Communications
Building Services	ATC Building Services Manager

Area	Official's Stand
Role	Position
Building Warden	E-GROUP Security Supervisor
Area Warden Ground Floor	ATC Owners & Trainers Bar Supervisor
Area Warden Level 1	E-GROUP Security
Viewing Deck	E-GROUP Security
Winning Post Bar	ATC Winning Post Bar Supervisor

Area	Octagonal Building
Role	Position
Building Warden	E-GROUP Security Supervisor
Area Warden Octagonal Bar	ATC Bar Supervisor
Area Warden EOC	ATC Security
Area Warden Level 1	ATC Security

Area	Royal Randwick Stand
Role	Position
Building Warden	E-GROUP Security Kensington Room Supervisor
Area Warden Ground Level	E-GROUP Security
Area Warden Level 1	E-GROUP Security
Area Warden Level 2	E-GROUP Security
Area Warden Level 3	E-GROUP Security
Area Warden Level 4	The Stables Duty Manager

Area	Royal Randwick Stand Basement
Role	Position
Building Warden	ATC Executive Chef
Area Warden Main Kitchen	ATC Back of House Manager
Area Warden Catering & Staff Facilities	ATC CIT Security
Area Warden Bank and Loading Dock	ATC CIT Security
Weight Room / TOTH	ATC Racing

Area	Owners Pavilion
Role	Position
Building Warden	ATC Function Manager
Area Warden Undercroft	ATC Security
Area Warden Level 1	ATC Bar Supervisor

Area	Truck Stop
Role	Position
Building Warden	E-GROUP Security
Area Warden	ATC Bar Supervisor

Area	Leger Lawn Marquees
Role	Position
Zone Warden	E-GROUP Security Supervisor
Trackside Chalet Area Warden	E-GROUP Security
Leger Lawn Marquee Area Warden	E-GROUP Security

Area	Oaks Lawn Marquee
Role	Position
Building Warden	E-GROUP Security

Area	Past The Post Marquee
Role	Position
Building Warden	E-GROUP Security

Area	Little Sydney
Role	Position
Building Warden	E-GROUP Security

Area	Administration Building
Role	Position
Building Warden	On duty IT representative

Area	Security office – Gate 1
Role	Position
Building Warden	E-GROUP Security

All Areas	Police to support Zone Wardens
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General Emergency Response

1	• Call 000 (two-way to EOC)
2	• State type and scale of emergency
3	• State area / zone name and location
4	• Number of casualties if applicable
5	• Hazards that may be involved such as chemicals or fuel
6	• Specific access location on site e.g specific street access or side entrances
7	• Provide contact name and phone number
8	• Answer all questions and follow instructions given by the operator
9	• Do not hang up until instructed

Medical Emergency

D	Danger	✓	Check for Danger to yourself
		✓	Check for Danger to the casualty and to others
R	Response	✓	Check Response , is the casualty is conscious or unconscious
		✓	If conscious, - reassure, make comfortable
S	Send for help	✓	Send someone for help from a first aider if available
		✓	Send someone to call 000 for an ambulance
A	Airways	✓	If unconscious – Turn casualty on side
		✓	Turn face slightly down
		✓	Clear airway
B	Breathing	✓	Check for breathing whilst still on their side
		✓	If breathing , but still unconscious, leave on side and monitor airways, breathing and circulation until ambulance arrives. Check regularly for breathing
C	Circulation	✓	Roll the casualty onto their back, tilt head backwards, seal the casualties mouth with yours and give 2 full breaths
			Commence CPR . Give 30 chest compressions (almost 2 compressions per second) followed by 2 breaths.
			Continue CPR until qualified personnel arrive or signs of life returns
D	Defibrillator	✓	If available, apply defibrillator and follow prompts
If casualty is stable (breathing and pulse is present) and while waiting for the ambulance, check for and control bleeding and reassure the casualty.			

*Information sourced from the Australian Resuscitation Council

Emergency Fire Evacuation Procedure

R	<ul style="list-style-type: none"> • Rescue or Relocate people in immediate danger if you can do so without endangering yourself. • Assist persons with special requirements e.g. disabled persons, small children. • Exit via a safe fire exit. • Do not use elevators
A	<ul style="list-style-type: none"> • Sound the Alarm. Advise EOC / others of the situation. • Call the Emergency Service required by dialing 000 from a safe distance. • If in doubt whether the situation is serious the Fire Brigade should still be called • Utilise appropriate protective equipment e.g. coloured hard hats for wardens, protective clothing for chemical spills
C	<ul style="list-style-type: none"> • Confine the fire or hazardous material by closing all doors, windows and other openings, and shutting off the piped and compressed gas as you are EVACUATING. • Ensure no personnel (emergency service personnel excluded) re-enter the building / facility until safe
E	<ul style="list-style-type: none"> • Evacuate the area on direction from the Chief Warden or when it is unsafe to remain in the area. (Extinguish fire or contain hazardous material only if you have been trained and feel competent and safe to do so. Only small fires are possible to extinguish, so always be prepared to evacuate). • Ensure all occupants of the building have been evacuated to assembly area • First aid personnel to organise for first aid equipment to be brought to assembly areas • Account for all personnel at the designated assembly areas

Evacuation Communication Procedures

1. All staff and other personnel on site will be informed of an emergency by EWIS or PA system
2. Emergency communication will be initiated by the Chief Warden
3. Backup measures for communication will be two-way radio
4. Emergency services will be contacted by ATC Security, from the Event Operations Centre (EOC).

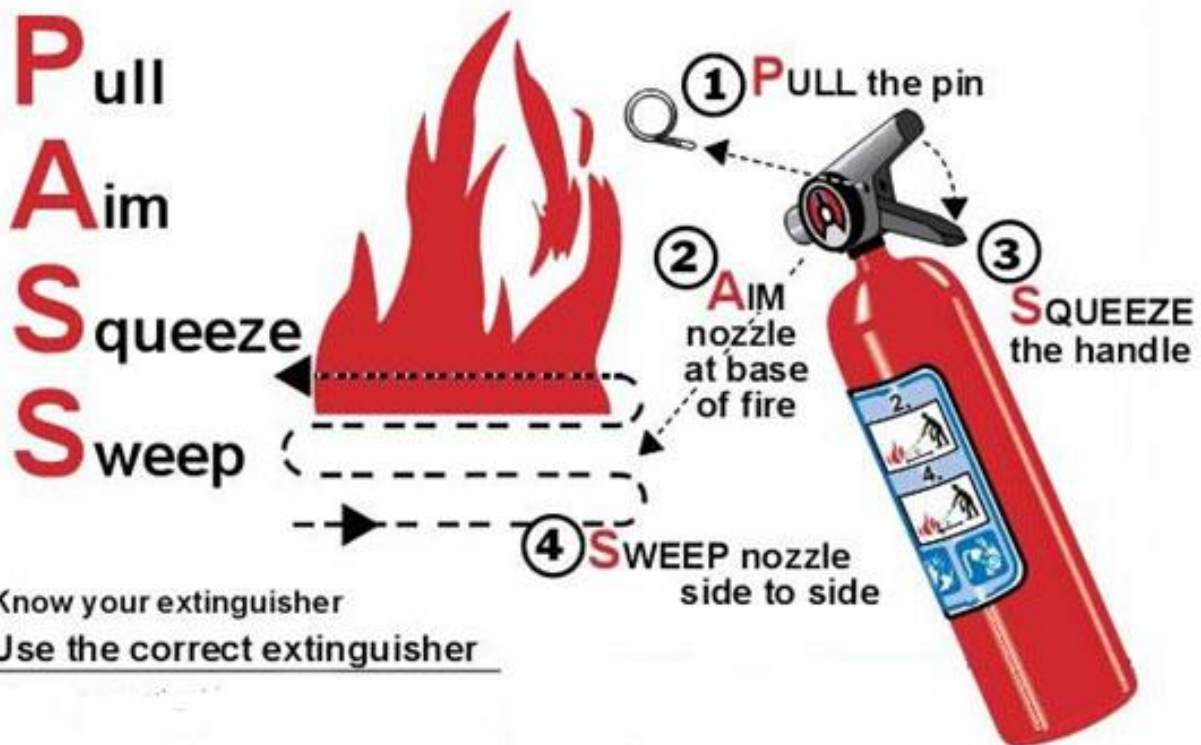
Fire Fighting Procedures

1. Fire extinguishers, hose reels and manual call points located at appropriate locations at the worksite as shown on site map
2. Fire extinguishers / hose reels appropriate for purpose
3. Fire extinguishers / hose reels tested and tagged in accordance with AS 1851
4. Fire extinguishers restrained to prevent falling by means of a hook, strap, cage or chain. Ease of access will be maintained.
5. A one (1) metre clearance will be maintained around fire-fighting equipment and fire exits.
6. Evacuation procedures will be discussed with designated emergency personnel prior to shift commencement by service provider eg: ATC, E-GROUP, NSW Police Force.
7. Extinguish fire or contain hazardous material only if you have been trained and feel competent and safe to do so











Fire Extinguisher Use

- 1 • Only attempt to extinguish fire if it can be put out quickly. If unsure evacuate
- 2 • Consider if electricity is involved (Do not use water)
- 3 • Select the appropriate fire extinguisher for the material burning
- 4 • Pull pin from handle
- 5 • Quickly test by squeezing the handle
- 6 • Aim the nozzle at base of fire
- 7 • Squeeze handle and move nozzle in a sweeping motion until fire extinguished

To operate an extinguisher:

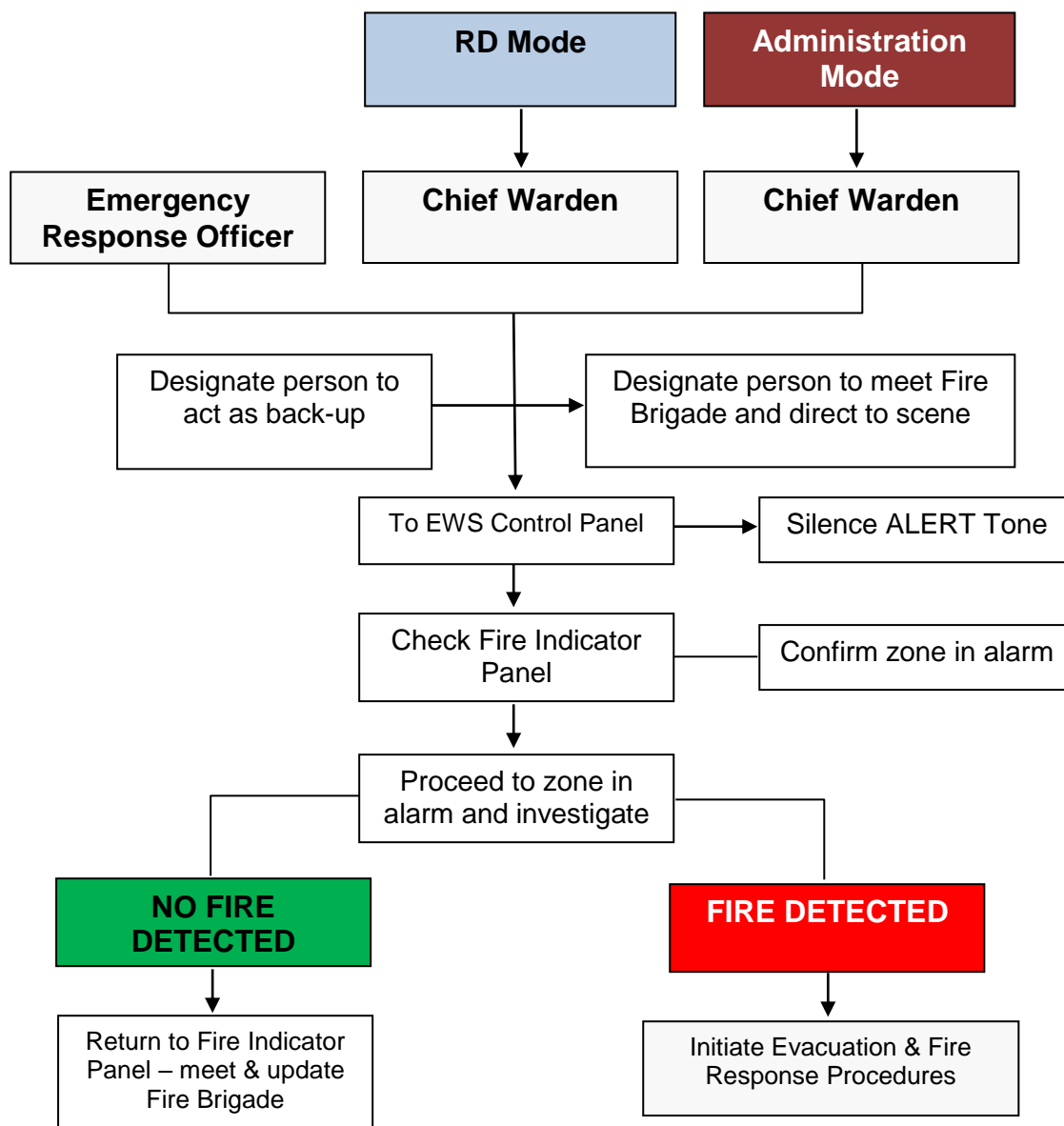


Fire Extinguisher Rating Guide

ID sign	Typical appearance	Extinguisher Type cylinder contains	Class A Wood, paper, textiles etc, normal combustibles	Class B Flammable liquids, petrol, paints	Class E Electrical fires	Class F Cooking oil, animal fats & vegetable oils
		Dry Chemical Powder	YES	YES	YES	NO
		Co2 Carbon Dioxide	NO	YES	YES	NO
		Water	YES	NO	NO	NO
		Foam	YES	YES	NO	NO
		Wet Chemical	YES	NO	NO	YES

Emergency Response Guide

EWS ALERT TONE ACTIVATION

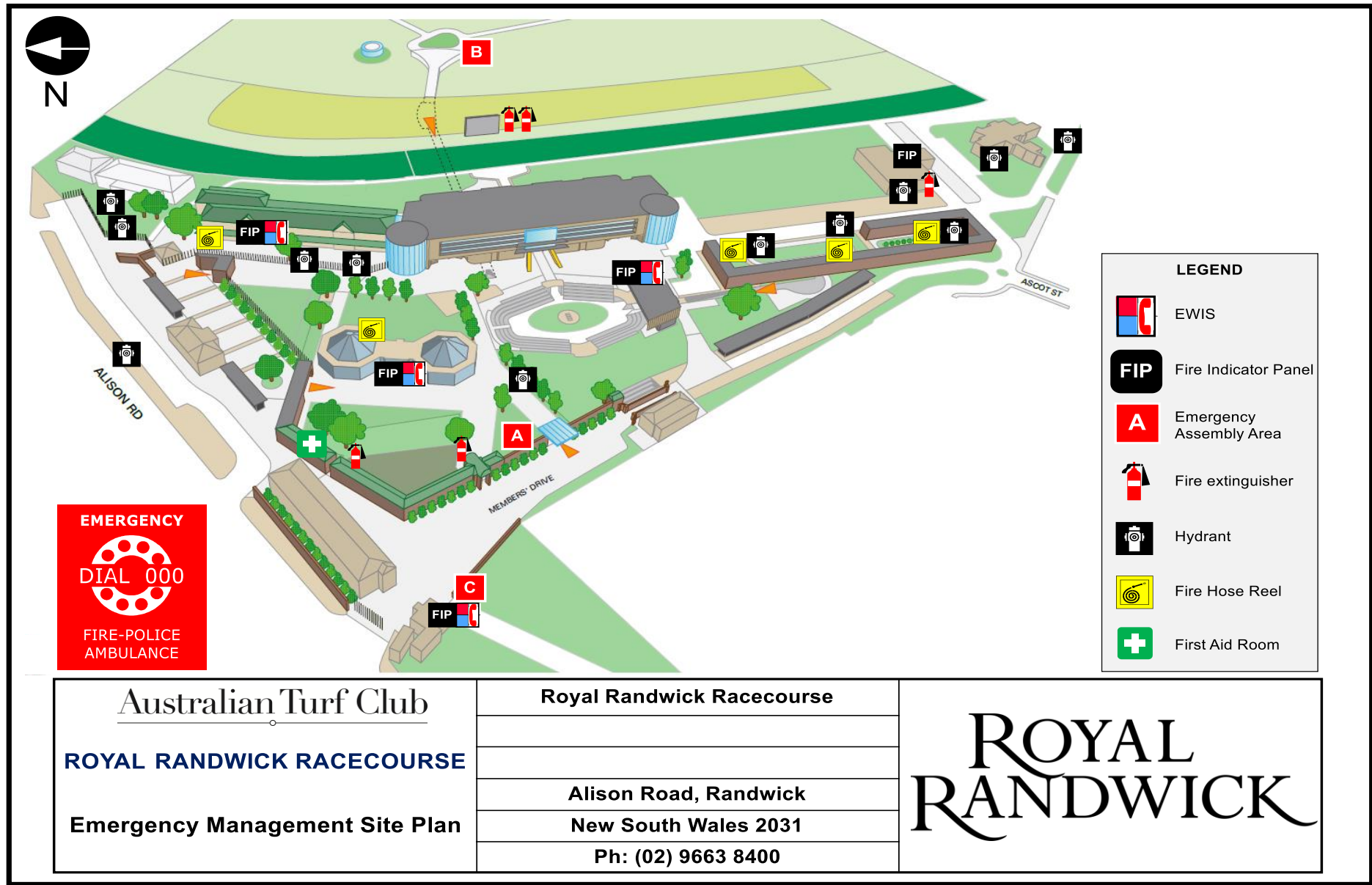


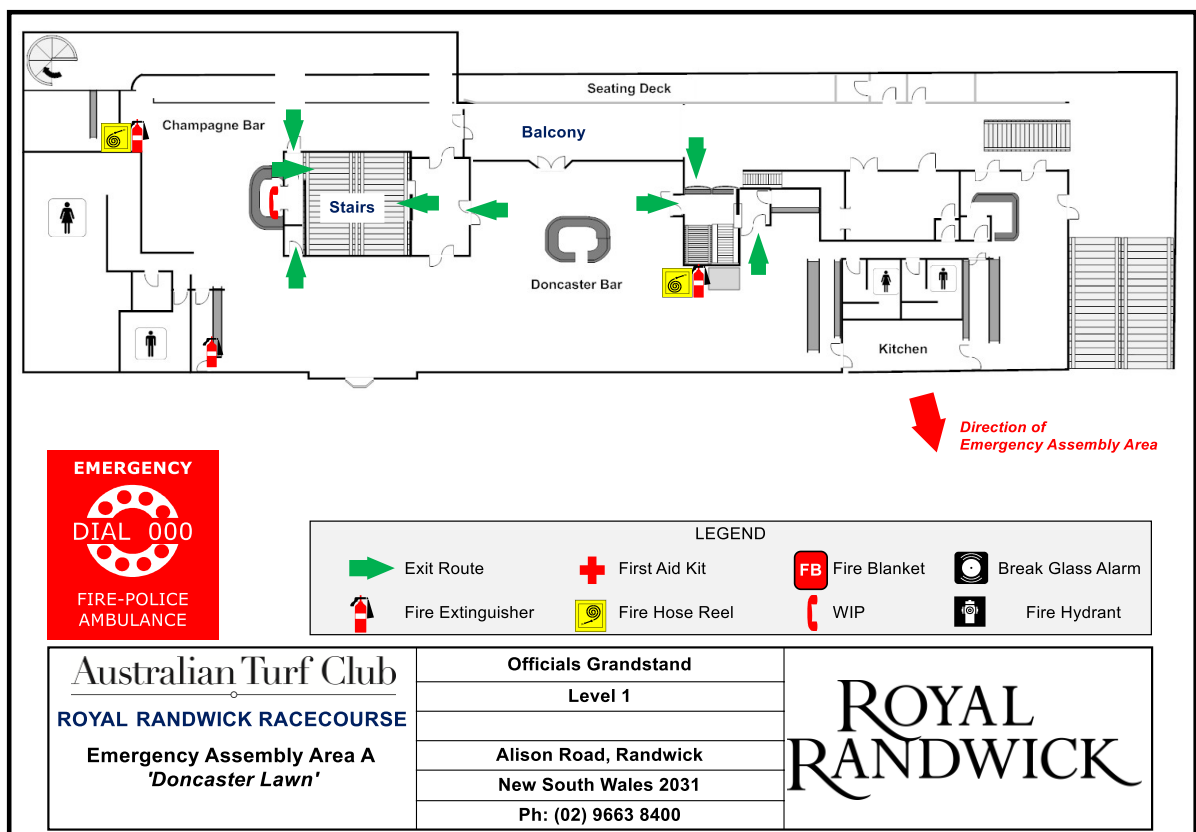
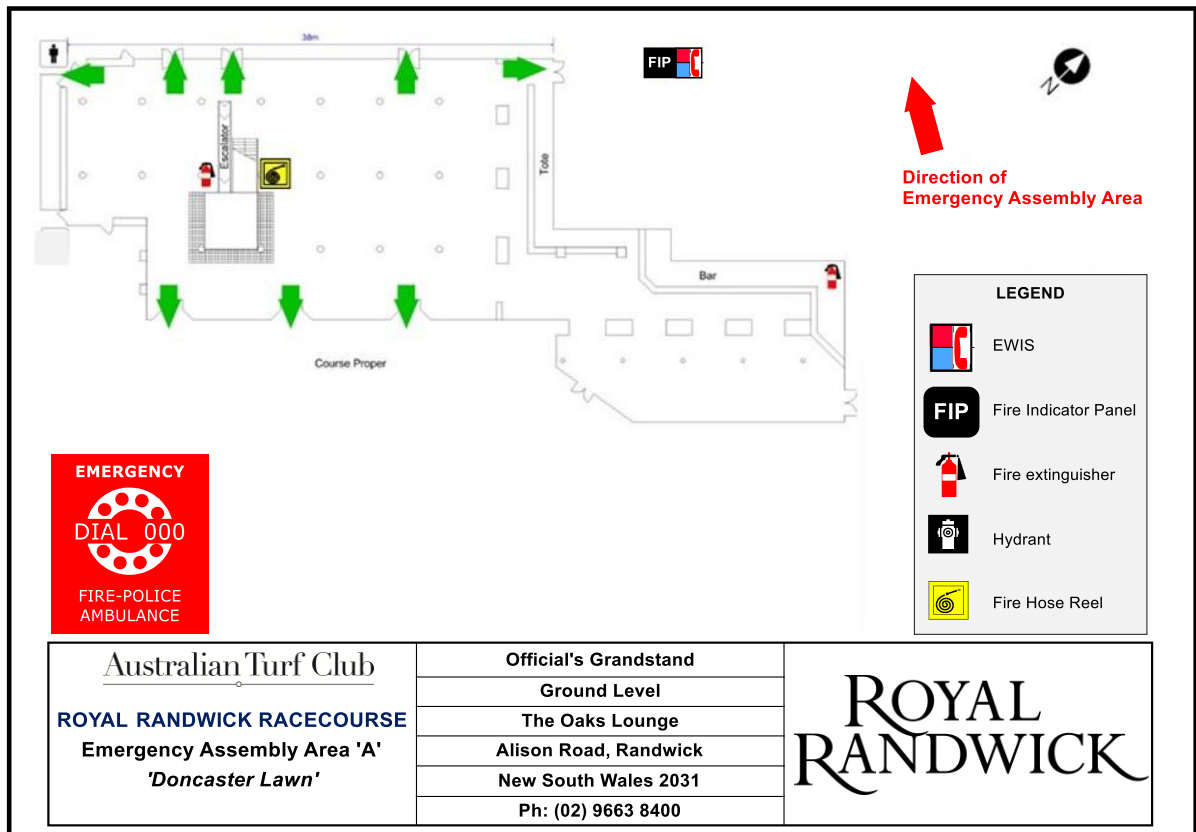
Note: Staff continue with normal activities – check for any evidence of fire in their work areas and listen for Evacuation Tone or further information/instructions.

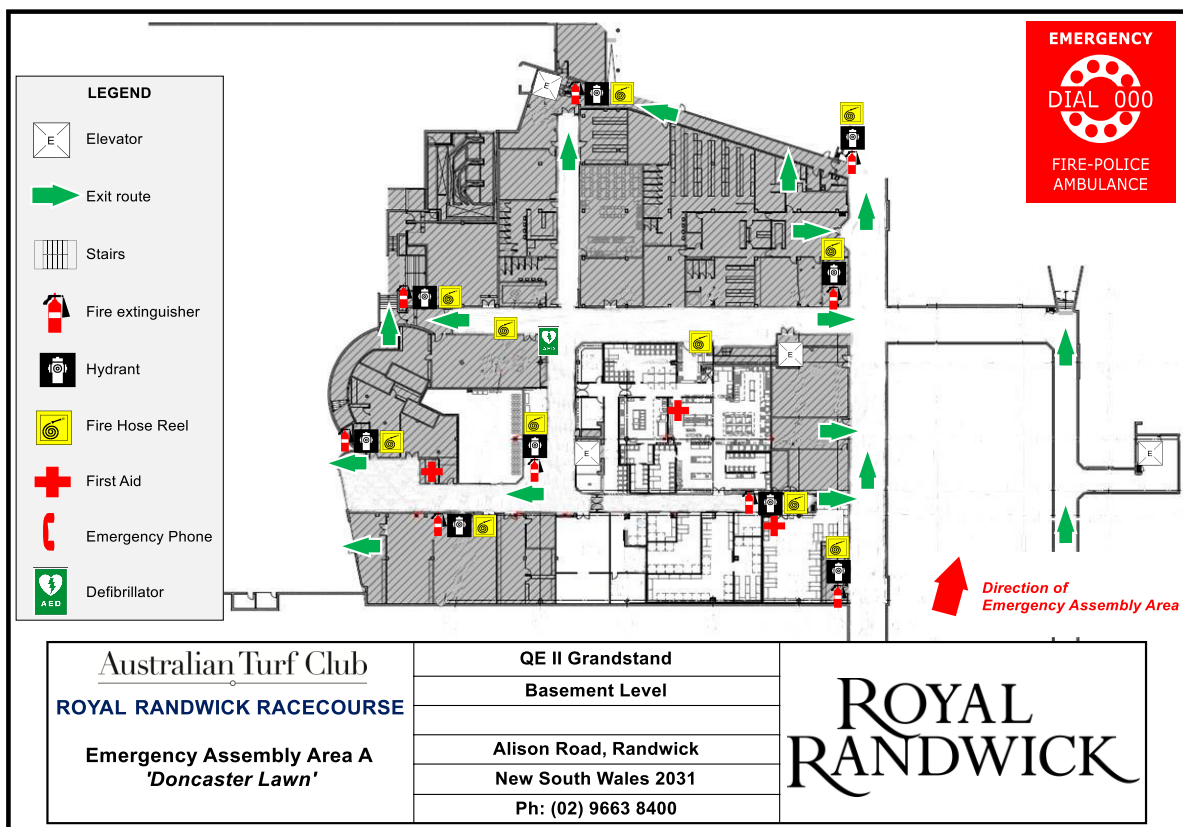
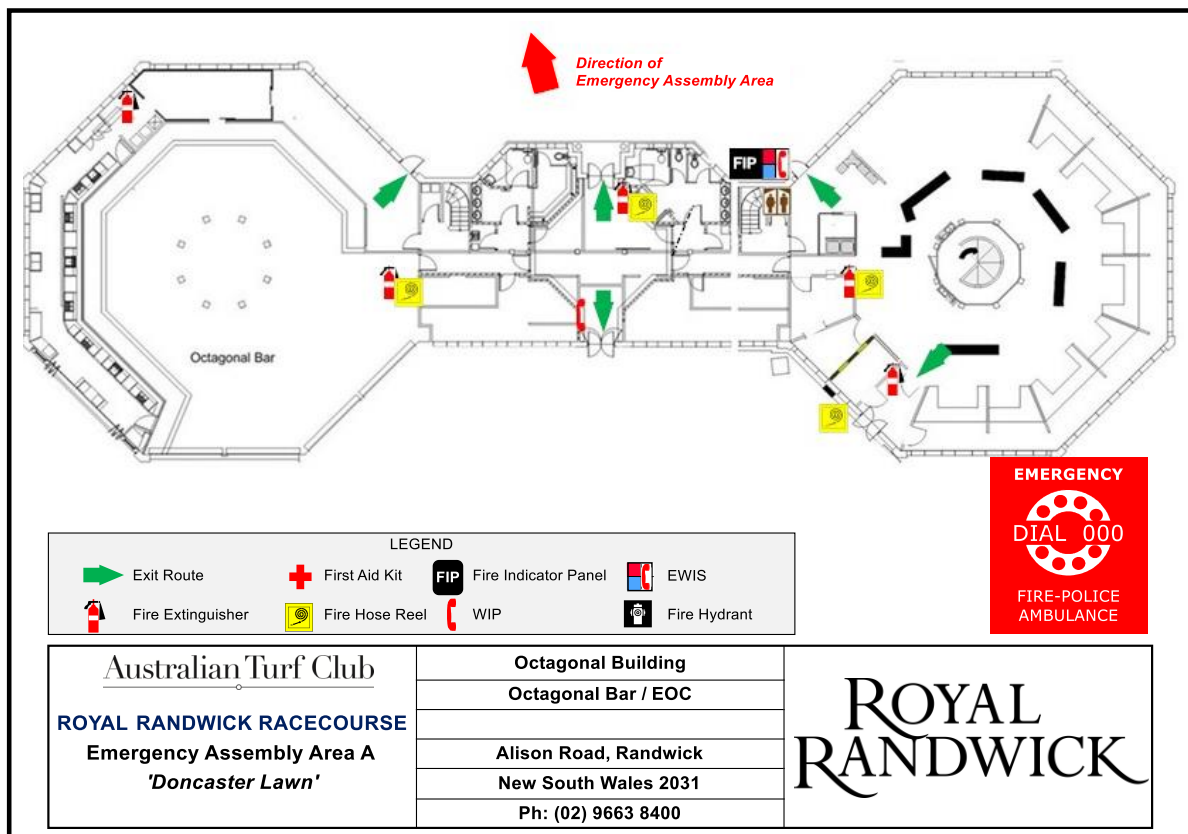
CARETAKING MODE

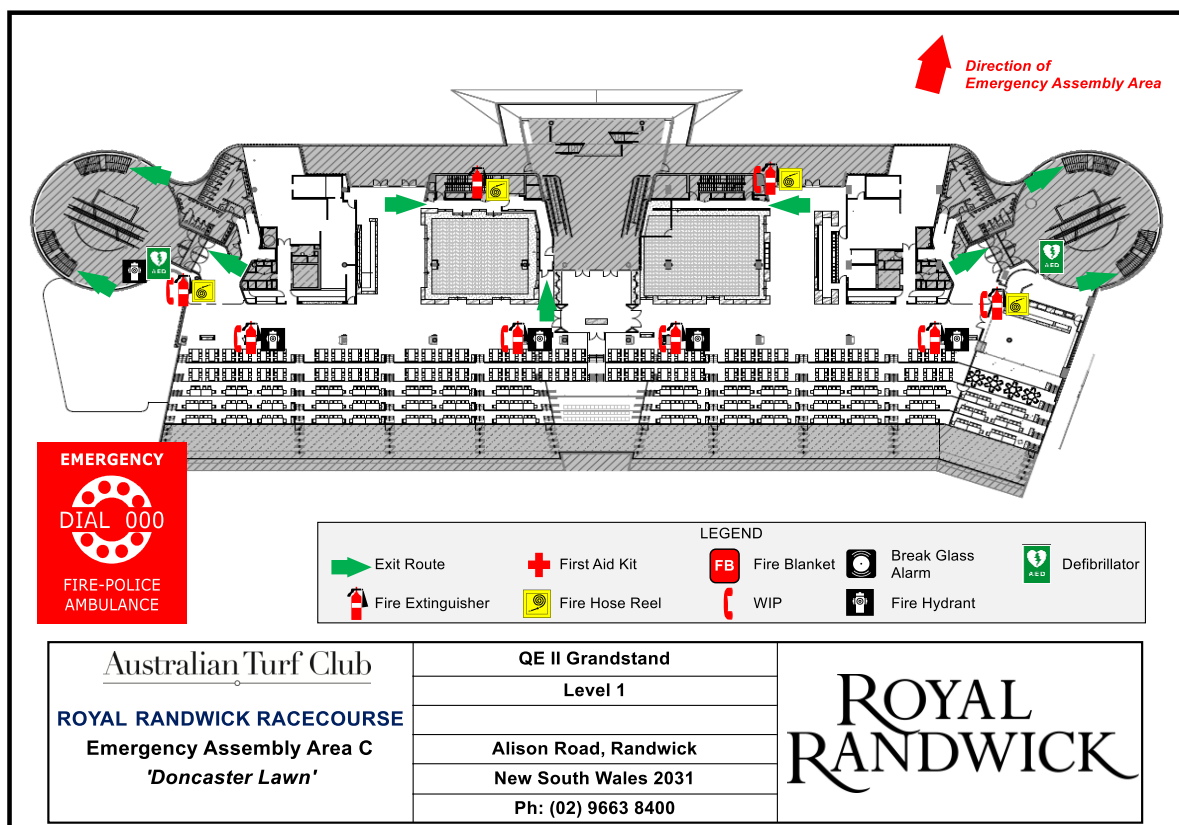
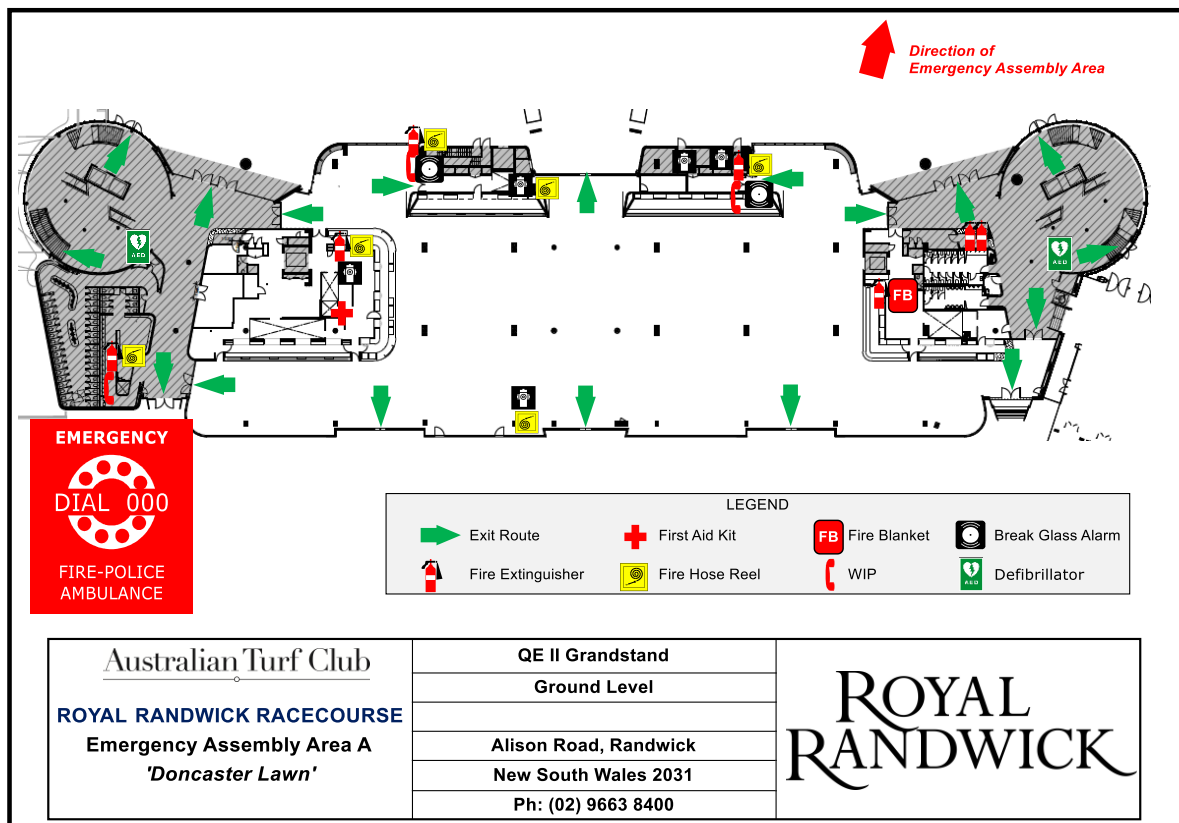
During those times when the site is not functioning or occupied (Caretaking Mode), there is no formal warden structure – caretaker personnel provide the initial response and inform the appropriate staff and emergency services.

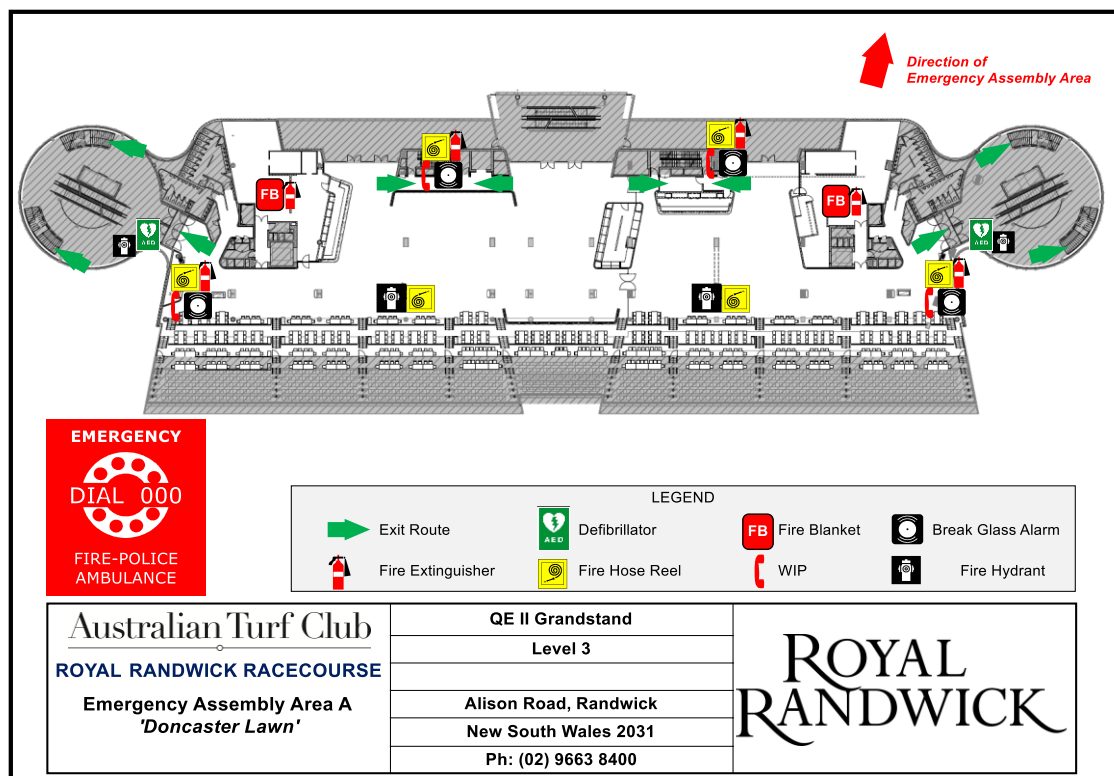
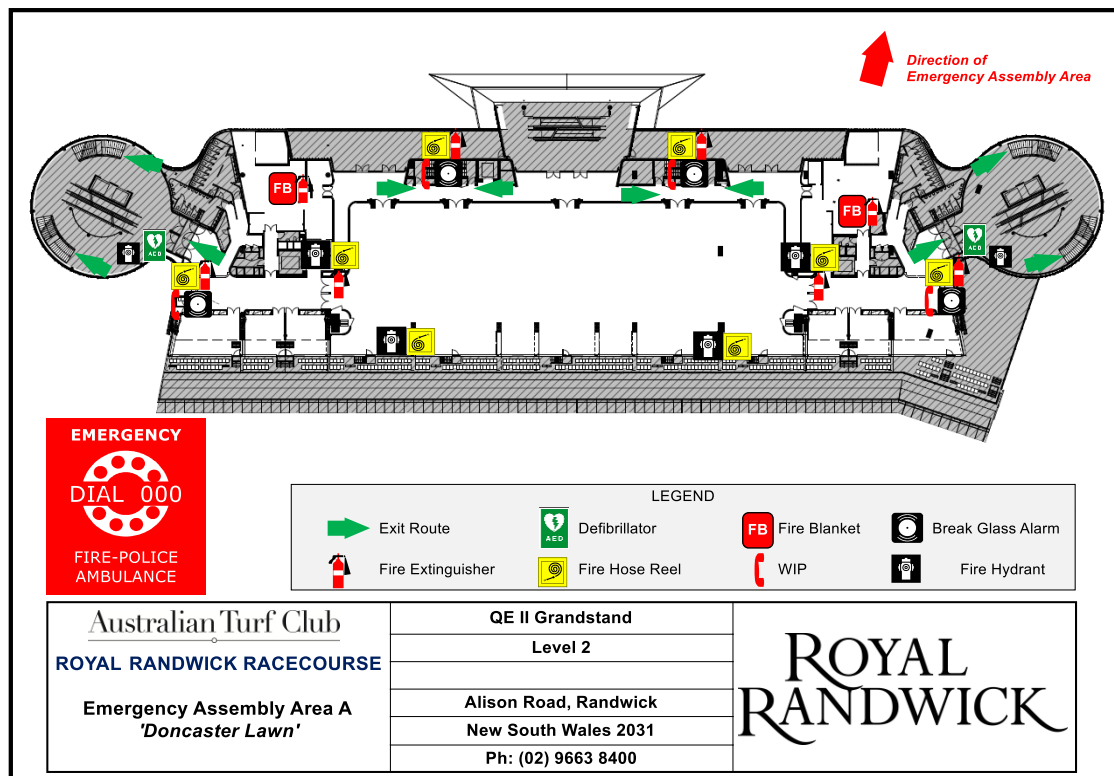
Fire Fighting Equipment Locations

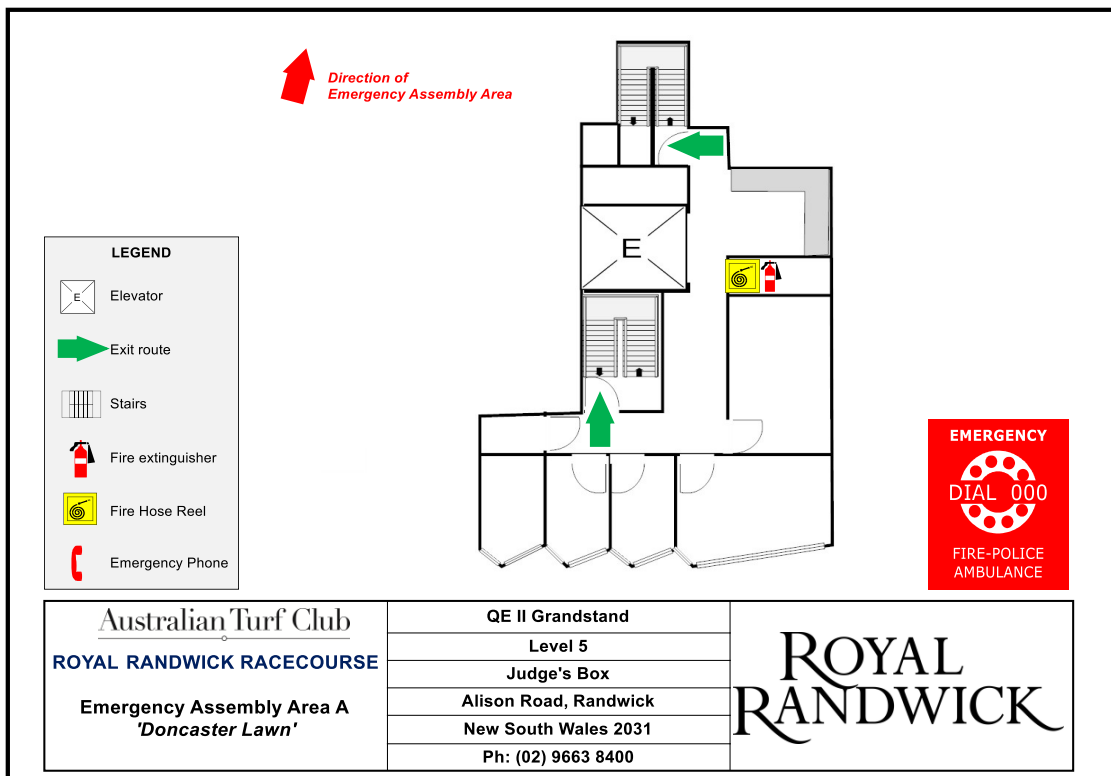
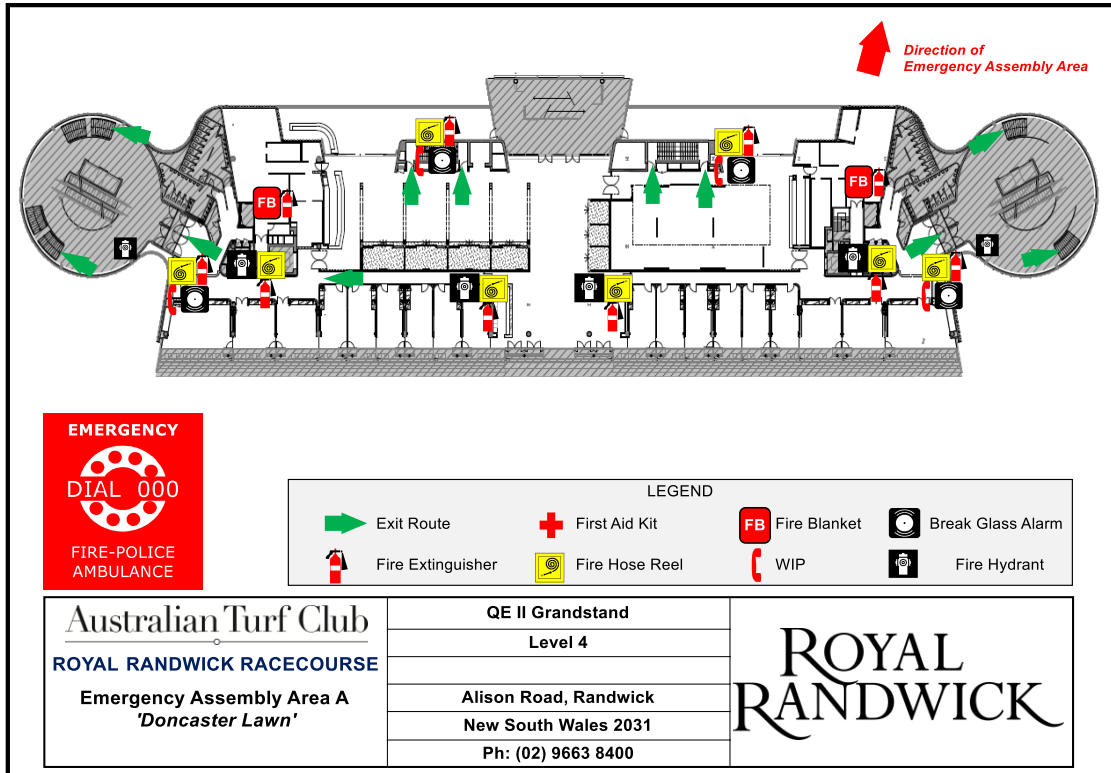


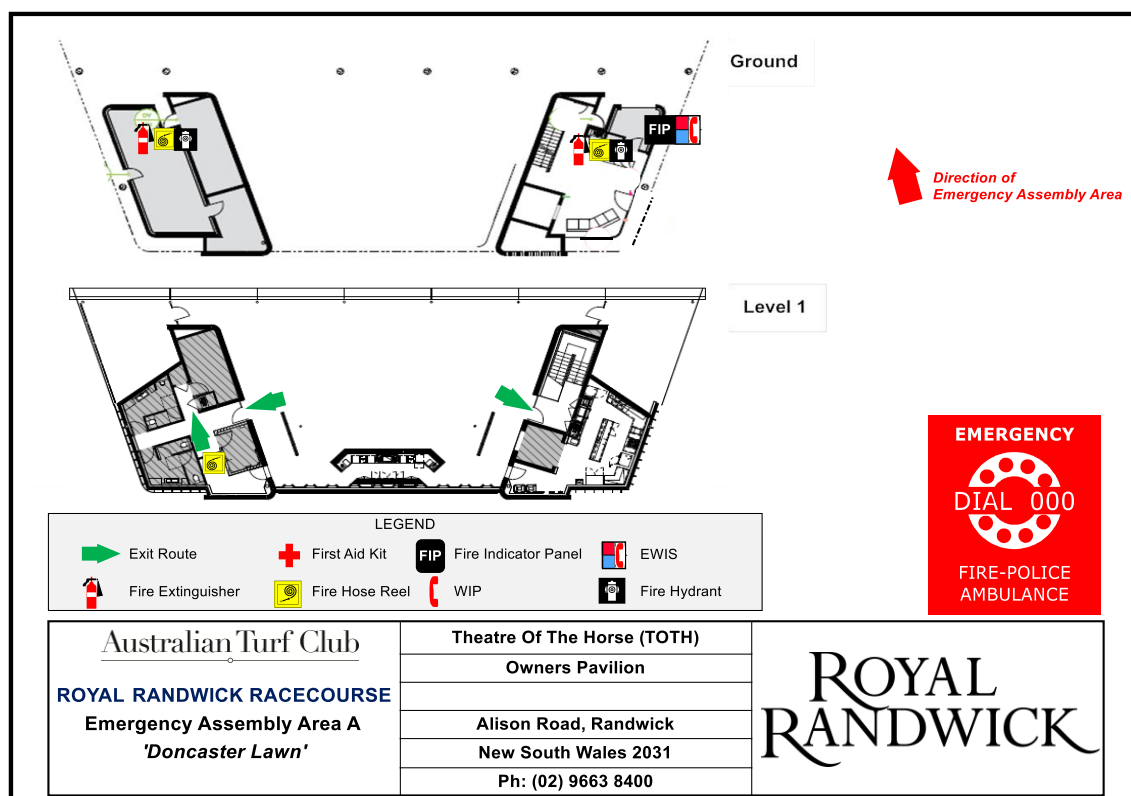
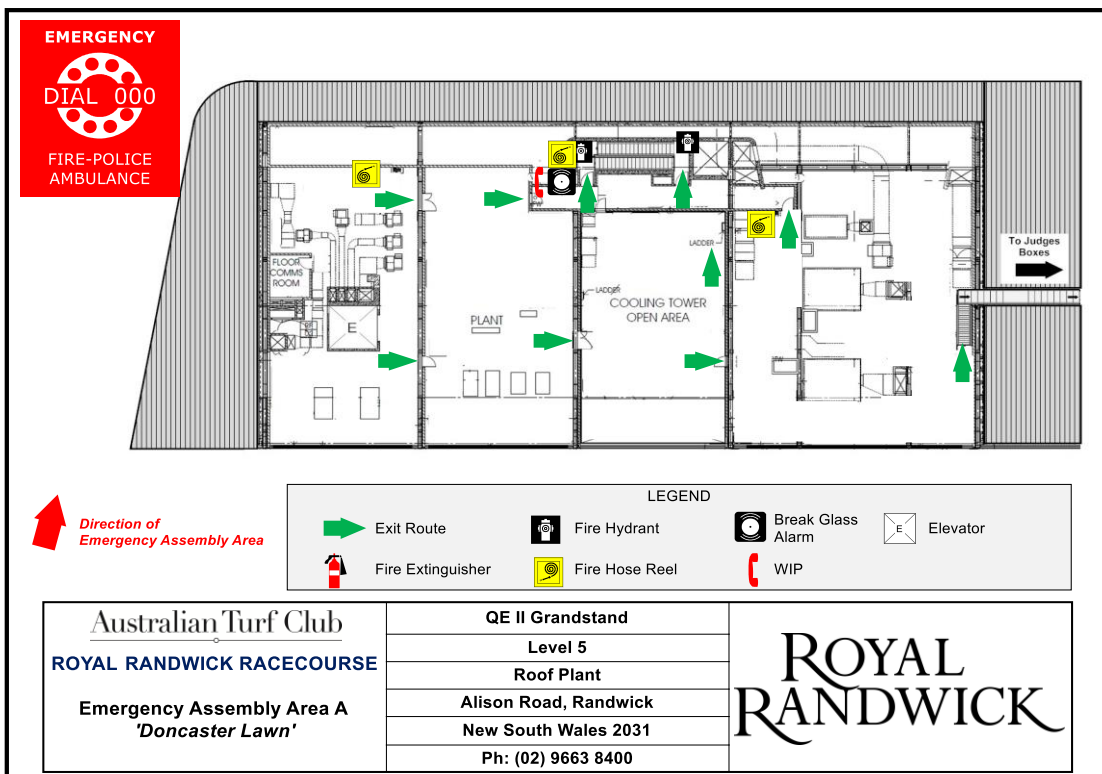












Emergency Vehicle Access Points

Access Point 1 – Taxi Plaza Entry Gate (Ascot Street)

Location

- Accessed via Doncaster Avenue

Areas of Access

- Leger Lawn
- Southern (Maroubra) end of Members area.
- Breezeway/Doncaster Walk
- Main Drive
- Horse Precinct

Limitations

- Pedestrian traffic (utilized by taxis for pick-up & drop-off)

Access Point 2 – Gate 1 (Alison Road)



Location

- Alison Road, Randwick

Areas of Access

- Administration Building
- Main Drive
- Members Car Parking
- Plaza Turnstiles
- First Aid room
- All Grandstand's

Limitations

- Numerous pedestrians
- Gate to be opened by Security

Access Point 3 – High Street Gate



Location

- High Street.
(nearest cross street ANZAC Parade)

Areas of Access

- Infield Parking
- Trainers Hut
- Race day stalls
- All racing tracks

Limitations

- Main access to infield car-park
- Tunnel

Ambulance Race Day Pick Up Point

Location

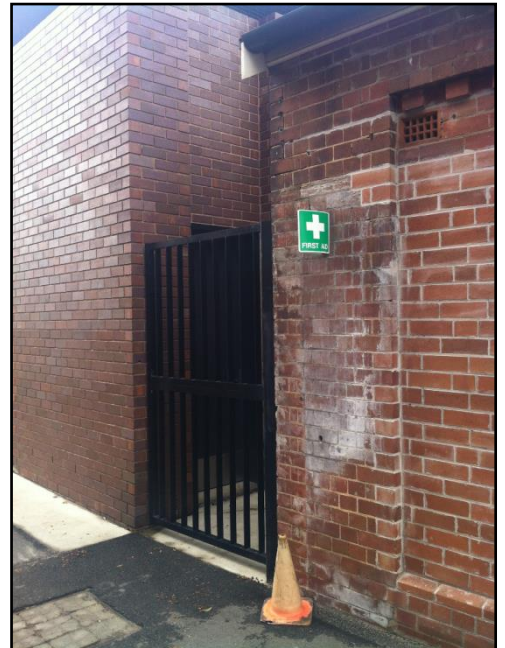
- Next to Administration Building, western end of the Alison Road bus terminus.

Access Point

- Primary - Access Point 1
- Secondary – Access Point 2

Limitations

- Pedestrians
- Access gate locked on race days. ATC Medical staff or Security to unlock.



Public Address Announcements

FIRE ALARM – DURING RACE DAY (WITH EWIS IN ‘MANUAL’)

1. Press the ‘ALL P.A’
2. Lift the black microphone and announce:

“Attention please, the ATC apologies for the interruption to audio and will rectify the problem as soon as possible, thank-you for your patience”

FIRE ALARM – INVESTIGATE THEN EVACUATE (EWIS ON ‘AUTO’)

1. Silence EWIS tones
2. Press the ‘ALL P.A’
3. Lift the black microphone and announce:

“Attention please, the fire alarm has been activated, we are investigating the situation, please standby for further instructions”

FIRE ALARM – FALSE ALARM

1. Silence EWIS tones
2. Press the ‘ALL P.A’
3. Lift the black microphone and announce:

“Attention please, NO PROBLEMS WERE IDENTIFIED. Thank-you for your patience”

SITUATION IDENTIFIED AS A FIRE ACTUAL

1. Press the ‘ALL P.A’ BUTTON
2. Lift the black microphone and announce:

“Attention please, the building is now being evacuated, please leave by the nearest exit and meet at the emergency evacuation area”

3. Press the ‘ALL EVACUATE’ button

PA ANNOUNCEMENTS ARE TO BE SAID TWICE

Fire-Watch Procedure

ZONE ISOLATION

1. Verify with ATC Security any zones / detectors that are to be isolated
2. Isolate required zones / detectors

EMERGENCY CONTROL PANEL TO MANUAL

1. Ensure you are familiarised with the FIP, AMPAC Smart Graphics Computer & EWIS panel
2. Verify which radio channel you are to monitor.
3. For a race day, as callsign **'FIRE-WATCH'**, conduct a radio-check with callsign **'CONTROL'**
4. For an event, as callsign **'FIRE-WATCH'**, conduct a radio-check with callsign 'ATC Security'
5. Request permission to turn the Emergency Control Panel to 'MANUAL'. If conducting fire-watch for an event, liaise with ATC Security to switch the panel to 'MANUAL'

ALARM ACTIVATION - ROYAL RANDWICK GRANDSTAND

1. On an alarm activation the FIP will 'BEEP' (one long continuous tone indicates a 'Fault')
2. The AMPAC Fire Solution Computer will automatically display and print the zone on which the alarm has been activated.
3. Contact ATC Security / Chief Warden and notify them of the alarm activation and location. The alarm will be investigated to determine if it is a 'Fire Actual' or a false alarm.
4. If a 'Fire Actual' has been detected and the Chief Warden determines an evacuation is required, place the key switch in the 'MANUAL' position and using the 'ALL CALL' panel select 'ALL EVAC'
5. Notify ATC Security / Chief Warden when the Fire Brigade are on site, and direct them from Gate 1 to Owners Pavilion via Gate E.

If there is an alarm activation with the 'KEY SWITCH' in the Automatic position and you have been directed to silence the EWIS tones due to a false alarm, you are to:

- Place KEY SWITCH 'MANUAL' position
- Press 'BUZZER MUTE/ACK'
- PRESS 'MASTER RESET' to cancel tones
- Inform Chief Warden of your actions, and
- Notify ATC Security / Chief Warden when the Fire Brigade are on site, and direct them from Gate 1 to Owners Pavilion via Gate E.

ALARM ACTIVATION – SUB FIRE INDICATOR PANEL

1. Read the alarm location message from the FIP LCD screen
2. Contact ATC Security / Chief Warden and notify them of the alarm activation and location.
3. Notify ATC Security / Chief Warden when the Fire Brigade are on site and direct them to the location of the applicable sub-panel.

COMPLETION OF RACE DAY

1. Thirty (30) minutes after the last race request permission from ATC Security / Chief Warden to switch the Emergency Control Panel to 'AUTOMATIC'.

***WHEN DEISOLATING ZONES ENSURE NO DETECTORS ARE IN
ALARM***



Australian Turf Club

The heart of Sydney racing

Sydney Carnival 2019
Royal Randwick Racecourse
Emergency Management Plan

This plan is to be used in conjunction with the
ATC Emergency Management Procedures

Developed in accordance with *Work Health and Safety Act 2011, Work Health
and Safety Regulations 2011 (s. 43)*

Date of commencement: 5th March 2019

Amendment Record

Date	Description	Prepared by	Reviewed by	Approved by
19 Mar 2014	Sydney Carnival 2014	D. Mitchell	S. Brady	S. Brady
20 Mar 2015	Sydney Carnival 2015	A.Perkins	D. Mitchell	D. Mitchell
22 Feb 2017	Sydney Carnival	A. Perkins	D. Mitchell	D. Mitchell
19 Mar 2019	Sydney Carnival 2019	A. Perkins	G.Colston	G.Colston
22 Mar 2016	Sydney Carnival 2019	A. Perkins	G.Colston	G.Colston

Authorised by: G. Colston	Document title: Sydney Carnival 2019 Royal Randwick Racecourse Emergency Plan
Signed:	Revision Date: March 2019
Issue Date: March 2019	Document #: RRSC0015

Disclaimer

This document contains material to assist in meeting work health and safety obligations under the *Work Health and Safety Act 2011* and *Work Health and Safety Regulations 2011*. Although every effort has been made to ensure the accuracy of this information at the time of publication, it is provided as guidance only and does not provide legal advice on meeting your obligations.

Sydney Carnival 2019 Emergency Management Plan

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Review Procedures

The Security & Risk Management Team will review the emergency plan as required. The review schedule will be directed in response to organisational and / or legislative changes and requirements. The reviews will be undertaken in consultation with workers, health and safety representatives and other relevant parties. All relevant persons will be made aware of changes made as a result of review.

Document Control

This emergency plan is a controlled document. All unauthorised copies either electronic or printed are considered uncontrolled copies. Copyholders and the version distributed to them will be recorded in the Distribution Register.

Records

All versions of the plan will be kept as a record. In the event of a notifiable incident, the relevant plan and supporting documentation (initial and reviewed versions) will be kept for 2 years after the incident. During this period of time, it will be accessible to all relevant persons working on the project and any Government appointed officers as required.

Definition of an Emergency

Any incident outlined below that requires immediate action to make safe:

1. Any actual incident that has the capacity to cause death or serious harm
2. Any potential incident that has a high probability of causing death or serious harm
3. Any actual or potential incident that has a high probability of causing harm to the environment or property

This plan will guide emergency responses of all staff and applicable resources during the emergency. This emergency plan applies to all staff and visitors present at the time of the emergency. **(Note: This plan will not override any emergency service direction given at the time of the emergency).**

It is expected that all persons read and understand this Emergency Plan before starting work. All relevant persons are expected to adhere to the contents of the Emergency Plan.

This emergency plan will be reviewed whenever:

- Controls are no longer effective
- Changes on site are likely to introduce new or different hazards that current controls will not adequately address
- A new hazard or risk is identified
- Results of consultation indicate a review is needed
- Requested by employees or Health and Safety Representative
- Contact or staff details change

This document is to be used in conjunction with the ATC Emergency Procedures.

Facility Description

Site/Facility Details		
Business Name	Australian Turf Club Limited	
Facility Name	Royal Randwick Racecourse	
Building/Business Address	Alison Road, Randwick NSW 2031	
(1) Building Contact	John Winter	
Phone	(02) 9663 8413	Email: jwinter@australianturfclub.com.au
Mobile Phone Number	0438 629 983	Fax: (02) 9662 6292
(2) Business Contact	Main Reception	
Phone	(02) 9663 8400	Email: info@australianturfclub.com.au
		Fax: (02) 9662 6292
Event: Sydney Carnival 2019 6 th April to 20 th April 2019		
Building/Facility Owner	Australian Turf Club Limited	
Owner Address	Locked Bag 3 Randwick NSW 2031	
Phone	(02) 9663 8400	Email: info@australianturfclub.com.au
Mobile Phone Number		Fax: (02) 9662 6292

Facility Image



THE CHAMPIONSHIPS DAY 2 - LONGINES QUEEN ELIZABETH STAKES DAY

13 APRIL



ACTIVITY GUIDE

- | | | | |
|----|--|----------|--|
| 1 | Members' Marquee Pt.
Henkel Bar, Schweppes
Cocktail Cart, Harolds Photo
Wall & DJ | The Mews | |
| 2 | Rise WINX Photo Opportunity | 12 | Bar Street |
| 3 | The Agency Meeting Tree | 13 | Schweppes x Tanqueray Bar |
| 4 | Royal Randwick Photo Wall | 14 | Canadian Club Giddy Up Club |
| 5 | After The Last Concert | 15 | TAG Bar Barn Pt. Henkel Bar |
| 6 | The Botanic presented by Vesuvio
Clique | 16 | Henkel 3 Container Bar |
| 7 | James Squires Craft Bar | 17 | Chandon Pop Up Bar |
| 8 | Road Trucks | 18 | Trackside Band Stand |
| 9 | Pinn's Horse Float | 19 | Henkel Station Bar |
| 10 | Red Bull Race Club | 20 | Mole & Chandon Pop Up Bar Pt.
Mole Vending Machine & Photo
Opportunity |
| 11 | The Stables Pt. Karol One
Expresso Martini Bar Pinn's
Terrace Bar, Jim Beans Black
Cocktail Cart & DJ | 21 | The Aviary |

LONGINES

ROYAL RANDWICK

MOET & CHANDON
CHAMPAGNE

SPRINGS

CHANDON

Heineken

FLYING

Canadian Club

Red Bull

Emergency Contact Numbers

Emergency Contact Numbers		
Police	000	Maroubra - (02) 9349 9299
Fire	000	Randwick – (02) 9398 7510 Alexandria – (02) 9318 4320
Ambulance	000	(02) 8752 0444
ATC Security - Randwick	0419 223 660	
ATC Security - Rosehill	0419 241 974	
Poison Information Centre	131 126	
Randwick Medical Centre	9469 8000	
Access Trauma Counselor	1800 818 728	
Key Personnel (24 hour contact)		
Name	Role	Phone Number
Gary Colston	Head of Security & Access	0437 503 087
Adam Smith	GM Raceday Experience	0422 271 555
Adam Perkins	Security Manager (Royal Randwick & Warwick Farm)	0467 898 282
John Winter	Facilities Manager	0438 629 983
Local and State Government Authority Contact Numbers		
Name	Phone Number	
Environment Protection Agency	131 555	
State Emergency Service	132 500; (02) 9314 1133	
WorkCover	13 10 50	
Randwick City Council	1300 722 542	
Nearby Facilities		
Name	Phone Number	
Prince Of Wales Hospital	(02) 9382 2222	
UNSW – Security Control Room	(02) 9385 6000	
Utilities Authorities Contact Numbers		
Name	Phone Number	
Electricity: Energy Australia	131 388	
Gas: AGL	131 909	
Water: Sydney Water	132 092	
Dial Before You Dig	1100	

Site Emergency Contact Numbers

Site Emergency Contact Numbers		
Name	Phone	Extension No
Event Operations Centre (EOC)		Ext 8374
ATC Security	02 9663 8442 0419 223 660	Ext 8442
ATC Catering Reception	02 9663 8500	Ext 8500
EOC External	02 9663 8443	Ext 8443
Internal Extension Contact Numbers		
Name	Extension Number	
ATC Security - Gate 1	8442	
Event Operations Centre - EOC	8374	
ATC Main Reception	8400	
Main Kitchen Randwick Grandstand	8242	
ATC Catering Reception	8500	

NB: Additional contacts are contained within the 'Event Stage & Production Emergency Procedures'

Event Information

The information for the event is as follows:

Carnival Race Day Dates	6 th April 2019
	13 th April 2019
	20 th April 2019
Time (start & finish)	10:30 – 19:30
Address & Location	Royal Randwick Racecourse, Alison Road Randwick
Expected number of guests per day	10,000 - 30,000
Alcohol use	Alcohol is available under strict RSA guidelines, which are outlined in the following documents: ATC RSA & Harm Minimisation Strategy Royal Randwick AMOR Sydney Carnival 2019
Road closures	Right-hand turn from Alison Road into Gate 1 will be closed on each day from 0900 hrs. Ascot Street is limited to taxi's and limousines

Emergency Control Organisation

Mode	Race Day – Sydney Carnival 2019
Role	Position
Chief Warden	ATC Security Manager
Emergency Response Officer(s)	ATC Hospitality, Events & Operations Managers
	ATC Asset Protection
	ATC Trades
Communications Officer	EOC Communications
Building Services	ATC Building Services Manager

Area	Official's Stand
Role	Position
Building Warden	E-GROUP Security Supervisor
Area Warden Ground Floor	ATC Owners & Trainers Bar Supervisor
Area Warden Level 1	E-GROUP Security
Viewing Deck	E-GROUP Security
Winning Post Bar	ATC Winning Post Bar Supervisor

Area	Octagonal Building
Role	Position
Building Warden	E-GROUP Security Supervisor
Area Warden Octagonal Bar	ATC Bar Supervisor
Area Warden EOC	ATC Security
Area Warden Level 1	ATC Security

Area	Royal Randwick Stand
Role	Position
Building Warden	E-GROUP Security Kensington Room Supervisor
Area Warden Ground Level	E-GROUP Security
Area Warden Level 1	E-GROUP Security
Area Warden Level 2	E-GROUP Security
Area Warden Level 3	E-GROUP Security
Area Warden Level 4	The Stables Duty Manager

Area	Royal Randwick Stand Basement
Role	Position
Building Warden	ATC Executive Chef
Area Warden Main Kitchen	ATC Back of House Manager
Area Warden Catering & Staff Facilities	ATC CIT Security
Area Warden Bank and Loading Dock	ATC CIT Security
Weight Room / TOTH	ATC Racing

Area	Owners Pavilion
Role	Position
Building Warden	ATC Function Manager
Area Warden Undercroft	ATC Security
Area Warden Level 1	ATC Bar Supervisor

Area	Truck Stop
Role	Position
Building Warden	E-GROUP Security
Area Warden	ATC Bar Supervisor

Area	Leger Lawn Marquees
Role	Position
Zone Warden	E-GROUP Security Supervisor
Leger Lawn Marquee Area Warden	E-GROUP Security

Area	Oaks Lawn Marquee
Role	Position
Building Warden	E-GROUP Security

Area	Past The Post Marquee
Role	Position
Building Warden	E-GROUP Security

Area	Little Sydney
Role	Position
Building Warden	E-GROUP Security

Area	Administration Building
Role	Position
Building Warden	On duty IT representative

Area	Security office – Gate 1
Role	Position
Building Warden	E-GROUP Security

All Areas	Police to support Zone Wardens
-----------	--------------------------------

General Emergency Response

1	• Call 000 (two-way to EOC)
2	• State type and scale of emergency
3	• State area / zone name and location
4	• Number of casualties if applicable
5	• Hazards that may be involved such as chemicals or fuel
6	• Specific access location on site e.g specific street access or side entrances
7	• Provide contact name and phone number
8	• Answer all questions and follow instructions given by the operator
9	• Do not hang up until instructed

Medical Emergency

D	Danger	✓	Check for Danger to yourself
		✓	Check for Danger to the casualty and to others
R	Response	✓	Check Response , is the casualty is conscious or unconscious
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		✓	Clear airway
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		✓	If breathing , but still unconscious, leave on side and monitor airways, breathing and circulation until ambulance arrives. Check regularly for breathing
C	Circulation	✓	Roll the casualty onto their back, tilt head backwards, seal the casualties mouth with yours and give 2 full breaths
			Commence CPR . Give 30 chest compressions (almost 2 compressions per second) followed by 2 breaths.
			Continue CPR until qualified personnel arrive or signs of life returns
D	Defibrillator	✓	If available, apply defibrillator and follow prompts
If casualty is stable (breathing and pulse is present) and while waiting for the ambulance, check for and control bleeding and reassure the casualty.			

*Information sourced from the Australian Resuscitation Council

Emergency Fire Evacuation Procedure

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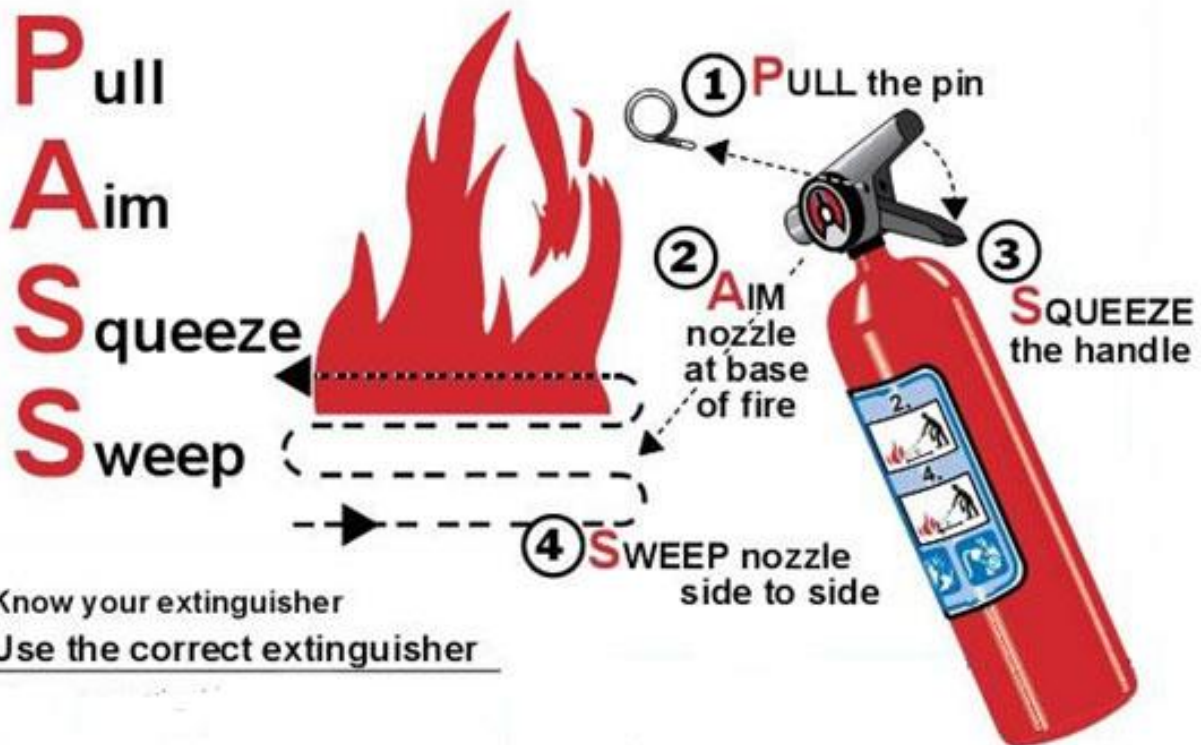
Fire Fighting Procedures

1. Fire extinguishers, hose reels and manual call points located at appropriate locations at the worksite as shown on site map
2. Fire extinguishers / hose reels appropriate for purpose
3. Fire extinguishers / hose reels tested and tagged in accordance with AS 1851
4. Fire extinguishers restrained to prevent falling by means of a hook, strap, cage or chain. Ease of access will be maintained.
5. A one (1) metre clearance will be maintained around fire-fighting equipment and fire exits.
6. Evacuation procedures will be discussed with designated emergency personnel prior to shift commencement by service provider eg: ATC, E-GROUP, NSW Police Force.
7. Extinguish fire or contain hazardous material only if you have been trained and feel competent and safe to do so











Fire Extinguisher Use

- 1 • Only attempt to extinguish fire if it can be put out quickly. If unsure evacuate
- 2 • Consider if electricity is involved (Do not use water)
- 3 • Select the appropriate fire extinguisher for the material burning
- 4 • Pull pin from handle
- 5 • Quickly test by squeezing the handle
- 6 • Aim the nozzle at base of fire
- 7 • Squeeze handle and move nozzle in a sweeping motion until fire extinguished

To operate an extinguisher:

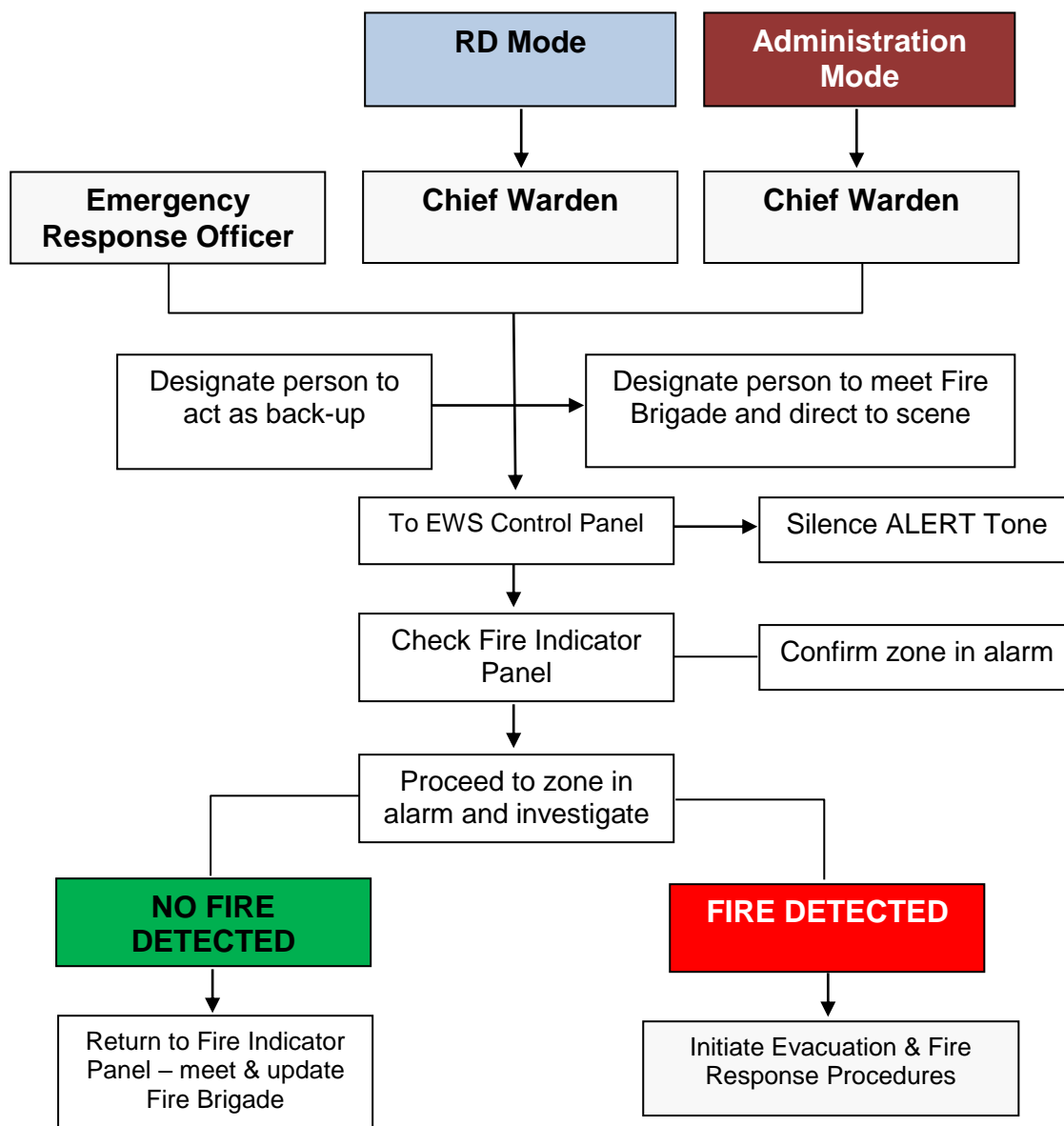


Fire Extinguisher Rating Guide

ID sign	Typical appearance	Extinguisher Type cylinder contains	Class A Wood, paper, textiles etc, normal combustibles	Class B Flammable liquids, petrol, paints	Class E Electrical fires	Class F Cooking oil, animal fats & vegetable oils
		Dry Chemical Powder	YES	YES	YES	NO
		Co2 Carbon Dioxide	NO	YES	YES	NO
		Water	YES	NO	NO	NO
		Foam	YES	YES	NO	NO
		Wet Chemical	YES	NO	NO	YES

Emergency Response Guide

EWS ALERT TONE ACTIVATION

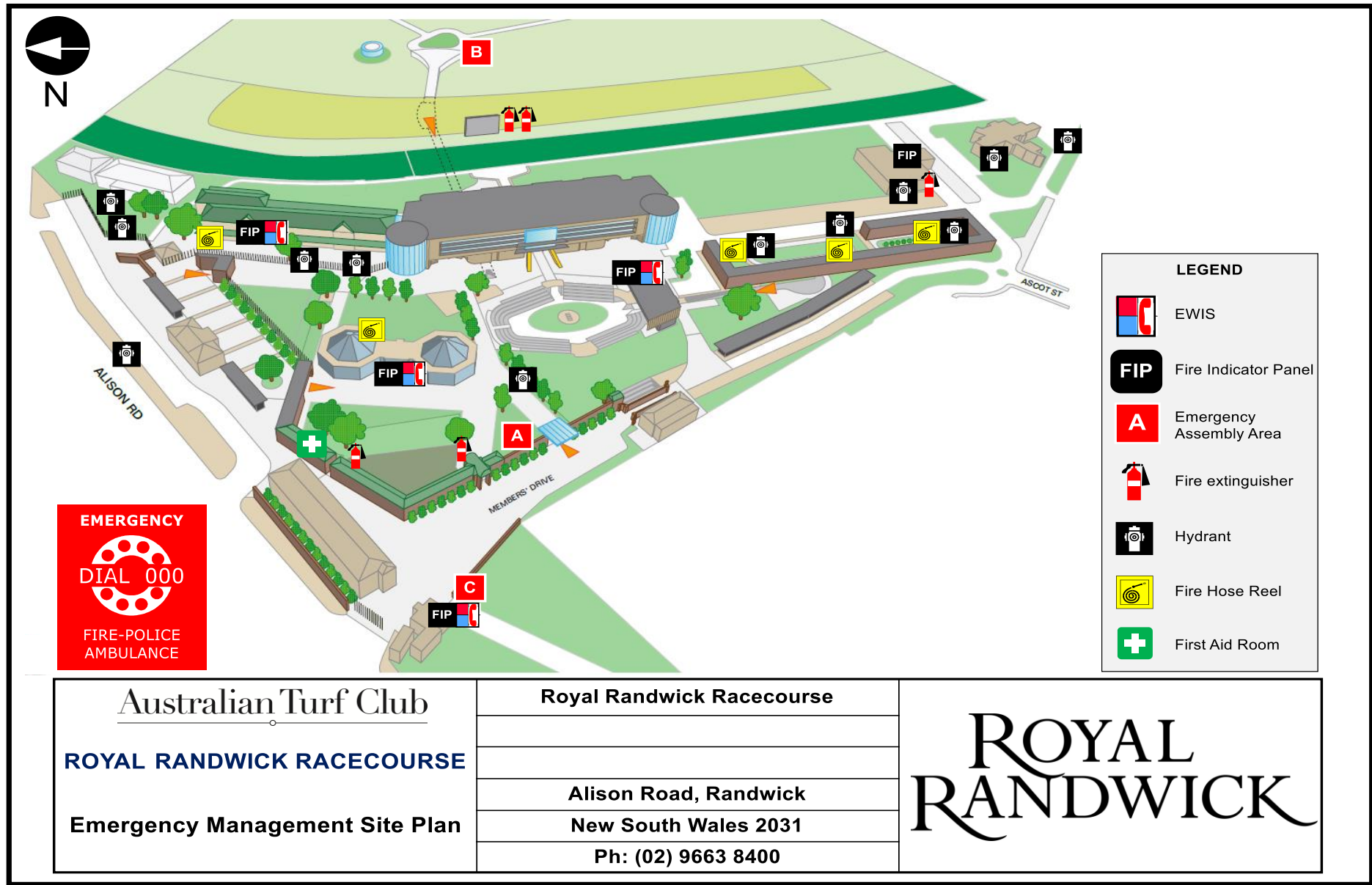


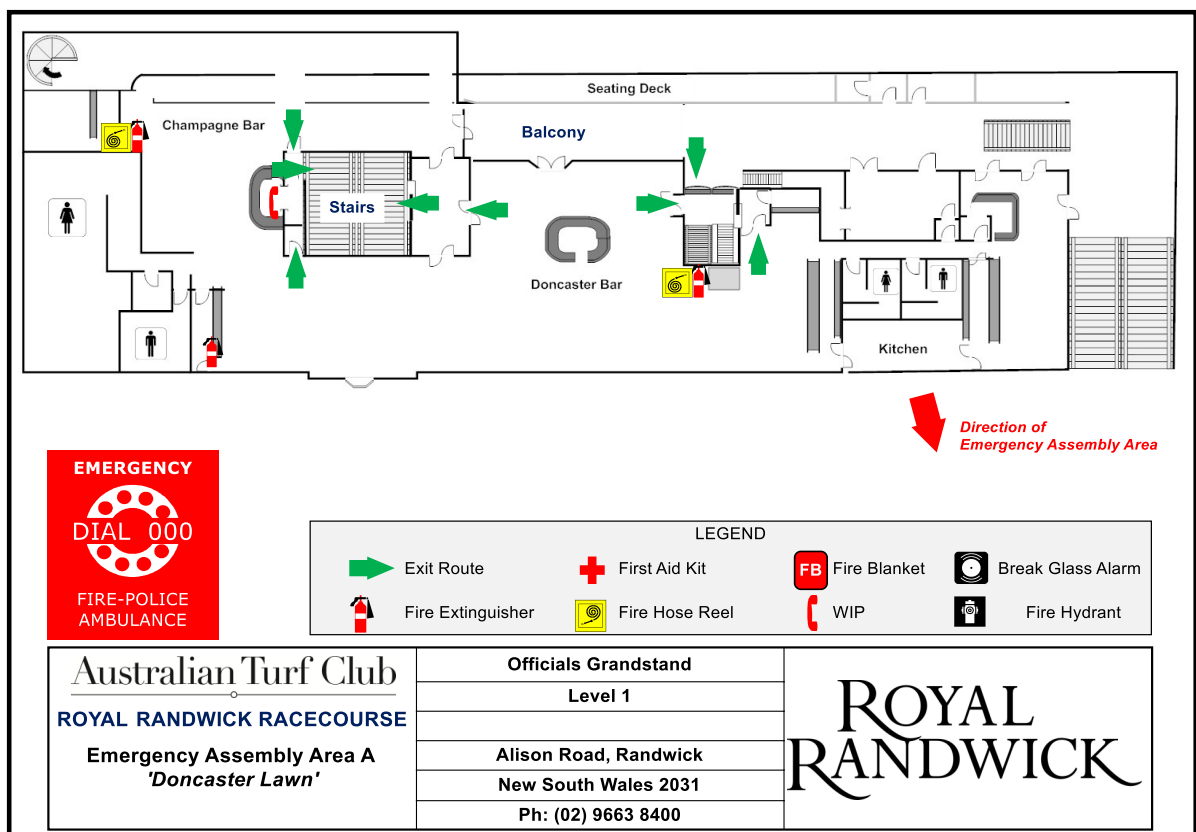
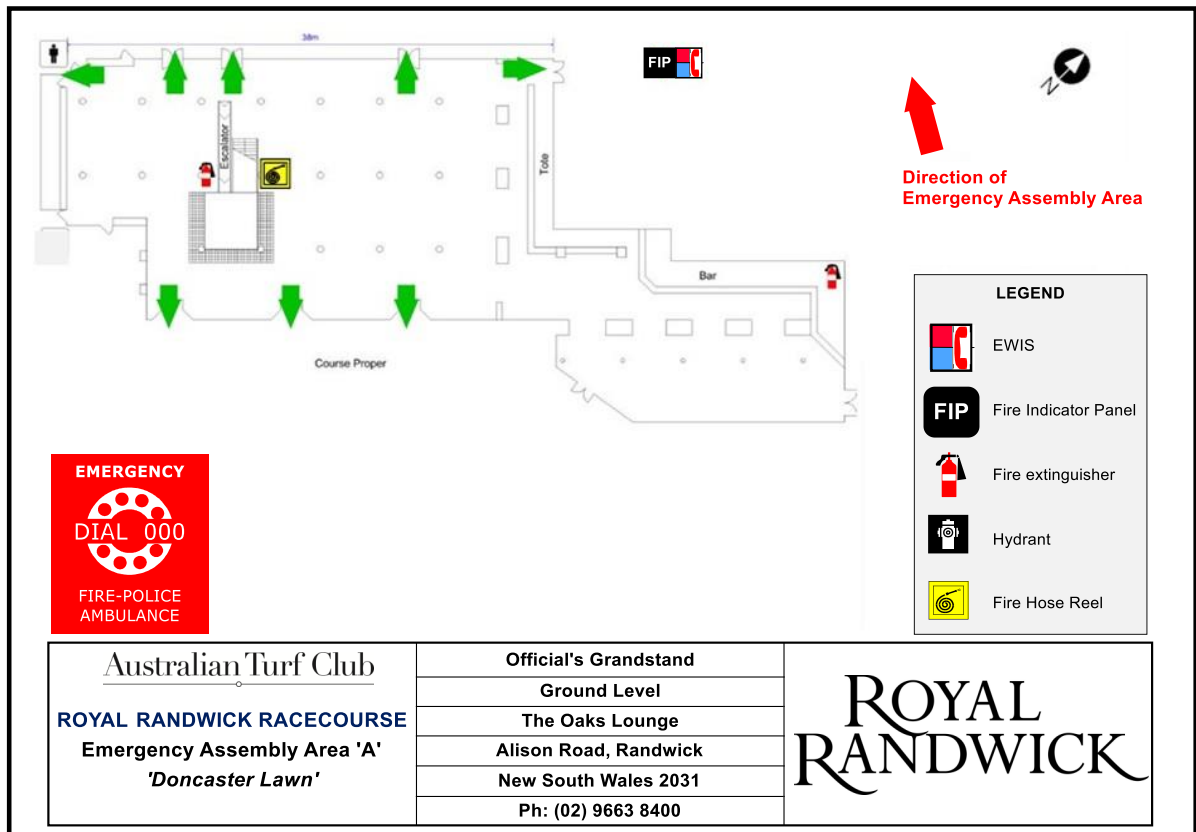
Note: Staff continue with normal activities – check for any evidence of fire in their work areas and listen for Evacuation Tone or further information/instructions.

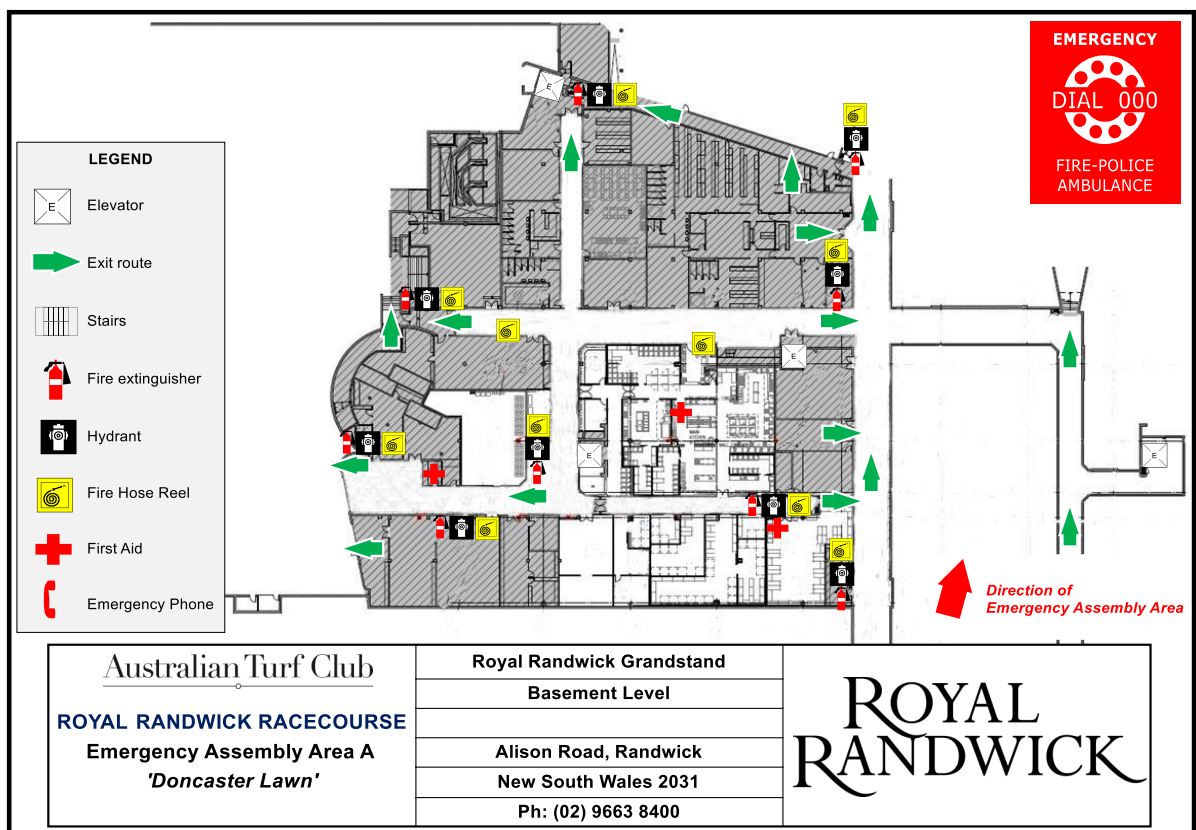
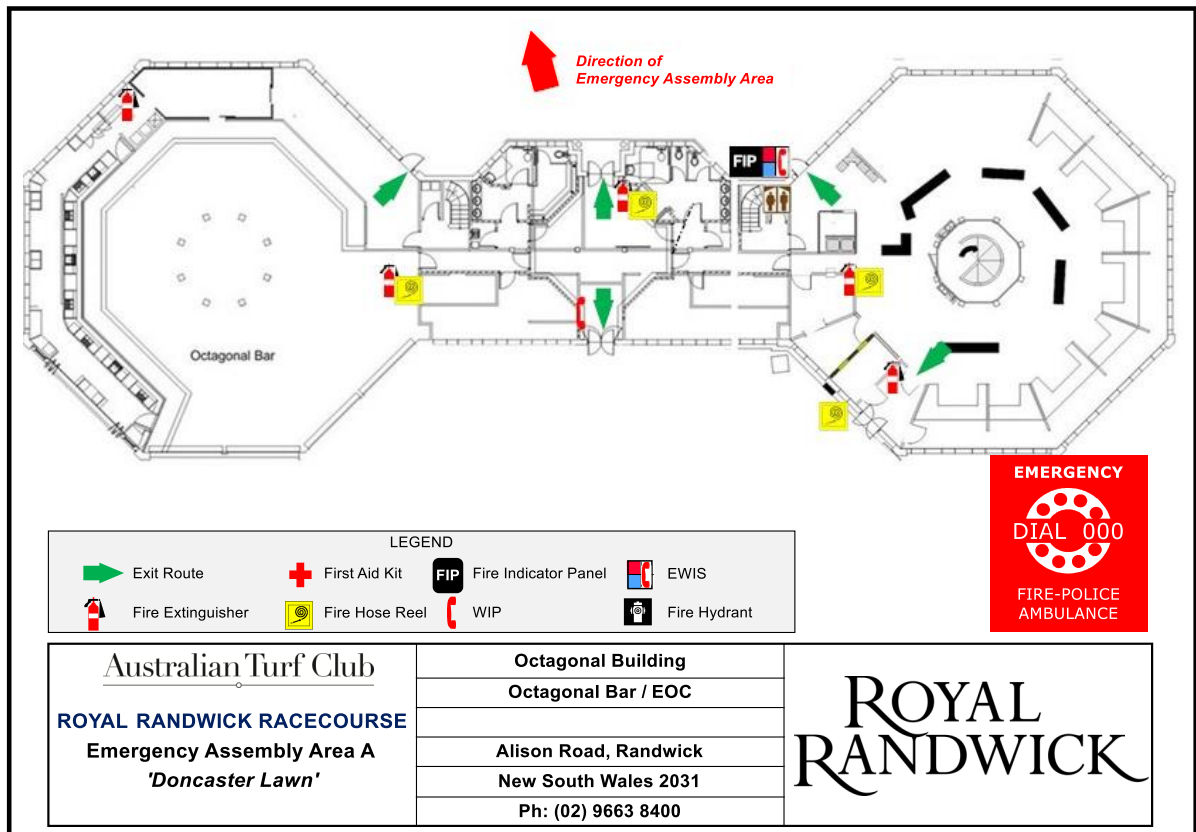
CARETAKING MODE

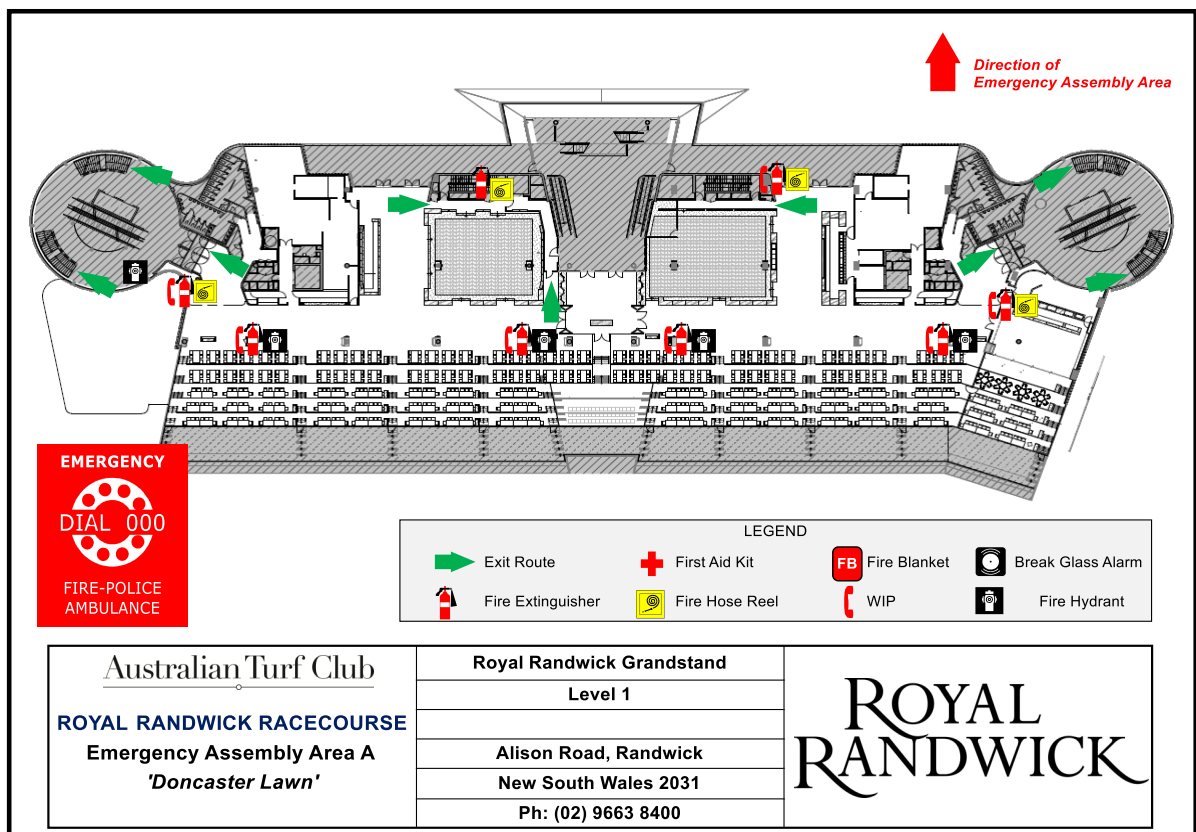
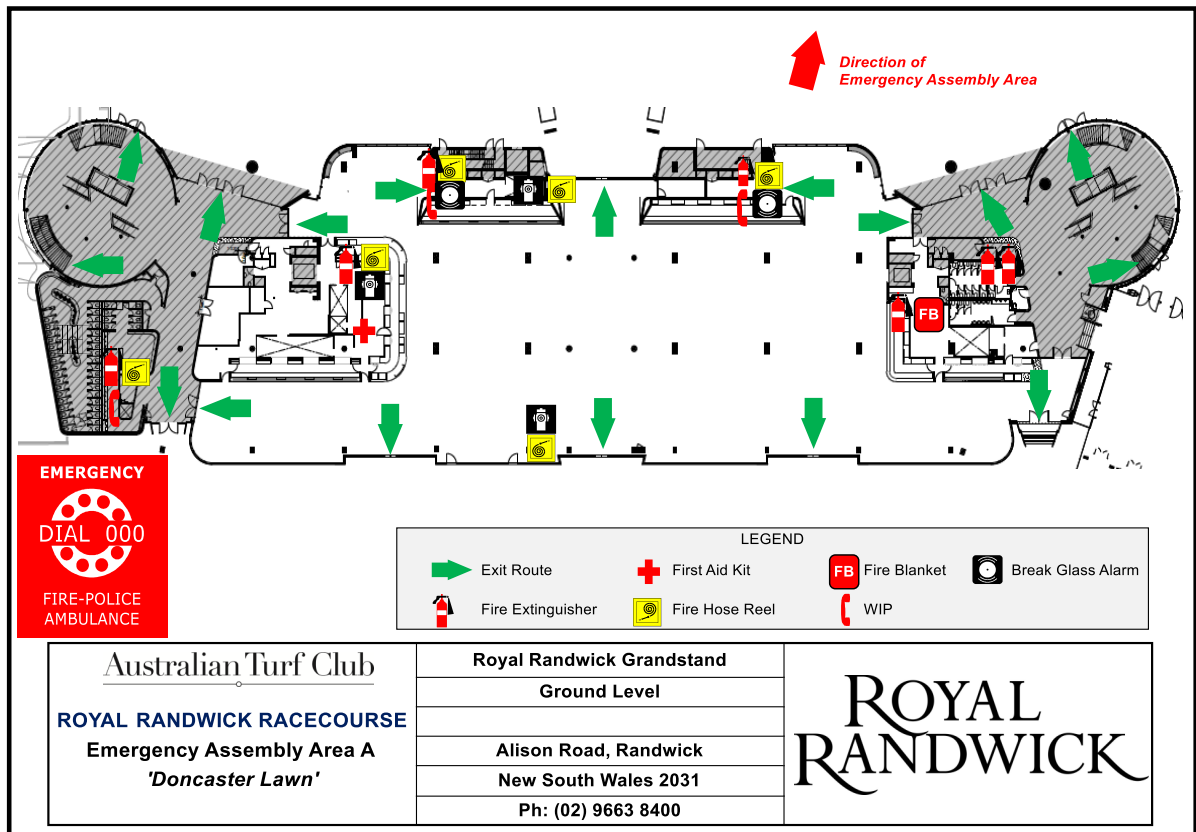
During those times when the site is not functioning or occupied (Caretaking Mode), there is no formal warden structure – caretaker personnel provide the initial response and inform the appropriate staff and emergency services.

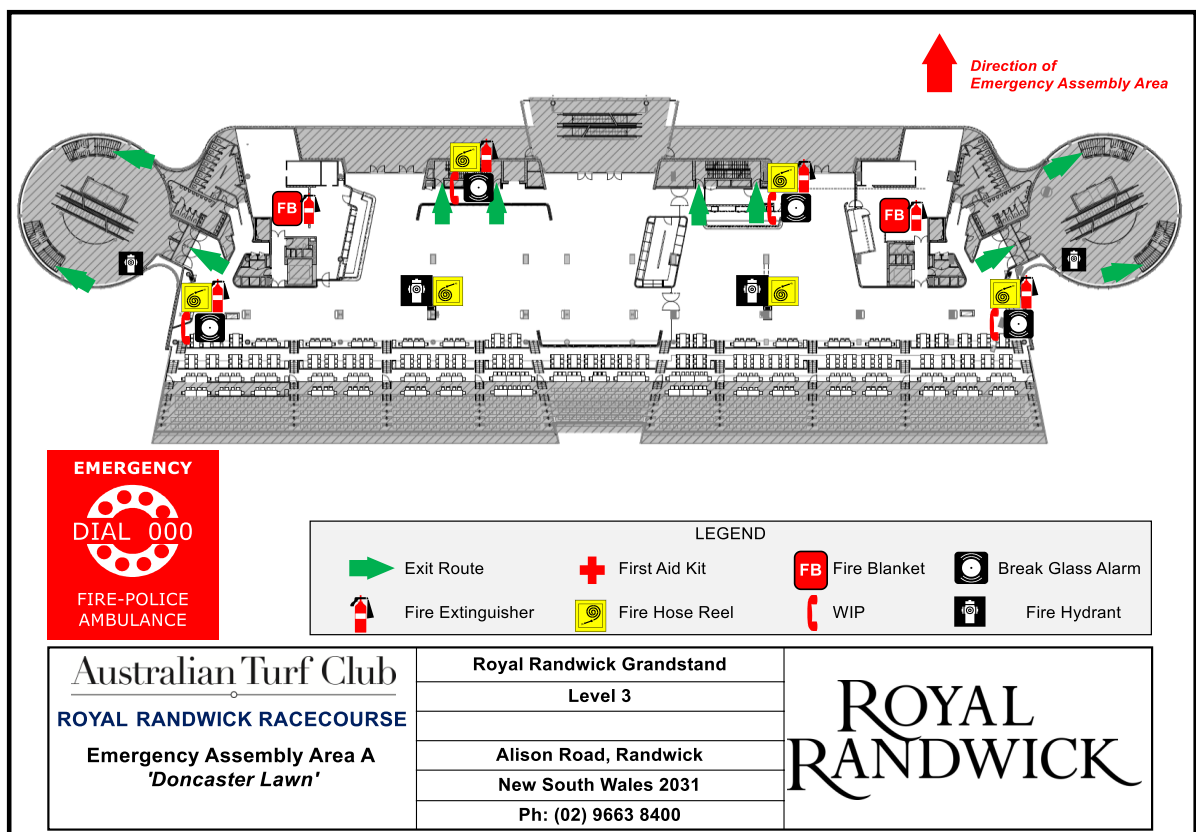
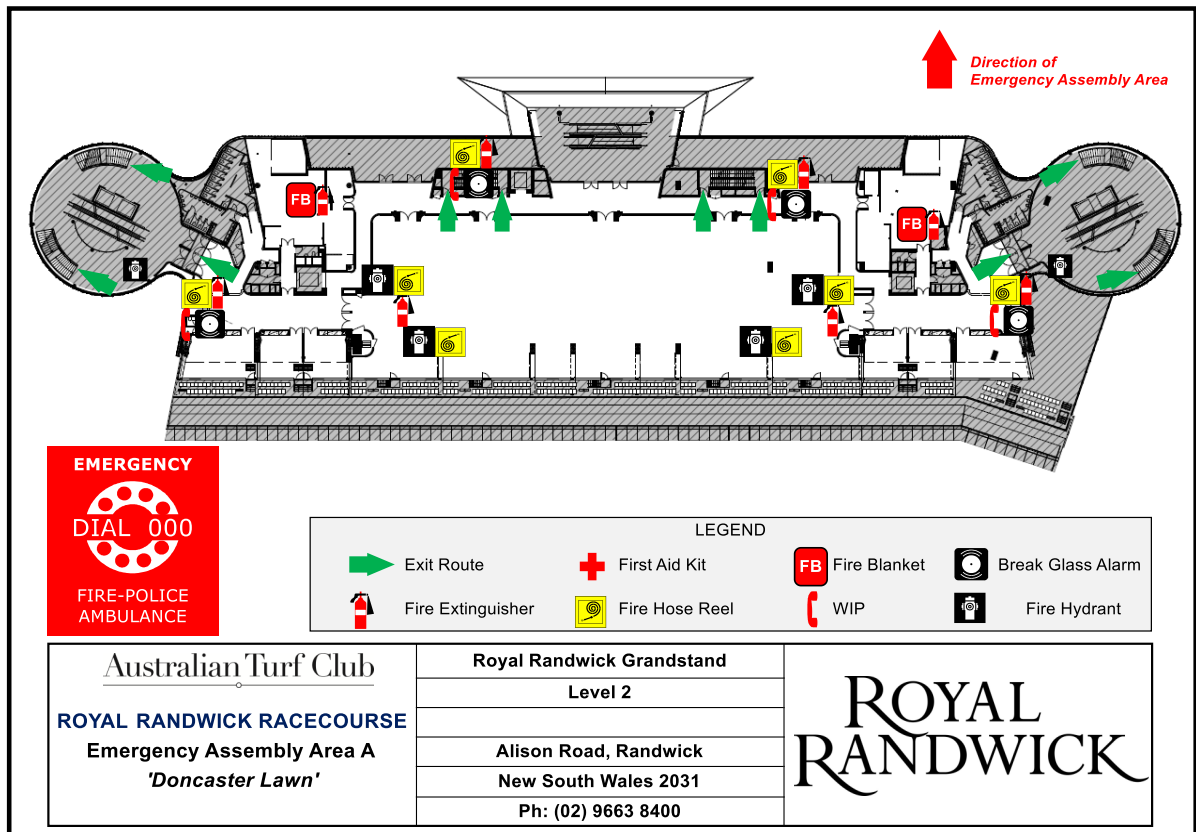
Fire Fighting Equipment Locations

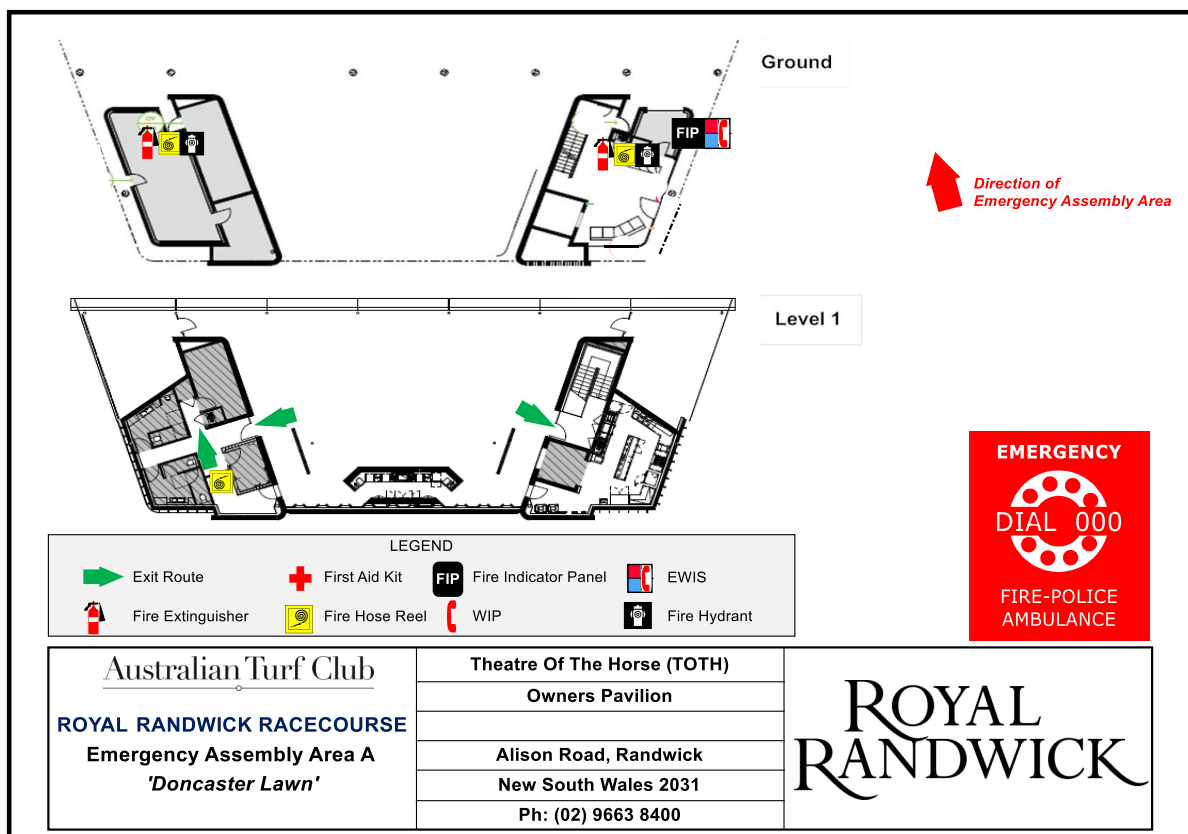
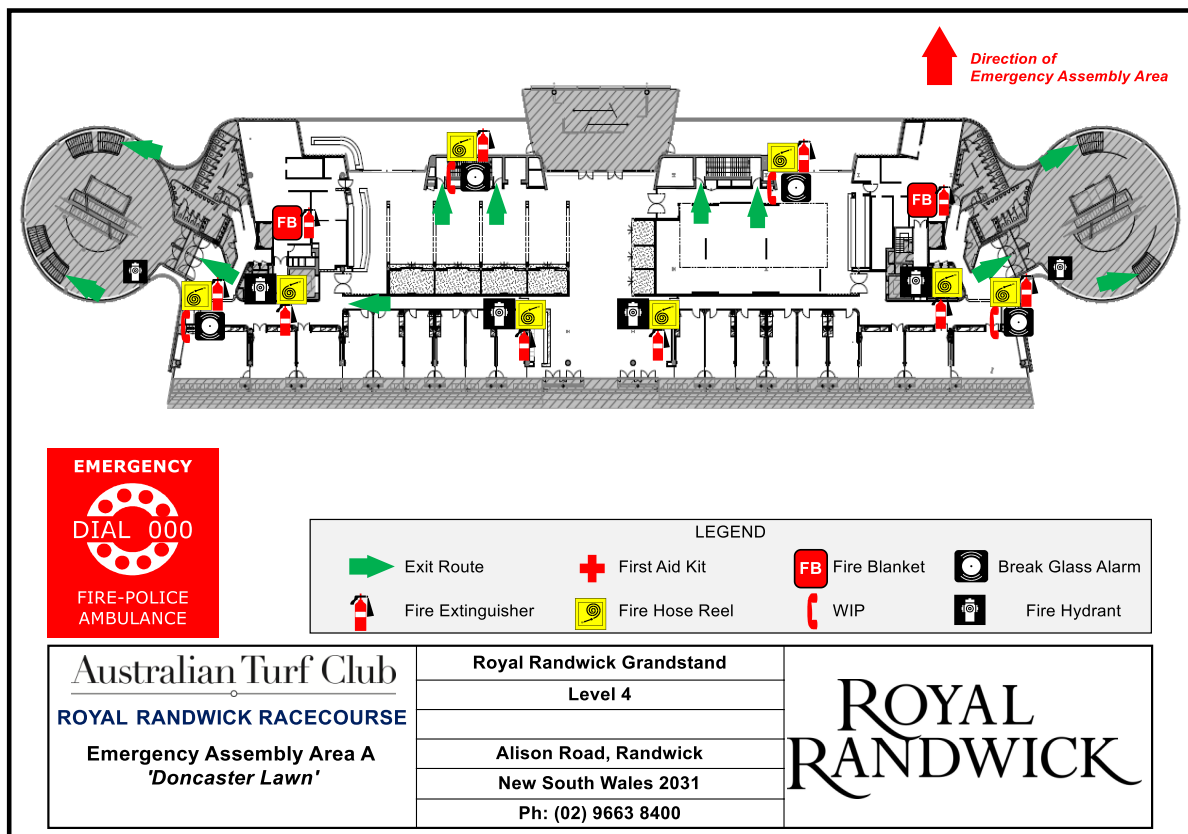






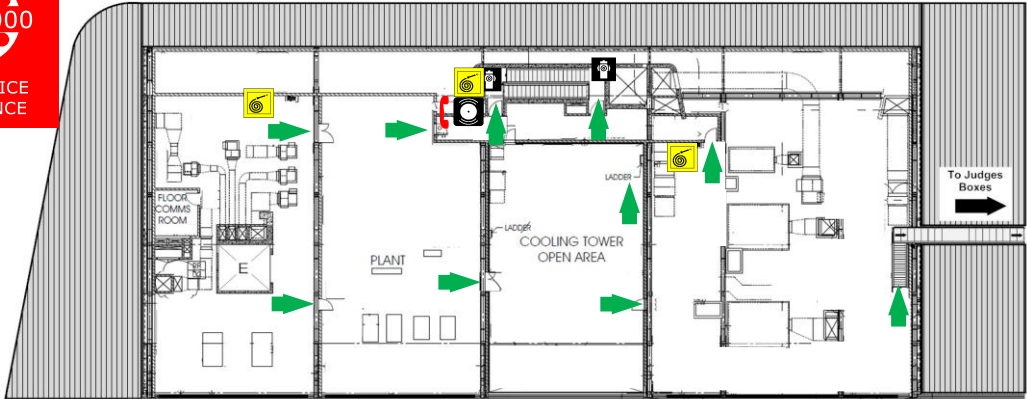






EMERGENCY

FIRE-POLICE
AMBULANCE



Direction of
Emergency Assembly Area

LEGEND

Exit Route

Fire Hydrant

Break Glass Alarm

Elevator

Fire Extinguisher

Fire Hose Reel

WIP

<div>Australian Turf Club</div> <div>ROYAL RANDWICK RACECOURSE</div> <div>Emergency Assembly Area A</div> <div><i>'Doncaster Lawn'</i></div>	Royal Randwick Grandstand		<div>ROYAL RANDWICK</div>
	Level 5		
	Roof Plant		
	Alison Road, Randwick		
	New South Wales 2031		
	Ph: (02) 9663 8400		

Emergency Vehicle Access Points

Access Point 1 – Taxi Plaza Entry Gate (Ascot Street)

Location

- Accessed via Doncaster Avenue

Areas of Access

- Leger Lawn
- Southern (Maroubra) end of Members area.
- Breezeway/Doncaster Walk
- Main Drive
- Horse Precinct

Limitations

- Pedestrian traffic (utilized by taxis for pick-up & drop-off)

Access Point 2 – Gate 1 (Alison Road)



Location

- Alison Road, Randwick

Areas of Access

- Administration Building
- Main Drive
- Members Car Parking
- Plaza Turnstiles
- First Aid room
- All Grandstand's

Limitations

- Numerous pedestrians
- Gate is secured but is manned by security so access can be provided when required

Access Point 3 – High Street Gate



Location

- High Street.
(nearest cross street ANZAC Parade)

Areas of Access

- Infield Parking
- Trainers Hut
- Race day stalls
- All racing tracks

Limitations

- Main access to infield car-park
- Tunnel

Ambulance Race Day Pick Up Point

Location

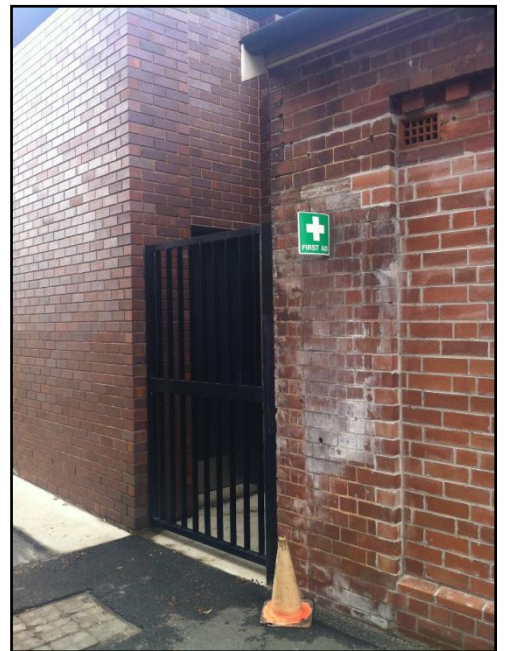
- Next to Administration Building, western end of the Alison Road bus terminus.

Access Point

- Primary - Access Point 1
- Secondary – Access Point 2

Limitations

- Pedestrians
- Access gate locked on race days. ATC Medical staff or Security to unlock.



Public Address Announcements

FIRE ALARM – DURING RACE DAY (WITH EWIS IN ‘MANUAL’)

1. Press the ‘ALL P.A’
2. Lift the black microphone and announce:

“Attention please, the ATC apologies for the interruption to audio and will rectify the problem as soon as possible, thank-you for your patience”

FIRE ALARM – INVESTIGATE THEN EVACUATE (EWIS ON ‘AUTO’)

1. Silence EWIS tones
2. Press the ‘ALL P.A’
3. Lift the black microphone and announce:

“Attention please, the fire alarm has been activated, we are investigating the situation, please standby for further instructions”

FIRE ALARM – FALSE ALARM

1. Silence EWIS tones
2. Press the ‘ALL P.A’
3. Lift the black microphone and announce:

“Attention please, NO PROBLEMS WERE IDENTIFIED. Thank-you for your patience”

SITUATION IDENTIFIED AS A FIRE ACTUAL

1. Press the ‘ALL P.A’ BUTTON
2. Lift the black microphone and announce:

“Attention please, the building is now being evacuated, please leave by the nearest exit and meet at the emergency evacuation area”

3. Press the ‘ALL EVACUATE’ button

PA ANNOUNCEMENTS ARE TO BE SAID TWICE

Fire-Watch Procedure

ZONE ISOLATION

1. Verify with ATC Security any zones / detectors that are to be isolated
2. Isolate required zones / detectors

EMERGENCY CONTROL PANEL TO MANUAL

1. Ensure you are familiarised with the FIP, AMPAC Smart Graphics Computer & EWIS panel
2. Verify which radio channel you are to monitor.
3. For a race day, as callsign **'FIRE-WATCH'**, conduct a radio-check with callsign **'CONTROL'**
4. For an event, as callsign **'FIRE-WATCH'**, conduct a radio-check with callsign 'ATC Security'
5. Request permission to turn the Emergency Control Panel to 'MANUAL'. If conducting fire-watch for an event, liaise with ATC Security to switch the panel to 'MANUAL'

ALARM ACTIVATION - ROYAL RANDWICK GRANDSTAND

1. On an alarm activation the FIP will 'BEEP' (one long continuous tone indicates a 'Fault')
2. The AMPAC Fire Solution Computer will automatically display and print the zone on which the alarm has been activated.
3. Contact ATC Security / Chief Warden and notify them of the alarm activation and location. The alarm will be investigated to determine if it is a 'Fire Actual' or a false alarm.
4. If a 'Fire Actual' has been detected and the Chief Warden determines an evacuation is required, place the key switch in the 'MANUAL' position and using the 'ALL CALL' panel select 'ALL EVAC'
5. Notify ATC Security / Chief Warden when the Fire Brigade are on site, and direct them from Gate 1 to Owners Pavilion via Gate E.

If there is an alarm activation with the 'KEY SWITCH' in the Automatic position and you have been directed to silence the EWIS tones due to a false alarm, you are to:

- Place KEY SWITCH 'MANUAL' position
- Press 'BUZZER MUTE/ACK'
- PRESS 'MASTER RESET' to cancel tones
- Inform Chief Warden of your actions, and
- Notify ATC Security / Chief Warden when the Fire Brigade are on site, and direct them from Gate 1 to Owners Pavilion via Gate E.

ALARM ACTIVATION – SUB FIRE INDICATOR PANEL

1. Read the alarm location message from the FIP LCD screen
2. Contact ATC Security / Chief Warden and notify them of the alarm activation and location.
3. Notify ATC Security / Chief Warden when the Fire Brigade are on site and direct them to the location of the applicable sub-panel.

COMPLETION OF RACE DAY

1. Thirty (30) minutes after the last race request permission from ATC Security / Chief Warden to switch the Emergency Control Panel to 'AUTOMATIC'.

***WHEN DEISOLATING ZONES ENSURE NO DETECTORS ARE IN
ALARM***

Appendix F – Medical Plan

Australian Turf Club

Medical Plan

This document is to be used in conjunction with:

ATC Staff Handbook

ATC Incident & Emergency Manual

ATC Occupational Health and Safety Management System

June 2012

For the information of:

New South Wales Emergency Services

ATC Management & Staff

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1.0 Contacts

1.1 Emergency Contact List

Service	ATC Radio Channel	Phone
Ambulance-Fire-Police		000
ATC Security Randwick	3 (Race Days)	0419 223 660
Race Day First Aid	3 (Race Days)	TBA

1.2 Site Emergency Number

#	Mode	Location	Phone
1	Race Days	Weighing Room	9663 8550
2	Functions & Events	Oaks Kitchen	9663 8257
3	Office Hours	Main Admin Switch	9663 8400

1.3 Emergency Service Liaisons (to be used during preparation as required not for emergency use)

Service	Name	Phone
NSWFB	General Enquires	(02) 9265 2999
NSW Ambulance Service	Sydney Division	(02) 8752 0444
NSW Police	EBLAC	(02) 9349 9299

2.0 Emergency Service Locations

2.1 First Aid Room

The Raceday First Aid Room is located on the Children's Playground, next to Gate C. It will be open 30 mins before gates open.

2.2 First Aid Kit

First aid kit types and locations are detailed within Appendix 03.

3.0 Emergency Vehicle Access Points

In the event of an emergency **dial 000**. Advise emergency services of the nearest cross street and clear access to the incident position. A minimum **4 metre** vehicle access must be maintained throughout the site.

Stretcher access to the First Aid Room for NSW Ambulance Service is via Gate C from Members Drive.

Additional control measures are in place to restrict pedestrian and traffic movement along Alison Road. To ensure that the emergency vehicles are able to quickly respond to a race day emergency, regardless of where on the race course the emergency is located, designated entry points have been identified to allow access and egress to Royal Randwick.

The designated Emergency Vehicle Access Points is at Appendix 02.

NOTE

All the above are guidelines only and are subject to change to suit the location of the emergency, type of emergency, crowd density and wind conditions.

Emergency Services out rank all ATC Management. Should they give any person a direct order; they should carry out the order.

4.0 Medical Emergency Response Guide

Any Staff or Warden Directly Involved Or Aware

- Quickly assess the situation
- Notify First Aid and Chief Warden
- Render assistance to patient if able until First Aid arrives then assist if required

Chief Warden

- Determine situation
- Ensure alarm has been raised with **ATC First Aid / NSW Ambulance Service**
- Phone **000** advise on type of injuries
- Keep uninvolved patrons away
- Start planning ambulance route if applicable
- Arrange patrons to meet and guide ambulance to patient
- Establish control point
- Identify injured persons

Special Considerations

Persons involved in treating injured should ensure they make use of personal protective equipment such as rubber gloves, facemasks etc and should only treat if trained in such treatment.

Appendices

Appendix 01 - First Aid Kit Locations

Appendix 02 - Emergency Vehicle Access

Appendix 03 - Incident Report Form

Appendix 01 – First Aid Kit Locations

ATC FIRST AID KIT REGISTER			
		Type (*)	Type (*)
Location	Building	Wall Mounted	Portable
Racing Office (G)	Main Administration	x	x
Printing Area (1)	Main Administration	x	x
Kitchenette (2)	Main Administration	x	x
Coffee Shop Kitchen (G)	Members	x	x
Villiers Kitchen (1)	Members	x	x
Workshop Kitchen (Turnpoint)	Infield	x	x
Ambulance Room (Turnstiles)	Infield		x
Gatehouse	Security Gate 1		x
Plumbers W/shop	Maintenance W/shop		x
Carpenters W/shop	Maintenance W/shop	x	x
Equine Pool	N/A		x
Old Racecourse Office	Old Racecourse Office		x

Appendix 02 – Emergency Vehicle Access Points

Access Point 1 – Taxi Plaza Entry Gate (Ascot Street)

Location

- Accessed via Doncaster Avenue

Areas of Access

- Leger Lawn
- Southern (Maroubra) end of Members area.
- Breezeway/Doncaster Walk
- Main Drive
- Horse Precinct

Limitations

- Pedestrian traffic (utilized by taxis for pick-up & drop-off)

Access Point 2 – STA Gate (Doncaster Avenue)



Location

- Doncaster Avenue, 20 metres from Alison Road intersection. (nearest cross street Abbotsford)

Areas of Access

- Administration Building
- Main Drive
- Members Car Parking
- Plaza Turnstiles
- First Aid room

- All Grandstand's

Limitations

- Numerous pedestrians

Access Point 3 – High Street Gate



Location

- High Street. (nearest cross street ANZAC Parade)

Areas of Access

- Infield Parking
- Trainers Hut
- Race day stalls
- All racing tracks

Limitations

- Main access to infield car-park
- Tunnel

Appendix 03 – Incident Report Form Example

(If Insufficient space add sheets)

Ref. No:

Incident Date:...../...../..... Incident Time:..... Hrs Attended by: |

Incident Location: Area: Cleaner:

Time attended:Hrs Time Ended:.....Hrs Assisted by:

Informed of incident by: ☐ Radio ☐ Phone ☐ Pager

CCTV: Incident Occurred at: Hrs Camera Number DVR

Start time is:..... End time is:.....

Use the times from the cameras
Do not write on the CD
AJC will label the CD

CCTV Archived by:

Photos: Y / N # Photos Taken: Photos taken by:

√ =Applicable to Incident

<input type="checkbox"/> Slip / Fall <input type="checkbox"/> Trip / Fall <input type="checkbox"/> Liquid Spill <input type="checkbox"/> Chip / Food <input type="checkbox"/> Fruit / Veggies <input type="checkbox"/> Uneven Surface <input type="checkbox"/> Smooth Surface <input type="checkbox"/> Terrazzo Tiles <input type="checkbox"/> Concrete <input type="checkbox"/> Asphalt <input type="checkbox"/> Grassed Area <input type="checkbox"/> Wet Signs <input type="checkbox"/> Skid / Slip marks <input type="checkbox"/> Pushed <input type="checkbox"/> Skylarking	<input type="checkbox"/> New Shoes <input type="checkbox"/> Worn Shoes <input type="checkbox"/> Leather Sole <input type="checkbox"/> Rubber Sole <input type="checkbox"/> Flat Sole Shoe <input type="checkbox"/> High Heel Shoe <input type="checkbox"/> Barefoot <input type="checkbox"/> Sandal/Thongs <input type="checkbox"/> Other footwear (describe below) <input type="checkbox"/> Carry Items (describe) <input type="checkbox"/> Unsupervised Child <input type="checkbox"/> Glasses <input type="checkbox"/> Pram / Pusher	<input type="checkbox"/> External Area <input type="checkbox"/> Internal Area <input type="checkbox"/> On Travelator <input type="checkbox"/> On Escalator <input type="checkbox"/> Inside Lift <input type="checkbox"/> Kiosk <input type="checkbox"/> Marquise <input type="checkbox"/> Back of House	<input type="checkbox"/> Taken medication <input type="checkbox"/> Affected by Alcohol <input type="checkbox"/> Affected by Other <input type="checkbox"/> Clean In Progress <input type="checkbox"/> Medical Condition	<input type="checkbox"/> Area Lit <input type="checkbox"/> Area Dark <input type="checkbox"/> Lighting on <input type="checkbox"/> Lighting off <input type="checkbox"/> Cpark Lighting <input type="checkbox"/> Street Area <input type="checkbox"/> Roadway <input type="checkbox"/> Load Dock <input type="checkbox"/> Stairs <input type="checkbox"/> Raining <input type="checkbox"/> Windy
--	---	--	---	--

Additional:

Emergency Services:

<input type="checkbox"/> Police	Name:	Rank:	Stn:
<input type="checkbox"/> Ambulance	Name:	Unit:	Stn:
	Hospital person taken to:		
<input type="checkbox"/> Fire Service	Name:	Rank:	Stn:
<input type="checkbox"/> SES	Name:	Rank:	Stn:

Injuries: Circle injury location on diagram

Injuries stated by person

.....

.....

Description of injuries observed by treating first aider

.....

.....

Person Injured:		INJURED PARTY ONLY		Sex : M / F	
Name: (Surname)		First:		/	
Address:		D.O.B / Age		Ph:	
.....		Mb:	
<input type="checkbox"/> Member <input type="checkbox"/> Visitor		<input type="checkbox"/> Tenant <input type="checkbox"/> AJC Staff		<input type="checkbox"/> Contractor <input type="checkbox"/> Contract Staff (Other)	
Height <input type="checkbox"/> Short < 155cm		<input type="checkbox"/> Med 155 - 185 cm		<input type="checkbox"/> Tall > 185 cmcm	
Weight <input type="checkbox"/> Slight < 55 kgs		<input type="checkbox"/> Med 55 - 80ks		<input type="checkbox"/> Heavy > 80 kgs kgs	
Color Clothing worn: Top:		Pants:	
Injured party stated that:					
.....					
.....					
.....					
.....					
FIRST WITNESS:		Witness Details		Sex : M / F	
Name: (Surname)		First:		/	
Address:		D.O.B / Age		Ph:	
.....		Mob:	
<input type="checkbox"/> Member <input type="checkbox"/> Visitor <input type="checkbox"/> Friend <input type="checkbox"/> Family		<input type="checkbox"/> Tenant <input type="checkbox"/> AJC Staff		<input type="checkbox"/> Contractor <input type="checkbox"/> Contract Staff <input type="checkbox"/> Co Worker <input type="checkbox"/> Other	
Relationship:					
The witness stated they saw:					
.....					
.....					
.....					
Distance from Incident <input type="checkbox"/> < 1 mt <input type="checkbox"/> 1-5 mts <input type="checkbox"/> 5-10 mts <input type="checkbox"/> > 10 mts <input type="checkbox"/>Mts					
SECOND WITNESS:				Sex : M / F	
Name: (Surname)		First:		/	
Address:		D.O.B / Age		Ph:	
.....		Mb:	
<input type="checkbox"/> Member <input type="checkbox"/> Visitor <input type="checkbox"/> Family <input type="checkbox"/> Friend		<input type="checkbox"/> Tenant <input type="checkbox"/> AJC Staff		<input type="checkbox"/> Contractor <input type="checkbox"/> Contract Staff <input type="checkbox"/> Co Worker <input type="checkbox"/> Other	
Relationship:					
Occupation:					
What Did They See :					
.....					
.....					
Distance from Incident <input type="checkbox"/> < 1 mt <input type="checkbox"/> 1-5 mts <input type="checkbox"/> 5-10 mts <input type="checkbox"/> > 10 mts <input type="checkbox"/>Mts					

ADDITIONAL INFORMATION

First Aid Provided

- | | |
|--------------------------|--------------------------|
| <input type="checkbox"/> | No Treatment required |
| <input type="checkbox"/> | Ice pack used |
| <input type="checkbox"/> | Antiseptic wipes/gauze |
| <input type="checkbox"/> | Control of bleeding |
| <input type="checkbox"/> | Immobilised injured area |
| <input type="checkbox"/> | Used elastic bandage |
| <input type="checkbox"/> | Wheelchair provided |
| <input type="checkbox"/> | Escorted to Doctors |

☐ Other:

Spill / Object Details

- ☐ No spill/object detected
- ☐ Photographs taken of spill/object

Description of spill/object

Contacted Persons

- | | |
|--------------------------|------------------------|
| <input type="checkbox"/> | Contact Duty Mgr |
| <input type="checkbox"/> | Contact Sec Mgr |
| <input type="checkbox"/> | Contact Maint. |
| <input type="checkbox"/> | Contacted Cleaners |
| <input type="checkbox"/> | Contact Supervisor |
| <input type="checkbox"/> | Contacted Police / 000 |

Photographs

- ☐ Photographs taken of location (close)
- ☐ Photographs taken of location (distant)
- ☐ Photographs of injury
- ☐ Photographs of damage

Injured Party Actions

- ☐ Injured person accepted fault
- ☐ Injured person continued as per normal
- ☐ Injured person refused first aid
- ☐ Injured person refused ambulance
- ☐ Injured person stated no blame

Post Events

- ☐ Restocked first aid kit
 - ☐ Area made safe
 - ☐ Area Barricaded
 - ☐ Area Cleaned
 - ☐ Area Rtn To Service

Officer Actions

- ☐ Verbiage given
- ☐ Informed Senior
- ☐ Gave out coffee card
- ☐ Gave out AJC contact information

Witnesses

- ☐ Checked for Witnesses
- ☐ Collected statements

Injured Party Comments

- ☐ Seeking legal advice
- ☐ Previous injury
- ☐ Aggressive behaviour
- ☐ Threats of court action

Statement by Security Officer / Staff Member

On arrival I saw:

[illegible]

Location of Incident																																																							
<div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%; height: 100px; border: 1px solid black;"></div> <div style="width: 50%; height: 100px; border: 1px solid black;"></div> </div>														Important																																									
														Must show at least 2 fixed Reference points on map																																									
														Indicate injury location with a cross to show exact area																																									
														Include measurements of distance if necessary																																									
														Show direction of travel with an arrow																																									
														This drawing and your photos might be the only evidence we have of the incident so make it accurate																																									
Notes																																																							
<div style="display: flex; justify-content: space-between; background-color: black; color: white; padding: 2px;"> Property: (Describe Property) </div> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%; text-align: left;">Owned By:</th> <th style="width: 50%; text-align: left;">Item Damaged</th> <th style="width: 10%;"></th> <th style="width: 10%; text-align: center;">\$</th> <th style="width: 10%;"></th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> Member</td> <td>_____</td> <td></td> <td></td> <td>_____</td> </tr> <tr> <td><input type="checkbox"/> Visitor</td> <td>_____</td> <td></td> <td></td> <td>_____</td> </tr> <tr> <td><input type="checkbox"/> Tenant</td> <td>_____</td> <td></td> <td></td> <td>_____</td> </tr> <tr> <td><input type="checkbox"/> Contract Staff</td> <td>_____</td> <td></td> <td></td> <td>_____</td> </tr> <tr> <td><input type="checkbox"/> Contractor</td> <td>_____</td> <td></td> <td></td> <td>_____</td> </tr> <tr> <td><input type="checkbox"/> AJC Staff</td> <td>_____</td> <td></td> <td></td> <td>_____</td> </tr> <tr> <td><input type="checkbox"/></td> <td>_____</td> <td></td> <td></td> <td>_____</td> </tr> </tbody> </table>																Owned By:	Item Damaged		\$		<input type="checkbox"/> Member	_____			_____	<input type="checkbox"/> Visitor	_____			_____	<input type="checkbox"/> Tenant	_____			_____	<input type="checkbox"/> Contract Staff	_____			_____	<input type="checkbox"/> Contractor	_____			_____	<input type="checkbox"/> AJC Staff	_____			_____	<input type="checkbox"/>	_____			_____
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<input type="checkbox"/> Member	_____			_____																																																			
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<input type="checkbox"/> Contract Staff	_____			_____																																																			
<input type="checkbox"/> Contractor	_____			_____																																																			
<input type="checkbox"/> AJC Staff	_____			_____																																																			
<input type="checkbox"/>	_____			_____																																																			
<div style="display: flex; justify-content: space-between;"> <div> Reporting Officer: Signature: Date:/...../..... </div> <div> Senior Officer: Signature: Date:/...../..... </div> <div> Security Manager: Signature: Date:/...../..... </div> </div>																																																							

Appendix G – Safety Plan

Australian Turf Club

Safety Plan

This document is to be used in conjunction with:

ATC Staff Handbook

ATC Incident & Emergency Manual

ATC Occupational Health and Safety Management System

For the information of:

New South Wales Emergency Services

ATC Management & Staff

Australian Concert & Entertainment Security (ACES)

Spring Carnival 2011 Safety Plan

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1.0 Introduction

The Event Emergency Response Team Structure will identify the Chief Warden, and is responsible for recognising hazards, assessing risks and updating this Safety Plan.

The Chief Warden should also refer to the ATC's Incident & Emergency Manual, including but not limited to the requirement for crowd limits, and traffic management as appropriate.

Hazards exist within all environments whether they are recognised or not. The need to prevent, respond to or recover from these hazards requires that we all actively participate in the risk and emergency management process. The Chief Warden involved in the Event has assisted with the production of this plan. During development of the plan the following key elements of safety management were assessed:

- Prevention or mitigation of hazards, through active risk management.
- Safety Audits at the Event site.
- Ongoing education of persons at the Event in relation to hazards that exist, controls put into practice and procedures to be adopted in the event of an emergency.
- Reviews of safety management arrangements.
- Management of emergencies including incident reporting, logging and investigation.
- Provision of assistance and information to the emergency services, patrons and ATC Wardens.

1.1 Emergency Contact List

Service	ATC Radio Channel	Phone
Ambulance-Fire-Police		000
ATC Security Randwick	3	0419 223 660
Race Day First Aid	3	TBA

Title	Name	Phone
Electricity	Energy Australia	13 1388
Gas Leaks	AGL	13 1909
Poisons Information		13 1126
SES	24 hours	13 2500
Water	Sydney Water	13 2092

1.2 Site Emergency Number

#	Mode	Location	Phone
1	Race Days	Weighing Room	9663 8550
2	Functions & Events	Oaks Kitchen	9663 8257
3	Office Hours	Main Admin Switch	9663 8400

1.3 ATC Management

#	Role	Name	Phone
1	Chief Warden	Shane Brady	0409 513 039
2	ATC Operations Manager	Adam Smith	0422 271 555
3	ATC Facility Manager	Tom McCartney	0408 963 559
4	Contract Security Manager	Tanya Hollis	0402 969 996
5	Cleaning Manager	Errol Willott	0427 150 101

1.4 Randwick City Council - 30 Frances Street, Randwick NSW 2031

Service	Phone
General Enquiries	1300 722 542
After Hours	02 9963 1665

1.5 Emergency Service Liaisons (to be used during preparation as required not for emergency use)

Service	Name	Phone
NSWFB	General Enquires	(02) 9265 2999
NSW Ambulance Service	Sydney Division	(02) 8752 0444
NSW Police	EBLAC	(02) 9349 9299
STA – Sydney Buses	Ray Carroll	0411 407 425
RTA	Transport Management Centre	131 700

2.0 Emergency Service Locations

2.1 Police

Local Police Station, Address & Phone Number
Maroubra, Corner of Bruce Bennetts Place & Maroubra Road MAROUBRA 2035 Phone: (02) 9349 9299
Randwick, 196 Alison Road RANDWICK 2031 Phone: (02) 9697 1099

2.2 Fire Equipment

Fire equipment types and locations are detailed on site floor plans within Appendix 02.

2.3 First Aid Room

The First Aid Room is located on the Children's Playground, next to Gate C. It will be open 30 mins before gates open.

2.4 First Aid Kit

First aid kit types and locations are detailed within Appendix 03.

2.5 Emergency Response Kits

Warden Emergency Response Kit's are positioned in all areas.

2.6 Warden Meeting Point (WMP)

Area	Primary	Secondary
Officials Stand	Members Kitchen	Winning Owners Lounge
Pavilion	Octagonal Bar	Northern Entry
Leger Lawn	Marquee Entry Stairs	Strappers Cafe

2.7 Emergency Control Room

Primary	ATC Security Building
Secondary	Admin Building Ground Floor Board Room

2.8 Suggested evacuation Routes

Area	Route
Public	Doncaster Walk to Members Drive
Members	Northern egress points to Alison Road Busway
Leger Lawn & Marquee	Rear of Leger Marquee, south through horse stall gates

2.9 Evacuation Assembly Areas

Area	Primary	Secondary
All Areas	Doncaster Lawn	Members Car Park
Leger Lawn	Lab, south of horse stalls	Members Car Park

In the event of an emergency the Area Warden is to ensure that all patrons at the affected site make their way in an orderly fashion to the nominated assembly area. The Area Warden will make the selection of the appropriate local assembly area, taking into account the following:

- Location of the Emergency
- Type of Emergency
- Wind direction

3.0 Emergency Announcements

3.1 Evacuation

“Your attention please – this is an important safety announcement from the Racecourse Management. For safety reasons we must ask all persons to immediately evacuate the ..(Name of Building/Area)...”

Please follow the directions of our staff and calmly leave the ... (Name of Building/Area)... now via the nearest exit. Please note that some queuing is part of the normal evacuation process. Do not use the lifts. As you leave the... (Name of Building/Area)... please move well away from the exits and follow directions of officials outside.

Please ask any staff member if you need assistance

This is NOT a drill”

3.2 Partial Evacuation

“Your attention please – this is an important safety announcement from the Racecourse Management.

As a safety precaution, we must ask all persons seated in / located in ... (Name of Building/Area)... - to follow the directions of our staff and calmly leave the area.

Just repeating – for the information of all persons seated in / located in ... (Name of Building/Area)...- for safety reasons, you must now evacuate this area. Our staff are standing by to direct and assist you.

For those of you located elsewhere in the ... (Name of Building/Area)... please remain where you are – further announcements regarding the situation will be made shortly. Thank You”

3.3 Cancellation

“This Race Day has been cancelled due to circumstances beyond our control. We ask you to be patient and leave in an orderly manner. Please follow the directions of our wardens to the nearest safe exit.”

4.0 Emergency Vehicle Access Points

In the event of an emergency **dial 000**. Advise emergency services of the nearest cross street and clear access to the incident position. A minimum **4 metre** vehicle access must be maintained throughout the site.

Stretcher access to the First Aid Room for NSW Ambulance Service is via Gate C from Members Drive.

Additional control measures are in place to restrict pedestrian and traffic movement along Alison Road. To ensure that the emergency vehicles are able to quickly respond to a race day emergency, regardless of where on the race course the emergency is located, designated entry points have been identified to allow access and egress to Royal Randwick.

The designated Emergency Vehicle Access Points is at Appendix 04.

NOTE

All the above are guidelines only and are subject to change to suit the location of the emergency, type of emergency, crowd density and wind conditions.

Emergency Services out rank all ATC Management. Should they give any person a direct order; they should carry out the order.

5.0 Event Information

The information for the event is as follows:

Date of Event	<ul style="list-style-type: none"> TBA
Chief Warden name & number	Shane Brady, Mobile: 0409 513 039
Time (start and finish)	<ul style="list-style-type: none"> TBA
Address & location	Royal Randwick Racecourse, Alison Road
Expected number of guests per day	<ul style="list-style-type: none"> TBA
Alcohol use	<p>Alcohol is available under strict RSA guidelines, which are outlined in the following documents:</p> <ul style="list-style-type: none"> ATC RSA & Harm Minimisation Strategy Royal Randwick AMOR
Road closures	<ul style="list-style-type: none"> Right-hand turn from Alison Road into Gate 1 will be closed on each day from 0900 hr. Ascot Street is limited to taxi's and limousines

6.0 Specific Safety Procedure Recommendations

- All emergency services out rank ECO wardens. Should they give any personnel a direct order they should carry out the order.
- The primary responsibility of wardens is to ensure, as far as practicable, the safety of public and when necessary arrange their orderly evacuation from danger.
- It is not the responsibility of a warden to actively control emergencies.
- Contact police immediately for any situation you think may be potentially dangerous and you are unable to control.
- Do not perform any tasks that you are not trained or able to do safely.

6.1 Incident Reporting

Every incident that involves an injury, near miss or property damage must have an incident report form completed.

Incident Reporting Procedure

- The incident report form is to be returned to the ATC Security and the HR and Security & Risk Department informed.
- Must have statements completed as soon as possible by all present.
- Witnesses' names and contact details must be obtained.

A copy of the ATC Incident Report Form is at Appendix 04

6.3 Fire

It is important to take into account the fact that in a fire, smoke and heat will probably present the greatest hazard, visibility may be restricted, passages may be inaccessible or too dangerous to use, stair wells may be smoke logged and smoke may spread rapidly through the buildings, including floors remote from the fire.

6.4 Action When Confronted By Fire

- Remain calm and think logically.
- Alert all personnel to the danger calmly.
- Ensure the fire brigade is advised.
- Determine the type and extent of fire.
- Select the correct type of extinguisher.
- Use the extinguisher in the proper manner. If in doubt, read the instructions.
- Have another person back you with another extinguisher.
- Keep a means of escape paramount in your mind.
- Keep low to avoid heat, smoke and toxic gases.
- Direct the extinguisher stream at the seat of the fire, not at the smoke.
- Never use water extinguishers on fires involving electricity.
- Turn off the power to the appliance or the area when the fire has been extinguished.

6.5 Fire Extinguishment

Each of the various fire extinguishers available has been designed to extinguish a fire by a designed method. Before we can understand how fire extinguishers work, it is important to understand the fire itself. A strategy to explain fire is called the "fire triangle". For a fire to exist, three basic components are necessary:

- Fuel
- Heat, and
- Oxygen

If any one side of the triangle is removed, the fire cannot continue to burn. Each extinguisher is designed to remove a particular side. It is important to understand which extinguisher removes which side of the triangle.

The three basic methods of fire suppression are:

- Cooling - removing the heat
- Smothering - removing the oxygen
- Starving - removing the fuel

6.6 Fire Extinguishers at Royal Randwick



Water: this extinguisher is colour-coded red. It contains nine litres of water and is pressurized by compressed air.

The extinguisher should provide an effective stream of about seven to eight metres for about one minute. It utilises the principle of cooling and is most suitable for carbonates type fires such as wood, paper, fabrics and general rubbish.

This extinguisher should not be used on fires where electricity is thought to be present.



Carbon dioxide gas (co2): this extinguisher is colour-coded red with a black band.

The extinguisher has an effective range of only about one metre and should be used with a sweeping motion. Discharge time is around 12 to 15 seconds, however with the intermittent operation capability; the discharge time may be extended extensively.

The CO² extinguisher was designed mainly for fires in electrical switchboards, however it has been found to be effective on most fires encountered within enclosed areas.



Dry chemical powder (dcp): this extinguisher has the colour code of red with a white band and is the optimum weapon against most types of fire. It is generally called the multi-purpose extinguisher.

It uses the principle of chemical interference of fire, but simulates a smothering action. The extinguisher is non-conductive to electricity and can therefore be used safely on any fire.

Extinguisher operation: each of the above extinguishers operates in the upright position. The extinguisher should be carried to a safe distance from the fire. Remove the safety pin, test and direct at the seat of the fire. Be aware that a fire you think is extinguished may re-ignite without notice. Never turn your back on a fire while still in close proximity.

Used extinguishers should never be replaced on their hook. They should be replaced immediately.

6.6 Emergency Warning & Intercommunication Systems (EWIS)



Should the EWIS alert tone sound you will hear

BEEP, BEEP, BEEP.

Action Required: All Wardens to respond.

Event Attendees: No Action required



Should the EWIS evacuation alarm sound you will hear

WHOO, WHOO, WHOO.

Action: All personnel evacuate via the nearest exit and proceed to the emergency assembly point

Wardens: Assist and control the evacuation process/procedure

7.0 The Emergency Control Organisation

7.1 Non Emergency Roles

The Emergency Control Organisation(ECO) consists of:

- Chief Warden
- Area Wardens

Chief Warden:

- Be familiar with the layout of the event and all of the locations to be used by patrons.
- Consider the size of the event and appoint additional Wardens to assist if needed.
- All additional Wardens are thoroughly briefed on safety procedures as part of their induction process.
- Be familiar with the location of all first aid facilities and other emergency equipment.
- Oversee the Wardens and contractors at the event

Area Warden will take appropriate action to ensure:

- Good housekeeping, so that litter does not accumulate to increase the danger of fire.
- Hazardous materials are not stored or used incorrectly.
- Equipment does not impede access and egress.
- Pathways are free of obstruction.
- Fire extinguishers, safety signs and safety equipment are serviceable at all times.
- Hydrants and hose reels are accessible.
- Access to emergency equipment is not obstructed.
- Traffic management has erected Safety barriers where required.
- All incidents are logged on the forms provided.
- Inspection checklists are completed.

Additional Wardens if required

The role of the Wardens is to assist the Area Warden with their responsibilities, and if nominated, to assume responsibility of the Area Warden in their absence.

7.2 Responsibilities In The Event of an Emergency

Chief Warden

- Ascertain the nature of the emergency and determine appropriate action
- Take control of the situation at the appropriate control point, if safe to do so
- Ensure emergency services have been notified
- Ensure all wardens are advised of the situation
- Ensure all patrons are removed from the hazard area
- If necessary initiate evacuation and control entry to the affected areas
- Ensure the progress of the evacuation and any action taken is recorded in an incident log.
- Brief emergency services upon arrival on type, scope and location of the emergency and the status of the evacuation and, act on the senior officer's instructions

Communications Officer

- Ascertain the nature and location of the emergency
- Confirm that the appropriate emergency service has been notified
- Notify appropriate ECO personnel either by the EWIS or other means
- Transmit and record instructions and information between the chief warden, area wardens and patrons.
- Maintain log of events
- Act as directed by the chief warden

Area Wardens

- Implement the emergency procedures for their area
- Ensure that appropriate emergency service has been notified
- Direct wardens to check the area for any abnormal situation
- Commence evacuation if the circumstances in their area warrant this
- Communicate with the chief warden by whatever means available and act on instructions
- Advise the chief warden as soon as possible of the circumstances and action taken
- Co-opt persons as required to assist a warden during an emergency.
- Confirm that the activities of wardens have completed and reported this to the chief warden

Additional Wardens

The primary responsibility of all additional wardens is to ensure, as far as practicable, the safety of patrons and when necessary arrange their orderly evacuation from danger.

- Act as area warden
- Ensure the appropriate emergency service has been notified
- Operate the intercommunication system
- Check to ensure fire doors and smoke doors are properly closed
- Search the area to ensure all persons have evacuated
- Ensure orderly flow of persons into protected areas, e.g. stairwells
- Assist special needs persons
- Act as group leader moving to nominated assembly areas
- Report to area warden on completion of required activities

8.0 Emergency Response Guides

Nothing in this section removes the requirement for the first available person to seek assistance from the Emergency Services.

NOTE: *The following guides are intended to assist decision-making in event of an emergency, prior to the arrival of Emergency Services.*

8.1 Armed Hold-Up

Persons Involved:

- **Don't be a hero** – stay calm. Your safety & the safety of those around you is paramount. If not directly involved stay out of it.
- **Don't Argue** – obey the bandit's instructions. Do only what you are told and no more. Do not volunteer any information.
- **Be Deliberate** – in your actions, if ordered to do something by the bandit. Avoid sudden movements.
- **Don't Stare** at the bandit, avoid eye contact.
- **Make a mental note** of everything you can about the bandit. In particular: speech, mannerisms, clothing. Scars and other distinguishing features.
- Try and **Observe Any Vehicle** used by the bandit.

After the Bandit has left

- **HELP** any person who has been injured
- Activate **DURESS ALARM** (if applicable)
- **RING** the Police and the Site Emergency Number
- **LOCK DOORS** to secure crime scene
- **RECORD** your observations in writing as quickly as you can after the Hold-Up.
(The Police need individual impressions of what happened, uninfluenced by others.)

Site Emergency Number

Ascertain following information:

- Is anyone is injured
- Is offender/s still on site
- Exact location of the incident (building, level and room no.)
- Name of informant

Contact the following persons:

- Chief warden
- Police
- Ambulance (if required)

Chief Warden

- Confirm offenders have left and obtain brief description (ensure police are updated)
- Confirm if any persons injured and ensure appropriate medical treatment is provided.
- Secure the area where the incident occurred and don't allow anyone into the area.
Nobody should be allowed into or out of this area until the Police have checked for fingerprints and other evidence. The exception would be to evacuate casualties by ambulance
- Inform appropriate senior management
- Obtain names, addresses and telephone numbers from all persons involved together with brief details of incident (including description of offender/s, estimated value of cash/valuables stolen).
- Ask them to remain until the Police arrive. Explain to them that their view of what happened, however fleeting, could prove vital when pieced together with other evidence.
- Provide a quiet place for them to sit down and offer them a cup of coffee or tea.
- Obtain names of attending police (and station) and prepare a brief incident report .

8.1 Disturbance or Intruder Response Guide

Any staff or area warden directly involved or aware:

- Contact ATC Security
- Advise of all information relevant to the situation e.g. how many, position, actions
- Remain calm, avoid handling intruders in anyway
- Avoid provoking the intruders

Chief Warden

- Notify Police
- Advise Police on purpose, and mood of intruders
- Do not allow patrons to confront intruders
- Seek co-operation of intruders
- Negotiate to contain the situation
- Arrange for someone to meet Police and provide details on arrival

8.2 Electrical Failure Response Guide

Any patrons or area warden directly involved or aware

- Notify Chief Warden
- Contact local power provider
- If no emergency lighting, marshal patrons
- Prepare to evacuate if required
- Follow instructions of Chief Warden

Chief Warden

- Determine situation
- Contact ATC Electricians, confirm failure and indicate priority
- Arrange alternative power if able
- Marshal patrons away from hazard area, if appropriate
- Check for trapped persons in lifts or structures
- Be prepared as power may be reinstated at any moment without warning

8.3 Fire Response Guide

First person on scene

- Alert persons in the vicinity of the fire
- Ring Site Emergency Number (if unable ring **000**)
- Attack fire with appropriate firefighting equipment if able and safe to do so
- Withdraw when instructed

Chief Warden

- Quickly assess the situation
- Remove any persons in danger if safe to do so
- Consider evacuation
- Ensure Fire Brigade is notified
- Phone **000**
- Provide Fire Services with update on type of fire and access
- Arrange for Wardens to meet and guide the Fire Brigade to the scene
- Establish a Control Point, if safe to do so
- Determine appropriate evacuation route (note wind direction)
- Instruct Wardens to evacuate patrons if required
- Identify injured persons

Special Considerations

Do not attempt to remove debris from electrical equipment.

If irritating or noxious vapours are present, withdraw immediately and stop all personnel from entering the area.

8.4 Medical Emergency Response Guide

Any Staff or Warden Directly Involved Or Aware

- Quickly assess the situation
- Notify First Aid and Chief Warden
- Render assistance to patient if able until First Aid arrives then assist if required

Chief Warden

- Determine situation
- Ensure alarm has been raised with **ATC First Aid / NSW Ambulance Service**
- Phone **000** advise on type of injuries
- Keep uninvolved patrons away
- Start planning ambulance route if applicable
- Arrange patrons to meet and guide ambulance to patient
- Establish control point
- Identify injured persons

Special Considerations

Persons involved in treating injured should ensure they make use of personal protective equipment such as rubber gloves, facemasks etc and should only treat if trained in such treatment.

8.5 Vehicle Accident (On Site) Response Guide

Any Staff or Warden Directly Involved or Aware

- Quickly assess the situation, check for entrapment
- Turn off vehicle engine, check for fuel leaks, ensure vehicle brake applied, if safe to do so
- Raise the alarm by immediately contacting Chief Warden
- Keep patrons and public away

Chief Warden

- Quickly assess the situation and ensure the alarm has been raised
- Phone **000** and advise type of accident
- Remove any persons in danger, if safe to do so
- Keep other patrons and employees away
- Be aware of possible fire outbreak and have extinguishers brought to scene of accident
- Arrange for persons to meet and assist Emergency Services on arrival

SPECIAL CONSIDERATIONS

Persons involved in treating injured should ensure they make use of personal protective equipment such as rubber gloves, facemasks etc and should only treat if trained in such treatment.

Appendices

Appendix 01 – Precinct Map

Appendix 02 - Fire & Emergency Equipment

Appendix 03 - First Aid Kit Locations

Appendix 04 - Emergency Vehicle Access

Appendix 05 - Incident Report Form

Appendix 06 - Risk Assessment

Appendix 01 – Precinct Map

Event specific to be included

Appendix 02 - Fire & Emergency Equipment

Event specific to be included

Appendix 03 – First Aid Kit Locations

ATC FIRST AID KIT REGISTER			
		Type (*)	Type (*)
Location	Building	Wall Mounted	Portable
Racing Office (G)	Main Administration	x	x
Printing Area (1)	Main Administration	x	x
Kitchenette (2)	Main Administration	x	x
Coffee Shop Kitchen (G)	Members	x	x
Villiers Kitchen (1)	Members	x	x
Workshop Kitchen (Turnpoint)	Infield	x	x
Ambulance Room (Turnstiles)	Infield		x
Gatehouse	Security Gate 1		x
Plumbers W/shop	Maintenance W/shop		x
Carpenters W/shop	Maintenance W/shop	x	x
Equine Pool	N/A		x
Old Racecourse Office	Old Racecourse Office		x

Appendix 04 – Emergency Vehicle Access Points

Access Point 1 – Taxi Plaza Entry Gate (Ascot Street)

Location

- Accessed via Doncaster Avenue

Areas of Access

- Leger Lawn
- Southern (Maroubra) end of Members area.
- Breezeway/Doncaster Walk
- Main Drive
- Horse Precinct

Limitations

- Pedestrian traffic (utilized by taxis for pick-up & drop-off)

Access Point 2 – STA Gate (Doncaster Avenue)



Location

- Doncaster Avenue, 20 metres from Alison Road intersection. (nearest cross street Abbotsford)

Areas of Access

- Administration Building
- Main Drive
- Members Car Parking
- Plaza Turnstiles
- First Aid room

- All Grandstand's

Limitations

- Numerous pedestrians

Access Point 3 – High Street Gate



Location

- High Street. (nearest cross street ANZAC Parade)

Areas of Access

- Infield Parking
- Trainers Hut
- Race day stalls
- All racing tracks

Limitations

- Main access to infield car-park
- Tunnel

Appendix 05 – Incident Report Form Example

(If Insufficient space add sheets)

Ref. No:

Incident Date:...../...../..... Incident Time:..... Hrs Attended by: |

Incident Location: Area: Cleaner:

Time attended:Hrs Time Ended:.....Hrs Assisted by:

Informed of incident by: ☐ Radio ☐ Phone ☐ Pager

CCTV: Incident Occurred at: Hrs Camera Number DVR

Start time is:..... End time is:.....

Use the times from the cameras
Do not write on the CD
AJC will label the CD

CCTV Archived by:

Photos: Y / N # Photos Taken: Photos taken by:

√ =Applicable to Incident

<input type="checkbox"/> Slip / Fall <input type="checkbox"/> Trip / Fall <input type="checkbox"/> Liquid Spill <input type="checkbox"/> Chip / Food <input type="checkbox"/> Fruit / Veggies <input type="checkbox"/> Uneven Surface <input type="checkbox"/> Smooth Surface <input type="checkbox"/> Terrazzo Tiles <input type="checkbox"/> Concrete <input type="checkbox"/> Asphalt <input type="checkbox"/> Grassed Area <input type="checkbox"/> Wet Signs <input type="checkbox"/> Skid / Slip marks <input type="checkbox"/> Pushed <input type="checkbox"/> Skylarking	<input type="checkbox"/> New Shoes <input type="checkbox"/> Worn Shoes <input type="checkbox"/> Leather Sole <input type="checkbox"/> Rubber Sole <input type="checkbox"/> Flat Sole Shoe <input type="checkbox"/> High Heel Shoe <input type="checkbox"/> Barefoot <input type="checkbox"/> Sandal/Thongs <input type="checkbox"/> Other footwear (describe below) <input type="checkbox"/> Carry Items (describe) <input type="checkbox"/> Unsupervised Child <input type="checkbox"/> Glasses <input type="checkbox"/> Pram / Pusher	<input type="checkbox"/> External Area <input type="checkbox"/> Internal Area <input type="checkbox"/> On Travelator <input type="checkbox"/> On Escalator <input type="checkbox"/> Inside Lift <input type="checkbox"/> Kiosk <input type="checkbox"/> Marquise <input type="checkbox"/> Back of House	<input type="checkbox"/> Taken medication <input type="checkbox"/> Affected by Alcohol <input type="checkbox"/> Affected by Other <input type="checkbox"/> Clean In Progress <input type="checkbox"/> Medical Condition	<input type="checkbox"/> Area Lit <input type="checkbox"/> Area Dark <input type="checkbox"/> Lighting on <input type="checkbox"/> Lighting off <input type="checkbox"/> Cpark Lighting <input type="checkbox"/> Street Area <input type="checkbox"/> Roadway <input type="checkbox"/> Load Dock <input type="checkbox"/> Stairs <input type="checkbox"/> Raining <input type="checkbox"/> Windy
--	---	--	---	--

Additional:

Emergency Services:

<input type="checkbox"/> Police	Name:	Rank:	Stn:.....
<input type="checkbox"/> Ambulance	Name:	Unit:	Stn:.....
	Hospital person taken to:.....		
<input type="checkbox"/> Fire Service	Name:	Rank:	Stn:.....
<input type="checkbox"/> SES	Name:	Rank:	Stn:.....

Injuries: Circle injury location on diagram

Injuries stated by person

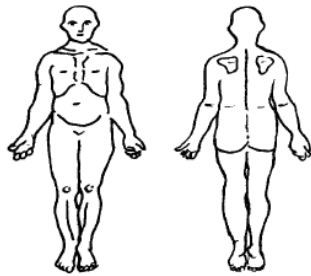
.....

.....

Description of injuries observed by treating first aider

.....

.....



Person Injured:		INJURED PARTY ONLY		Sex : M / F	
Name: (Surname)		First:		/	
Address:		D.O.B / Age		Ph:	
.....		Mb:	
<input type="checkbox"/> Member <input type="checkbox"/> Visitor		<input type="checkbox"/> Tenant <input type="checkbox"/> AJC Staff		<input type="checkbox"/> Contractor <input type="checkbox"/> Contract Staff (Other)	
Height <input type="checkbox"/> Short < 155cm		<input type="checkbox"/> Med 155 - 185 sm		<input type="checkbox"/> Tall > 185 cmcm	
Weight <input type="checkbox"/> Slight < 55 kgs		<input type="checkbox"/> Med 55 - 80ks		<input type="checkbox"/> Heavy > 80 kgs kgs	
Color Clothing worn: Top:		Pants:	
Injured party stated that:					
.....					
.....					
.....					
.....					
FIRST WITNESS:		Witness Details		Sex : M / F	
Name: (Surname)		First:		/	
Address:		D.O.B / Age		Ph:	
.....		Mob:	
<input type="checkbox"/> Member <input type="checkbox"/> Visitor <input type="checkbox"/> Friend <input type="checkbox"/> Family		<input type="checkbox"/> Tenant <input type="checkbox"/> AJC Staff		<input type="checkbox"/> Contractor <input type="checkbox"/> Contract Staff <input type="checkbox"/> Co Worker <input type="checkbox"/> Other	
Relationship:					
The witness stated they saw:					
.....					
.....					
.....					
Distance from Incident <input type="checkbox"/> < 1 mt <input type="checkbox"/> 1-5 mts <input type="checkbox"/> 5-10 mts <input type="checkbox"/> > 10 mts <input type="checkbox"/>Mts					
SECOND WITNESS:				Sex : M / F	
Name: (Surname)		First:		/	
Address:		D.O.B / Age		Ph:	
.....		Mb:	
<input type="checkbox"/> Member <input type="checkbox"/> Visitor <input type="checkbox"/> Family <input type="checkbox"/> Friend		<input type="checkbox"/> Tenant <input type="checkbox"/> AJC Staff		<input type="checkbox"/> Contractor <input type="checkbox"/> Contract Staff <input type="checkbox"/> Co Worker <input type="checkbox"/> Other	
Relationship:					
Occupation:					
What Did They See :					
.....					
.....					
Distance from Incident <input type="checkbox"/> < 1 mt <input type="checkbox"/> 1-5 mts <input type="checkbox"/> 5-10 mts <input type="checkbox"/> > 10 mts <input type="checkbox"/>Mts					

ADDITIONAL INFORMATION

First Aid Provided

- | | |
|--------------------------|--------------------------|
| <input type="checkbox"/> | No Treatment required |
| <input type="checkbox"/> | Ice pack used |
| <input type="checkbox"/> | Antiseptic wipes/gauze |
| <input type="checkbox"/> | Control of bleeding |
| <input type="checkbox"/> | Immobilised injured area |
| <input type="checkbox"/> | Used elastic bandage |
| <input type="checkbox"/> | Wheelchair provided |
| <input type="checkbox"/> | Escorted to Doctors |

☐ Other:

Spill / Object Details

- ☐ No spill/object detected
- ☐ Photographs taken of spill/object

Description of spill/object

Contacted Persons

- | | |
|--------------------------|------------------------|
| <input type="checkbox"/> | Contact Duty Mgr |
| <input type="checkbox"/> | Contact Sec Mgr |
| <input type="checkbox"/> | Contact Maint. |
| <input type="checkbox"/> | Contacted Cleaners |
| <input type="checkbox"/> | Contact Supervisor |
| <input type="checkbox"/> | Contacted Police / 000 |

Photographs

- ☐ Photographs taken of location (close)
- ☐ Photographs taken of location (distant)
- ☐ Photographs of injury
- ☐ Photographs of damage

Injured Party Actions

- ☐ Injured person accepted fault
- ☐ Injured person continued as per normal
- ☐ Injured person refused first aid
- ☐ Injured person refused ambulance
- ☐ Injured person stated no blame

Post Events

- ☐ Restocked first aid kit
☐ Area made safe
☐ Area Barricaded
☐ Area Cleaned
☐ Area Rtn To Service
 Time

Officer Actions

- ☐ Verbiage given
- ☐ Informed Senior
- ☐ Gave out coffee card
- ☐ Gave out AJC contact information

Witnesses

- ☐ Checked for Witnesses
- ☐ Collected statements

Injured Party Comments

- ☐ Seeking legal advice
- ☐ Previous injury
- ☐ Aggressive behaviour
- ☐ Threats of court action

Statement by Security Officer / Staff Member

On arrival I saw:

This image shows a full page of a document template designed for handwritten notes. It features a series of evenly spaced, horizontal blue or grey lines across the entire width of the page, providing a guide for writing. The margins are consistent on all sides, and there are no pre-printed headers, footers, or other markings on the page.

Location of Incident																																							
														Important																									
														Must show at least 2 fixed Reference points on map																									
														Indicate injury location with a cross to show exact area																									
														Include measurements of distance if necessary																									
														Show direction of travel with an arrow																									
														This drawing and your photos might be the only evidence we have of the incident so make it accurate																									
Notes																																							
<div style="display: flex; justify-content: space-between; border-bottom: 1px solid black; padding-bottom: 5px;"> <div style="width: 20%;">Property:</div> <div style="width: 60%; text-align: center;">(Describe Property)</div> <div style="width: 20%;"></div> </div> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%; text-align: left;">Owned By:</th> <th style="width: 60%; text-align: left;">Item Damaged</th> <th style="width: 20%;"></th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> Member</td> <td>_____</td> <td style="text-align: right;">\$ _____</td> </tr> <tr> <td><input type="checkbox"/> Visitor</td> <td>_____</td> <td></td> </tr> <tr> <td><input type="checkbox"/> Tenant</td> <td>_____</td> <td style="text-align: right;">\$ _____</td> </tr> <tr> <td><input type="checkbox"/> Contract Staff</td> <td>_____</td> <td></td> </tr> <tr> <td><input type="checkbox"/> Contractor</td> <td>_____</td> <td style="text-align: right;">\$ _____</td> </tr> <tr> <td><input type="checkbox"/> AJC Staff</td> <td>_____</td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td>_____</td> <td style="text-align: right;">\$ _____</td> </tr> </tbody> </table> <div style="margin-top: 20px;"> <div style="display: flex; justify-content: space-between;"> <div> Reporting Officer: Signature: Date:/...../..... </div> <div> Senior Officer: Signature: Date:/...../..... </div> <div> Security Manager: Signature: Date:/...../..... </div> </div> </div>																Owned By:	Item Damaged		<input type="checkbox"/> Member	_____	\$ _____	<input type="checkbox"/> Visitor	_____		<input type="checkbox"/> Tenant	_____	\$ _____	<input type="checkbox"/> Contract Staff	_____		<input type="checkbox"/> Contractor	_____	\$ _____	<input type="checkbox"/> AJC Staff	_____		<input type="checkbox"/>	_____	\$ _____
Owned By:	Item Damaged																																						
<input type="checkbox"/> Member	_____	\$ _____																																					
<input type="checkbox"/> Visitor	_____																																						
<input type="checkbox"/> Tenant	_____	\$ _____																																					
<input type="checkbox"/> Contract Staff	_____																																						
<input type="checkbox"/> Contractor	_____	\$ _____																																					
<input type="checkbox"/> AJC Staff	_____																																						
<input type="checkbox"/>	_____	\$ _____																																					

Appendix 06 - Risk Assessment

Risk Assessment Process

The ATC has used the following method to analyse and treat possible risks you may encounter at your Street party in accordance with AS/NZS 4360 Risk Management. In the interests of ongoing education we invite you to familiarise yourself with this method and contribute to the risk assessment process if required.

RISK CONSEQUENCE & LIKELIHOOD

Table 1 & 2 sets out (a) the five (5) descriptors to be used to measure the consequence of the identified risks to the organisation, and (b) the five (5) descriptors to be used to measure the likelihood of the risk occurring.

Table 1 QUALATATIVE MEASURE OF CONSEQUENCE OR IMPACT						
Descriptor	Level	Business Interruption	Environmental	Financial	Human	Public Image & Reputation
Catastrophic	5	Essential service failure, or key revenue generating service removed	Irreversible damage	Above to \$500,000	Death(s) / many critical injuries	National & International Concern / Long term impact on reputation
Major	4	Service or provider needs to be replaced	Harm requiring restorative work	Up to \$500,000	Single Death/ multiple long term or critical injuries	State wide Concern / Long term impact on reputation
Moderate	3	Temporary, recoverable service failure	Residual pollution requiring clean up work	Up to \$100,000	Single minor disablement/ multiple temporary disablement	Local community concern / Short to mid term impact on reputation
Minor	2	Brief service interruption	Remote, temporary pollution	Up to \$10,000	Injury / short term medical treatment	Customer complaint / Minor short term impact on reputation
Insignificant	1	Negligible impact, brief reduction/loss of service 2-12 hours	Brief, non hazardous, transient pollution	Nil	Minor First Aid	Resolved in day-to-day management / Long term impact on reputation

Table 2 LIKELIHOOD		
Likelihood	Category	Description
A	Almost Certain	Is expected to occur in most circumstances
B	Likely	Will probably occur in most circumstances
C	Possible	Might occur at some time
D	Unlikely	Could occur at some time
E	Rare	May occur only in exceptional circumstances

RISK ASSESSMENT MATRIX

Table 3 sets out the consequences and likelihood of risks and combines them to produce the level for each risk.

Table 3					
LIKELIHOOD	CONSEQUENCES				
	1 - Insignificant	2 - Minor	3 - Moderate	4 - Major	5 - Catastrophic
A – Almost Certain	High	High	Extreme	Extreme	Extreme
B – Likely	Medium	High	High	Extreme	Extreme
C – Possible	Low	Medium	High	Extreme	Extreme
D – Unlikely	Low	Low	Medium	High	Extreme
E – Rare	Low	Low	Medium	High	High

RISK REGISTER

The below table identifies the possible forms of threat exposed to Australian Jockey Club and the subsequent level of risk.

GENERIC SOURCES OF RISK	SPECIFIC SOURCES OF RISK	LIKELIHOOD	CONSEQUENCE	LEVEL OF RISK
Liquor Act & RSA Non-compliance	Permit Intoxication	C	2	Medium
	Service Intoxication	C	2	Medium
	Under 18 Supply	D	2	Low
	RSA Signage	D	2	Low
Crowd Dynamics	Overcrowding	E	4	High
Fire	Actual	C	5	Extreme
	False Alarm	C	2	Medium
Anti-social Behaviour	On Premise	C	2	Medium
	Off Premise	C	2	Medium
Unlawful Activity	Drug Offences	C	2	Medium
	Assault	C	2	Medium
	Steal From Person	C	2	Medium
	Steal From MV	D	2	Low
	Robbery	D	3	Medium
Medical Incident	Injury – trip fall	B	2	High
	Illness	B	2	High
Food Contamination	Poisoning	C	3	High
Actions of Security Officers	Wrongful Arrest	D	2	Low
	Excessive Use of Force	C	2	Medium
Vehicle Incident	Pedestrian Struck	D	5	Extreme
	Vehicle Collision	C	2	Medium

RISK CONTROLS / TREATMENTS

GENERIC SOURCES OF RISK	SPECIFIC SOURCES OF RISK	CONTROLS / TREATMENTS
Liquor Act & RSA Non-compliance	Permit Intoxication	RSA qualified staff ATC RSA Strategy training Security & RSA Monitors deployed Liquor Harm Minimisation Plan Licensee imposed drink limits
	Service Intoxication	RSA qualified staff ATC RSA Strategy training Security & RSA Monitors Liquor Harm Minimisation Plan
	Under 18 Supply	RSA qualified staff ATC RSA Strategy training Signage erected Security & RSA Monitors deployed Liquor Harm Minimisation Plan
	RSA Signage	Liquor Harm Minimisation Plan Pre-carnival inspection
Crowd Dynamics	Overcrowding	ATC Incident & Emergency Procedures People counting technology within CCTV system Security personnel to monitor crowd User-pay police deployed to monitor crowd
Fire	Actual	Fire detection & suppression systems Fire & emergency evacuation training Incident & emergency management procedures
	False Alarm	Fire & emergency evacuation training Incident & emergency management procedures
Anti-social Behaviour	On Premise	ATC Standard Operating Procedures ATC RSA Strategy training Live CCTV monitoring Security personnel User-pay police deployed
	Off Premise	Security & User-pay police deployed Exit signage & toilets at exits Neighbourhood Helpline Free transport

GENERIC SOURCES OF RISK	SPECIFIC SOURCES OF RISK	CONTROLS / TREATMENTS
Unlawful Activity	Drug Offences	User-pay police deployed Security & RSA Monitors ATC RSA Strategy training
Unlawful Activity	Assault	User-pay police deployed Security personnel deployed Live CCTV monitoring
	Steal From Person	User-pay police deployed Security personnel deployed Live CCTV monitoring
	Robbery	User-pay police deployed Security personnel deployed ATC CIT Procedures Live CCTV monitoring Armed robbery awareness & survival training
Medical Incident	Injury	Pre-carnival hazard inspection Security pre-deployment inspection Medical personnel on-duty (MD & RN's) First aid trained personnel NSW Ambulance Service on site
	Illness	Medical personnel on-duty (MD & RN's) First aid trained personnel deployed NSW Ambulance Service on site
Food Contamination	Poisoning	HACCP Certified – hazard analysis & critical control points Medical personnel on-duty (MD & RN's) First aid trained personnel deployed
Actions of Security Officers	Wrongful Arrest	ACES Apprehension, Arrest & Detention Policy
	Excessive Use of Force	Failure to Quit Procedure ACES SOP Escort Off Premises ATC Security Standard Operating Procedure
Vehicle Incident	Pedestrian Struck	Speed limits within facility Vehicle access restrictions Traffic management plan
	Vehicle Collision	Speed limits within facility Traffic Management Plan User-pay traffic police deployed

Appendix H – Alcohol Management Operations Register (AMOR)



Australian Turf Club

The heart of Sydney racing

Royal Randwick (LIQO600702755) Alcohol Management Operations Register

This document is to be used in conjunction with:

*ATC Staff Handbook
ATC Incident & Emergency Manual
ATC Workplace Health and Safety Management System
E-Group Standard Operating Procedures
E-Group Employee Handbook*

For the information of:

*New South Wales Police
NSW Office of Liquor, Gaming & Racing
ATC Staff
Contract Catering Staff
E-Group Security Pty Ltd*

ROYAL RANDWICK

Alcohol Management Operations Register

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Introduction

The NSW Office of Liquor, Gaming and Racing is committed to assisting licensees and managers responsibly

managing their venue's operations. This *Alcohol Management Operations Register* (AMOR) is one of the resources available from OLGR to help you run your business.

What is AMOR and what are the benefits?

It is a **voluntary** register that enables you to document – in one place – the day to day operational arrangements and RSA practices in your venue.

A completed AMOR becomes a useful training resource for your staff. It provides guidance on how your venue operates and promotes a proactive approach to dealing with issues as they arise. There are also KEY POINT footnotes that highlight legislative requirements and other information. This will help you and your staff to comply with the law.

Part 1 – Venue overview

This part sets out the fundamental operations of your venue – such as licensee and manager details, the venue's trading hours and service areas.

There is a section where you can draw the basic layout of your venue and identify areas where minors are allowed, smoking areas and other relevant details. While this section – like the rest of AMOR – is optional, including this level of detail will help your staff.

Part 2 – Responsible service of alcohol (RSA)

This part lists mandatory and voluntary RSA practices. It allows you to identify the various RSA practices already in place and may lead to you implementing new RSA practices that are suitable for your venue.

Can I get assistance to complete AMOR?

Depending on your location, it may be possible for one of the Strategic Enforcement Branch officers to visit you. Support is also available over the phone.

For assistance in completing AMOR or to ask questions contact the Strategic Enforcement Branch on telephone (02) 9995 0409.

Competency Card

No ATC staff member is to sell, supply or serve alcohol without having his/her photo competency card in their possession.



Producing the card on request	When working with a photo competency card, you must be able to provide it for inspection upon request by a police officer or OLGR inspector. Penalties apply for failing to produce the card.
Offence	Not comply with requirement of police officer or inspector to show valid certification (interim certificate or competency card)

Free Bottled Water

The ATC will distribute free bottles of water to our patrons, in the afternoon on each day of the Spring Carnival.



Part 1 – Venue Overview

Licensee/ Manager

Licensee/ Manager name	Matthew Galanos (Australian Turf Club Limited)
Approved by Casino Liquor and Gaming Control Authority	21 st December 2017
Venue telephone number	(02) 9663 8400
Mobile telephone	
Facsimile	(02) 9662 6292
E-mail	mgalanos@australianturfclub.com.au
Website (if applicable)	http://australianturfclub.com.au/ Website content authorised by: CEO

If the licensee/manager is absence, the person in charge of the venue is the duty manager

Duty manager's name	Adam Smith
Roster details	Designated Duty Manager in absence of Licensee
Telephone contact	Mobile: 0422 271 555 (02) 9663 8500

Venue Floor Plan

A copy of the floor plan is kept on the premises. Location:

Security Office – Gate 1 Alison Road.

EOC – Octagonal Building

Venue trading hours (timings may vary)

Event	Timings
Food Outlets Open	* A Food Outlet will be available on gates opening
Bars Open	* All Bars will be open 1 hour before the First Race
Bars Close - Public	* Approximately 30 mins after last race
Bars Close - Members	* Approximately 1 hour after last race
Food Outlets Close	* A food outlet will be available in each area until bars close
*All timings, including gates open, will be confirmed and detailed in the Raceday Operations Plan	

Bars and Service Areas

Name of Area	Octagonal Lawn			Size:		sq m
Description / Boundary	Octagonal Bar, Beer Carts.					
Trading Hours	Normal Hours: <i>timings may vary</i>	<u>Open:</u> 1 hour before first race. <u>Closing:</u> Up to 1 hour after last race				
Patron Capacity						
Access by Minors¹	Minors Area Authorisation:	<u>Yes</u> No	Bar Areas	Yes <u>No</u>		
Safe Staffing Level	Six					
Type of Service	<u>No</u>	Wait Staff:				
	<u>No</u>	Self Serve – <i>describe:</i>				
	<u>Yes</u>	Other – <i>describe:</i>	Bar Service			
	Free Drinking Water²					
	<u>Yes</u>	Available on request:				
	<u>Yes</u>	Self serve – <i>describe:</i>	Water cooler at bar with disposable cups			
		Other – <i>describe:</i>				
	Maximum Drink Purchases per Patron³ <u>Yes</u> No					
	Number per patron:	4 per transaction (2 per transaction from 16:00 hrs)				

Name of Area	Rose Garden Lawn			Size:		sq m
Description / Boundary	Rose garden BBQ Bar & Moet pre-purchase pop up bar(Melb Cup Day ONLY)					
Trading Hours	Normal Hours: <i>timings may vary</i>	<u>Open:</u> 1 hour before first race. <u>Closing:</u> Up to 1 hour after last race				
Patron Capacity						
Access by Minors¹	Minors Area Authorisation:	<u>Yes</u> No	Bar Areas	Yes <u>No</u>		
Safe Staffing Level	Six					
Type of Service	<u>No</u>	Wait Staff:				
	<u>No</u>	Self Serve – <i>describe:</i>				
	<u>Yes</u>	Other – <i>describe:</i>	Bar Service			
	Free Drinking Water²					
	<u>Yes</u>	Available on request:				
	<u>Yes</u>	Self serve – <i>describe:</i>	Water cooler at bar with disposable cups			
		Other – <i>describe:</i>				
	Maximum Drink Purchases per Patron³ <u>Yes</u> No					
	Number per patron:	4 per transaction (2 per transaction from 16:00 hrs)				

Name of Area	Royal Randwick Grandstand – Kensington Room		Size:		sq m
Description / Boundary	Late Mail Bar, Silks Bar, Triple Crown Bar & Beer Bar Kensington				
Trading Hours	Normal Hours: <i>timings may vary</i>	<u>Open:</u> 1 hour before first race. <u>Closing:</u> Up to 1 hour after last race			
Patron Capacity	4,008				
Access by Minors¹	Minors Area Authorisation:	<u>Yes</u> No	Bar Areas	Yes <u>No</u>	
Safe Staffing Level	Six				
Type of Service	<u>No</u>	Wait Staff:			
	<u>No</u>	Self Serve – <i>describe:</i>			
	<u>Yes</u>	Other – <i>describe:</i>	Bar Service		
	Free Drinking Water²				
	<u>Yes</u>	Available on request:			
	<u>Yes</u>	Self serve – <i>describe:</i>	Water tap at bar with disposable cups		
		Other – <i>describe:</i>			
	Maximum Drink Purchases per Patron³ <u>Yes</u> No				
	Number per patron:	4 per transaction (2 per transaction from 16:00 hrs)			

Name of Area	Royal Randwick Grandstand – Level 1		Size:		sq m
Description / Boundary	Director's, Chairman's Bar & Grandview Bar				
Trading Hours	Normal Hours: <i>timings may vary</i>	<u>Open:</u> 1 hour before first race. <u>Closing:</u> Up to 1 hour after last race			
Patron Capacity	3,076				
Access by Minors¹	Minors Area Authorisation:	<u>Yes</u> No	Bar Areas	Yes <u>No</u>	
Safe Staffing Level	Six				
Type of Service	<u>Yes</u>	Wait Staff:			
	<u>No</u>	Self Serve – <i>describe:</i>			
	<u>Yes</u>	Other – <i>describe:</i>	Bar Service		
	Free Drinking Water²				
	<u>Yes</u>	Available on request:			
	<u>Yes</u>	Self serve – <i>describe:</i>	Water tap at bar & Water jugs on dining tables		
		Other – <i>describe:</i>			
	Maximum Drink Purchases per Patron³ <u>Yes</u> No				
	Number per patron:	4 per transaction (2 per transaction from 16:00 hrs)			

Name of Area	Royal Randwick Grandstand – Level 2			Size:		sq m
Description / Boundary	Ballroom A, B, C, D, E & Suites 1-6					
Trading Hours	Normal Hours: <i>timings may vary</i>	<u>Open:</u> 1 hour before first race. <u>Closing:</u> Up to 1 hour after last race				
Patron Capacity	2,080					
Access by Minors¹	Minors Area Authorisation:	<u>Yes</u> No	Bar Areas	Yes <u>No</u>		
Safe Staffing Level	Eight					
Type of Service	<u>Yes</u>	Wait Staff:	Within each Ballroom event area and Corporate Suite			
	<u>No</u>	Self Serve – <i>describe:</i>				
	<u>No</u>	Other – <i>describe:</i>	Bar Service			
	Free Drinking Water²					
	<u>Yes</u>	Available on request:				
	<u>Yes</u>	Self serve – <i>describe:</i>	Water jug on each table			
		Other – <i>describe:</i>				
	Maximum Drink Purchases per Patron³ <u>Yes</u> No					
	Number per patron:	4 per transaction (2 per transaction from 16:00 hrs)				

Name of Area	Royal Randwick Grandstand – Level 3			Size:		sq m
Description / Boundary	Centennial Bar & Dining, Skyline Bar & Dining, Beer Bar Centennial					
Trading Hours	Normal Hours: <i>timings may vary</i>	<u>Open:</u> 1 hour before first race. <u>Closing:</u> Up to 1 hour after last race				
Patron Capacity	2,988					
Access by Minors¹	Minors Area Authorisation:	<u>Yes</u> No	Bar Areas	Yes <u>No</u>		
Safe Staffing Level	Six					
Type of Service	<u>Yes</u>	Wait Staff:	Both Dining areas			
	<u>No</u>	Self Serve – <i>describe:</i>				
	<u>Yes</u>	Other – <i>describe:</i>	Bar Service			
	Free Drinking Water²					
	<u>Yes</u>	Available on request:				
	<u>Yes</u>	Self serve – <i>describe:</i>	Water tap at bar & water jugs on dining tables			
		Other – <i>describe:</i>				
	Maximum Drink Purchases per Patron³ <u>Yes</u> No					
	Number per patron:	4 per transaction (2 per transaction from 16:00 hrs)				

Name of Area	Shannon Lawn			Size:		sq m
Description / Boundary	Shannon Lawn Temp 1, 2 & Chandon Pop Up.					
Trading Hours	Normal Hours: <i>timings may vary</i>	<u>Open:</u> 1 hour before first race. <u>Closing:</u> Up to 1 hour after last race				
Patron Capacity						
Access by Minors¹	Minors Area Authorisation:	<u>Yes</u> No	Bar Areas	Yes <u>No</u>		
Safe Staffing Level	Nine					
Type of Service	<u>No</u>	Wait Staff:				
	<u>No</u>	Self Serve – <i>describe:</i>				
	<u>Yes</u>	Other – <i>describe:</i>	Bar Service			
	Free Drinking Water²					
	<u>Yes</u>	Available on request:				
	<u>Yes</u>	Self serve – <i>describe:</i>	Water cooler at bar with disposable cups			
		Other – <i>describe:</i>				
	Maximum Drink Purchases per Patron³ <u>Yes</u> No					
	Number per patron:	4 per transaction (2 per transaction from 16:00 hrs)				

Name of Area	Leger Lawn			Size:		sq m
Description / Boundary	TAB Marquee					
Trading Hours	Normal Hours: <i>timings may vary</i>	<u>Open:</u> 1 hour before first race. <u>Closing:</u> Up to 1 hour after last race				
Patron Capacity	1,000					
Access by Minors¹	Minors Area Authorisation:	<u>Yes</u> No	Bar Areas	Yes <u>No</u>		
Safe Staffing Level	Four					
Type of Service	<u>No</u>	Wait Staff:				
	<u>No</u>	Self Serve – <i>describe:</i>				
	<u>Yes</u>	Other – <i>describe:</i>	Bar Service			
	Free Drinking Water²					
	<u>Yes</u>	Available on request:				
	<u>Yes</u>	Self serve – <i>describe:</i>	Water cooler at bar with disposable cups			
		Other – <i>describe:</i>				
	Maximum Drink Purchases per Patron³ <u>Yes</u> No					
	Number per patron:	4 per transaction (2 per transaction from 16:00 hrs)				

Name of Area	Leger Lawn	Size:		sq m
Description / Boundary	Double Story Marquee			
Trading Hours	Normal Hours: <i>timings may vary</i>	Open: 1 hour before first race. Closing: Up to 1 hour after last race		
Patron Capacity	1,000			
Access by Minors¹	Minors Area Authorisation:	<u>Yes</u> No	Bar Areas	Yes <u>No</u>
Safe Staffing Level	Four			
Type of Service	<u>No</u>	Wait Staff:		
	<u>No</u>	Self Serve – describe:		
	<u>Yes</u>	Other – describe:	Bar Service	
	Free Drinking Water²			
	<u>Yes</u>	Available on request:		
	<u>Yes</u>	Self serve – describe:	Water cooler at bar with disposable cups	
		Other – describe:		
	Maximum Drink Purchases per Patron³ <u>Yes</u> No			
	Number per patron:	4 per transaction (2 per transaction from 16:00 hrs)		

Name of Area	Boulevard	Size:		sq m
Description / Boundary	Truck Stop Bar			
Trading Hours	Normal Hours: <i>timings may vary</i>	Open: 1 hour before first race. Closing: Up to 1 hour after last race		
Patron Capacity				
Access by Minors¹	Minors Area Authorisation:	<u>Yes</u> No	Bar Areas	Yes <u>No</u>
Safe Staffing Level	Two			
Type of Service	<u>No</u>	Wait Staff:		
	<u>No</u>	Self Serve – describe:		
	<u>Yes</u>	Other – describe:	Bar Service	
	Free Drinking Water²			
	<u>Yes</u>	Available on request:		
	<u>Yes</u>	Self serve – describe:	Water cooler at bar with disposable cups	
		Other – describe:		
	Maximum Drink Purchases per Patron³ <u>Yes</u> No			
	Number per patron:	4 per transaction (2 per transaction from 16:00 hrs)		

Name of Area	Official's Stand Ground Level			Size:	736	sq m
Description / Boundary	Owners & Trainers Bar, Oaks Inside Temp, Winning Post Bar					
Trading Hours	Normal Hours:	<u>Open:</u> 1 hour before first race. <u>Closing:</u> 1 hour after last race				
	Temporary Bar Hours:	<u>Open:</u> 1 hour before first race. <u>Closing:</u> 1 hour after last race				
Patron Capacity	1170					
Access by Minors¹	Minors Area Authorisation:	<u>Yes</u> No	Bar Areas	Yes <u>No</u>		
Safe Staffing Level	Four					
Type of Service	<u>No</u>	Wait Staff:				
	<u>No</u>	Self Serve – describe:				
	<u>Yes</u>	Other – describe:	Bar Service			
	Free Drinking Water²					
	<u>Yes</u>	Available on request:				
	<u>Yes</u>	Self serve – describe:	Taps connected to mains water located on end of bar. Temp Bar water cooler			
		Other – describe:				
	Maximum Drink Purchases per Patron³ <u>Yes</u> No					
	Number per patron:	4 per transaction (2 per transaction from 16:00 hrs)				

Name of Area	Official's Stand Level 1			Size:	840	sq m
Description / Boundary	Doncaster Bar, Doncaster Temp Bar, Villiers Bar, Press Room & Champagne Bar					
Trading Hours	Normal Hours:	<u>Open:</u> 1 hour before first race. <u>Closing:</u> 1 hour after last race				
	Temporary Bar Hours:	<u>Open:</u> 1 hour before first race. <u>Closing:</u> 1 hour after last race				
Patron Capacity	1035					
Access by Minors¹	Minors Area Authorisation:	<u>Yes</u> No	Bar Areas	Yes <u>No</u>		
Safe Staffing Level	Two					
Type of Service	<u>No</u>	Wait Staff:				
	<u>No</u>	Self Serve – describe:				
	<u>Yes</u>	Other – describe:	Bar Service			
	Free Drinking Water²					
	<u>Yes</u>	Available on request:				
	<u>Yes</u>	Self serve – describe:	Water cooler at bar with disposable cups			
		Other – describe:				
	Maximum Drink Purchases per Patron³ <u>Yes</u> No					
	Number per patron:	4 per transaction, reduced to 2 at 16:00				

Name of Area	Members Lawn			Size:		sq m
Description / Boundary	Oaks Tracks Side Temp, Oaks Moet Stall, Mr Randwick Bar Front & Rear, Members Belvedere Bar					
Trading Hours	Normal Hours:	<u>Open:</u> 1 hour before first race. <u>Closing:</u> 1 hour after last race				
	Temporary Bar Hours:	<u>Open:</u> 1 hour before first race. <u>Closing:</u> 1 hour after last race				
Patron Capacity						
Access by Minors¹	Minors Area Authorisation:	<u>Yes</u> No	Bar Areas	Yes <u>No</u>		
Safe Staffing Level	Two					
Type of Service	<u>No</u>	Wait Staff:				
	<u>No</u>	Self Serve – describe:				
	<u>Yes</u>	Other – describe:	Bar Service			
	Free Drinking Water²					
	<u>Yes</u>	Available on request:				
	<u>Yes</u>	Self serve – describe:	Water cooler at bar with disposable cups			
	Maximum Drink Purchases per Patron³ <u>Yes</u> No					
	Number per patron:	4 per transaction (2 per transaction from 16:00 hrs)				

Name of Area	Oaks Lawn Marquee			Size:		sq m
Description / Boundary	Oaks Marquee Bar					
Trading Hours	Normal Hours: <i>timings may vary</i>	<u>Open:</u> 1 hour before first race. <u>Closing:</u> Up to 1 hour after last race				
Patron Capacity						
Access by Minors¹	Minors Area Authorisation:	<u>Yes</u> No	Bar Areas	Yes <u>No</u>		
Safe Staffing Level	Two					
Type of Service	<u>Yes</u>	Wait Staff:				
	<u>No</u>	Self Serve – describe:				
	<u>Yes</u>	Other – describe:				
	Free Drinking Water²					
	<u>Yes</u>	Available on request:	Wait Service			
	<u>Yes</u>	Self serve – describe:	Water at tables			
	Maximum Drink Purchases per Patron³ <u>Yes</u> No					
	Number per patron:	4 per transaction (2 per transaction from 16:00 hrs)				

Name of Area	Members Marquee			Size:		sq m
Description / Boundary	Schweppes Bar, Belveder Bar, Mr Randwick Bar Rear					
Trading Hours	Normal Hours:	<u>Open:</u> 1 hour before first race. <u>Closing:</u> 1 hour after last race				
	Temporary Bar Hours:	<u>Open:</u> 1 hour before first race. <u>Closing:</u> 1 hour after last race				
Patron Capacity						
Access by Minors¹	Minors Area Authorisation:	<u>Yes</u> No	Bar Areas	Yes <u>No</u>		
Safe Staffing Level	Two					
Type of Service	<u>No</u>	Wait Staff:				
	<u>No</u>	Self Serve – describe:				
	<u>Yes</u>	Other – describe:	Bar Service			
	Free Drinking Water²					
	<u>Yes</u>	Available on request:				
	<u>Yes</u>	Self serve –describe:	Water cooler at bar with disposable cups			
	Maximum Drink Purchases per Patron³ <u>Yes</u> No					
	Number per patron:		4 per transaction (2 per transaction from 16:00 hrs)			

Name of Area	Owners Pavilion			Size:		sq m
Description / Boundary	Owners Lounge Bar, Winning Owners Room, Temp Bar					
Trading Hours	Normal Hours:	<u>Open:</u> 1 hour before first race. <u>Closing:</u> 1 hour after last race				
	Temporary Bar Hours:	<u>Open:</u> 1 hour before first race. <u>Closing:</u> 1 hour after last race				
Patron Capacity						
Access by Minors¹	Minors Area Authorisation:	<u>Yes</u> No	Bar Areas	Yes <u>No</u>		
Safe Staffing Level	Three					
Type of Service	<u>No</u>	Wait Staff:				
	<u>No</u>	Self Serve – describe:				
	<u>Yes</u>	Other – describe:	Bar Service			
	Free Drinking Water²					
	<u>Yes</u>	Available on request:				
	<u>Yes</u>	Self serve –describe:	Water cooler at bar			
	Maximum Drink Purchases per Patron³ <u>Yes</u> No					
	Number per patron:		4 per transaction (2 per transaction from 16:00 hrs)			

KEY POINTS

¹Minors Area Authorisation - minors are allowed in this area if accompanied by a responsible adult (eg parent/guardian/spouse)

Bar areas - minors are not allowed in this area.

²The liquor laws require drinking water to be available free of charge at each point where liquor is sold or supplied on the licensed premises³A limit on the number of drinks purchased by patrons can be imposed as a licence condition

Food Service ⁴

Name of Outlet	Kensington Café
Trading Hours*	From gates opening, until last race at Randwick
Area Serviced	Royal Randwick Stand, Shannon Lawn, Leger Lawn
Type of Food	Hot ham rolls, hot beef rolls, savouries & soft drinks

Name of Outlet	Centennial Café
Trading Hours*	From gates opening, until last race at Randwick
Area Serviced	Royal Randwick Stand, Shannon Lawn, Leger Lawn
Type of Food	Hot ham rolls, hot beef rolls, savouries & soft drinks

Name of Outlet	Skyline Café
Trading Hours*	From gates opening, until last race at Randwick
Area Serviced	Royal Randwick Stand, Level 3
Type of Food	Hot ham rolls, hot beef rolls, savouries & soft drinks

Name of Outlet	Triple Crown Café
Trading Hours*	From gates opening, until last race at Randwick
Area Serviced	Royal Randwick Stand, Members Lawn
Type of Food	Hot ham rolls, hot beef rolls, savouries & soft drinks

Name of Outlet	Caminito
Trading Hours*	From gates opening, until last race at Randwick
Area Serviced	Shannon Lawn, Leger Lawn, Boulevard
Type of Food	Mexican food & soft drinks

Name of Outlet	Happy As Larry
Trading Hours*	From gates opening, until last race at Randwick
Area Serviced	Shannon Lawn, Leger Lawn, Grandstand
Type of Food	Pizza and Deserts

Name of Outlet	Cantina Movil
Trading Hours*	From gates opening, until last race at Randwick
Area Serviced	Boulevard, TOTH & Octagonal Lawn
Type of Food	South American foods

Name of Outlet	Nandos
Trading Hours*	From gates opening, until last race at Randwick
Area Serviced	Shannon Lawn, Leger Lawn,
Type of Food	Burgers, hot chips & soft drinks

Name of Outlet	Piquant
Trading Hours*	From gates opening, until last race at Randwick
Area Serviced	Members Stand ground floor, Members Lawn, Oaks Lounge
Type of Food	TBC

Name of Outlet	Agape
Trading Hours*	From gates opening, until last race at Randwick
Area Serviced	Boulevard, TOTH & Octagonal Lawn
Type of Food	Organic – Pizza, Meatballs, tacos, nachos, chips & soft drinks

Name of Outlet	NYPD
Trading Hours*	From gates opening, until last race at Randwick
Area Serviced	Shannon Lawn, Leger Lawn, Grandstand
Type of Food	Variety of hot rolls and fast food

Name of Outlet	Villis Pie
Trading Hours*	From gates opening, until last race at Randwick
Area Serviced	Boulevard, TOTH & Octagonal Lawn
Type of Food	Hot Pies & soft drinks

Name of Outlet	SPC Perfect Fruit
Trading Hours*	From gates opening, until last race at Randwick
Area Serviced	Shannon Lawn, Leger Lawn, Grandstand
Type of Food	Icecream / Fruit

Name of Outlet	Dairy King Tram
Trading Hours*	From gates opening, until last race at Randwick
Area Serviced	Shannon Lawn, Leger Lawn, Grandstand
Type of Food	Variety of fast foods and soft drinks

Name of Outlet	Kombi
Trading Hours*	From gates opening, until last race at Randwick
Area Serviced	Boulevard, TOTH & Octagonal Lawn
Type of Food	Hot Foods & coffee

Name of Outlet	Bar Pho
Trading Hours*	From gates opening, until last race at Randwick
Area Serviced	Boulevard, TOTH & Octagonal Lawn
Type of Food	Vietnamese

Name of Outlet	Members Oaks Sandwich Bar
Trading Hours*	From gates opening, until last race at Randwick
Area Serviced	Members Stand ground floor, Members Lawn, Oaks Lounge
Type of Food	Made to order sandwiches, savouries, snacks, soft drinks

Name of Outlet	Members / Oaks Coffee Shop
Trading Hours*	From gates opening, until last race at Randwick
Area Serviced	Members Stand ground floor, Members Lawn, Oaks Lounge
Type of Food	Gourmet sandwiches, savouries, toasted sandwiches and oysters

Name of Outlet	Doncaster Place
Trading Hours*	From gates opening, until last race at Randwick
Area Serviced	Members Stand Level 2, Officials viewing deck
Type of Food	Substantial meals, hot roast meals, gourmet sandwiches, pies and variety of pastries

Name of Outlet	Villier's Bistro
Trading Hours*	From gates opening, until last race at Randwick
Area Serviced	Members Stand Level 2, Officials viewing deck
Type of Food	Substantial meals, hot roast meals, gourmet sandwiches, pies and variety of pastries

*Opening and closing times will vary from outlets to outlet depending on crowd numbers; however one food outlet will be available in each area.

Name of Outlet	Airstream
Trading Hours [*]	From gates opening, until last race at Randwick
Area Serviced	Centennial Lawn, Members Marquee & Officials Stand
Type of Food	Burgers, hot dogs, coffee & desert

Name of Outlet	Santos
Trading Hours [*]	From gates opening, until last race at Randwick
Area Serviced	Centennial Lawn, Members Marquee & Officials Stand
Type of Food	Sandwiches, wraps, coffee & soft drinks

Name of Outlet	Bucket List
Trading Hours [*]	From gates opening, until last race at Randwick
Area Serviced	Ledger & Shannon Lawns
Type of Food	Burgers, chips and soft drinks

Name of Outlet	Gastronomy (Melbourne Cup Day Only)
Trading Hours [*]	From gates opening, until last race at Randwick
Area Serviced	TBA
Type of Food	TBA

KEY POINT

⁴Having food available for patrons at all times during trading periods is a standard harm minimization licence condition.

Part 2 – Responsible Service of Alcohol (RSA)

Registers⁵

RSA Register	HR Office
Person responsible for updating the Register	Madison Lee
RSA Register contents	<ul style="list-style-type: none"> • A copy of the licensee's/manager's RSA certificate * • A copy of staff RSA certificates * • <i>Acknowledgement of ATC RSA Policies</i> <p style="text-align: right;">* mandatory</p>

Incident Register	Behind each Bar area
Person responsible for updating the Register	Bar Supervisor
Types of incidents recorded in the Register	<ul style="list-style-type: none"> • Fail to leave • Refuse service because of intoxication • Removal/exclusion of patron/s • Minors • Age verification checks • Change in drink limits • Change of operating times

Managing Patron Behaviour

Preventing intoxication⁶

Checklist	
Low-alcohol beer available	✓ <u>Yes</u>
Non-alcoholic beverages available	✓ <u>Yes</u>
Free drinking water available	✓ <u>Yes</u> (see bars and service areas)
Limit on number of drinks per patrons	✓ <u>Yes</u> (see bars and service areas)
Food available	✓ <u>Yes</u> (see food service)
Procedures are in place to help staff deal with patrons who may be intoxicated	✓ <u>Yes</u> (see procedures for dealing with intoxication incidents)
Staff are trained in these procedures	✓ <u>Yes</u> (see Part 3)

KEY POINTS

⁵ RSA register – Maintaining this register at the venue is a standard licence condition.

Incident register – This is not mandatory unless it is imposed as a licence condition. However, many venues use an incident Register as a management tool. Some liquor accords have introduced incident registers as a harm minimisation initiative.

⁶ The liquor laws require licensees/managers to prevent intoxication on licensed premises. The standard harm minimization licence conditions require low-alcohol beer, non-alcoholic beverages, free drinking water, and food to be available at all times during trading periods.

Procedures for dealing with intoxication incidents

Type of Incident: Intoxicated Person Trying to Gain Access to Premises	
Responsibility	Action To Be Taken
Security Provider	In a non-threatening manner, introduce yourself, inform patron(s) due to their intoxication they are lawfully unable to enter the premises and escort them from the venue.
ATC Staff	Do not approach; inform their supervisor and security of location and description of persons involved.

Type of Incident: Refusal of Service to Intoxicated Person	
Responsibility	Action To Be Taken
Security Provider	Approach the patron(s) in a non-threatening manner, introduce yourself. Inform them that under the law they must leave the premises immediately and escort them from the venue.
Bar & Wait Staff	Inform their Supervisor/Security. Do not refuse them out right, delay service until security is on site so the patron is able to be removed. Ensure you take note of a description of what they are wearing and who they are with and direction they go, if the patron moves on before arrival of security.

Type of Incident: Removal of Intoxicated Person From Premises	
Responsibility	Action To Be Taken
Security Provider	Approach the patron(s) in a non-threatening manner & introduce yourself. Inform them that under the law they must leave the premises immediately and escort them from the venue.

Type of Incident: Failure to Leave	
Responsibility	Action To Be Taken
Security Provider	Inform Supervisor/Control Room, inform the patron(s) who you are and why they are being asked to leave the premises and that under the law they are required to leave the venue. If they object, let them have their say. If they are still to be removed, inform them again that they are required by law to immediately leave the venue. If again they refuse to leave or continue to argue their eviction, you are to say <i>"Is there anything I can say to convince you to abide by my lawful request to leave these premises immediately?"</i> If the patron still refuses to leave the venue, you are to say <i>"You are committing an offence, the police will be called and may take action"</i> Police support is then to be requested to deal with a Failure to Leave.
NSW User-pay Police	Attend location on request for support, if unable to obtain voluntary compliance, issue a 'Failure to Leave' infringement, and remove from venue.
Security Provider (without User-pay Police)	Inform Supervisor/Control Room, inform the patron(s) who you are and why they are being asked to leave the premises and that under the law they are required to leave the venue. If they object, let them have their say. If they are still to be removed, inform them again that they are required by law to immediately leave the venue. If again they refuse to leave or continue to argue their eviction, you are to say <i>"Is there anything I can say to convince you to abide by my lawful request to leave these premises immediately?"</i> If the patron still refuses to leave the venue, 'Reasonable Force' is to be used to remove patron from the venue.

Type of Incident: Identifying a RSA high risk group/individual	
Responsibility	Action To Be Taken
Security Provider	Inform supervisor/control room. Approach in a non-threatening manner and identify yourself. Explain the requirement for behaviour and responsible drinking and that the ATC takes a 'zero tolerance' approach to intoxication, anti-social and disorderly behaviour.

Type of Incident: Failure of patron to produce valid ID	
Responsibility	Action To Be Taken
Security Provider	If a patron fails to produce a valid ID upon request, they are to be considered as a minor. If not with a responsible adult they are not permitted entry or to remain on the premises.
Bar & Wait Staff	Patron is not to be served and, inform supervisor and security.

Type of Incident: Drink Stacking	
Responsibility	Action To Be Taken
Security Provider	Inform supervisor/control room. Approach in a non-threatening manner & identify yourself. Explain that drink stacking is not tolerated due to it encouraging rapid and irresponsible drinking. Patron(s) are to be escorted from the venue if deemed approaching intoxication.
Bar & Wait Staff	Patron is not to be served and, inform supervisor and security of location and description.

Type of Incident: Glassing	
Responsibility	Action To Be Taken
Security Provider Bar & Wait Staff	<ul style="list-style-type: none"> ▪ Call for Police, First Aid Support ▪ Provide first aid as required ▪ Determine the location and perimeter of the scene. ▪ Prevent access to the scene. ▪ Secure the scene by placing a person to guard the area. ▪ Ask if anyone can identify the assailant/s who glassed someone. ▪ Request any witnesses to stay on the premises until police arrive – if they can't or won't, record all witnesses' particulars where practical. ▪ Leave and do not touch any items associated with the act of violence, such as weapons, broken glass, blood and so on. ▪ Do not clean up or interfere with crime scenes, such as moving furniture. (Interfering with evidence may constitute an offence, leaving you liable to prosecution, and/or result in the closure of the premises). ▪ Record all information into your incident register ASAP. (Make sure names, security numbers, specific tasks and/or involvement of each staff member are recorded.) ▪ Provide all records in the incident register to police. ▪ Make direct and personal contact with the Local Area Commander or delegate and advise the Commander or delegate of the incident. ▪ Comply with all directions given by the Commander or delegate to preserve or keep intact the area where the act of violence occurred.

Preventing underage drinking

Checklist	
Proof of age ID checks are in place in the venue	✓ <u>Yes</u> (complete table below)
Staff check ID for all patrons who look 25 years or younger	✓ <u>Yes</u>
Staff are trained in ID checking procedures	✓ <u>Yes</u> (see Part 3)
ID checking devices are in place (e.g. blacklight)	✗ <u>N/A</u>
Minors Area Authorisation and bar area signs are displayed in relevant areas	✓ <u>Yes</u>
Signs about the secondary supply offence are displayed in all bars	✓ <u>Yes</u>
Staff are trained to recognise situations when second parties may be supplying liquor to minors	✓ <u>Yes</u>
Procedures are in place to help staff deal with suspected second party supply incidents	✓ <u>Yes</u>

Checking Proof of Age ID ⁷		
Location of Checking	Responsibility	Action to be Taken
All Entry Points	Security Provider	All persons believed to be under the age of 25 years are to produce valid ID.
All Public Area	Security Provider	All persons believed to be under the age of 25 years are to produce valid ID.
All Bar Areas	Bar Staff	All persons believed to be under the age of 25 years are to produce valid ID before service

Procedures for dealing with underage drinking issues and incidents

Suspected Fraudulent Proof of Age ID	
Type of Incident	Action to be Taken
Altered proof of age ID	Report to Supervisor/Security, Police to be advised
No proof of age ID	Report to Supervisor/Security, person to be treated as a minor, removed from venue with due consideration to duty of care.
Unacceptable proof of age ID	Report to Supervisor/Security, person to be treated as a minor, removed from venue with due consideration to duty of care.

Dealing With Suspected Second Party Supply Incidents ⁸		
Type of Incident	Responsibility	Action to be Taken
Supplying a minor	Security Provider	Matter is to be referred to User-Pay Police to take action. Person is to be removed from venue.
Supplying Intoxicated Person	Security Provider	Both persons are to be removed from venue

KEY POINTS

⁷ Acceptable proof of age documents – NSW Proof of Age Card (until December 2008), Driver's licence, Passport, NSW Photo Card (or equivalent interstate/overseas documents)

⁸ It is against the law for anyone to supply alcohol to a minor on licensed premises

Liquor Promotions⁹

Type/name of regular promotion	TBA – Prior to each race day promotional activities will be advised in the Race Day Operations Plan
Area where promotion occurs	
Day and time of promotion	Day Time
Approved by	
Promotion details	

UNDESIRABLE PROMOTION OF LIQUOR

- The promotion is likely to have a special appeal to minors because of the use of designs, names, motifs or characters in the promotion that are, or are likely to be, attractive to minors.
- The promotion is indecent or offensive.
- The promotion involves the provision of liquor in non-standard measures or the use of emotive descriptions or advertising that encourages irresponsible drinking and is likely to result in intoxication.
- The promotion involves the provision of free drinks, or extreme discounts or discounts of a limited duration, that creates an incentive for patrons to consume liquor more rapidly than they otherwise might.
- The promotion otherwise encourages irresponsible, rapid or excessive consumption of liquor.
- Drinking games

KEY POINT

⁹ The Harm Minimisation conditions imposed on liquor licences include a requirement to run liquor promotions in accordance with the *New South Wales Liquor Industry's Code of Practice for the Responsible Promotion of Liquor Products* – a copy of the code is available from our website www.olgr.nsw.gov.au – liquor (see extract below)

Part 3 – Patron Education/Awareness

NOTE – If the venue is a liquor accord member, this information may be recorded under Part 7.

Underage Drinking	
Location	Type of Activity
ATC Website	Outlines ATC's policy and requirements towards underage drinking
Bar Areas	Signage

Responsible Consumption of Alcohol	
Location	Type of Activity
ATC Website	Outlines ATC's RSA policy and requirements
Entry Points	Signage Condition of entry Security personnel
Bar Areas	Signage
Within venue	Large Screen display of <i>RSA policy</i>

Failing to Leave the Premises	
Location	Type of Activity
Entry Points	Signage – ' <i>No Excuse</i> ' posters
Within venue	Signage – ' <i>No Excuse</i> ' posters, Large Screen display of <i>No Excuse</i> poster

Safe Transport	
Location	Type of Activity
ATC Website	Outlines transport options and to discourage drink driving
Entry Points	Signage, VMS boards, Signage, Venue attendance

Drink Spiking	
Location	Type of Activity
Bar Areas	Signage
Within Venue	Security personnel and bar staff trained to be aware of possible drink spiking

Part 4 – Security and Safety/Amenity of the Neighbourhood

Venue Security Patrols ¹⁰

Name of security company	E-Group Security Pty Ltd
ABN	29112194162
Security Master Licence Number	409 899 883
Principal	Sami Chamoun
Telephone contact	Landline: (02) 9561 3111
Email	info@egroup.cc
Website (if applicable)	http://www.egroup.cc

Area serviced	Entry Point's
Condition of licence?	Yes <u>No</u>
Minimum safe security level	Four
How is security deployed?	Teams of two are allocated area of responsibility and control by a Area Supervisor
Day and time of patrolling	60 mins prior to gates opening until venue is clear

Area serviced	Public Lawn Areas
Condition of licence?	Yes <u>No</u>
Minimum safe security level	Four
How is security deployed?	Teams of two are allocated area of responsibility and control by a Area Supervisor
Day and time of patrolling	30 mins prior to gates opening until venue is clear

Area serviced	Officials Grandstand
Condition of licence?	Yes <u>No</u>
Minimum safe security level	Two
How is security deployed?	Teams of two are allocated area of responsibility and control by a Area Supervisor
Day and time of patrolling	30 mins prior to gates opening until venue is clear

Area serviced	Royal Randwick Grandstand
Condition of licence?	Yes <u>No</u>
Minimum safe security level	Four
How is security deployed?	Teams of two are allocated area of responsibility and control by a Area Supervisor
Day and time of patrolling	30 mins prior to gates opening until venue is clear

KEY POINT

¹⁰ All security staff employed by the venue must hold a recognised RSA certificate.

Closed Circuit TV ¹¹

The venue operates CCTV

Yes - complete tables below**No** - go to Public Entertainment on page 13

1. Camera location	Royal Randwick Stand
Condition of licence?	Yes No
Areas covered by camera	Main Shannon Lawn area (PTZ)
Camera recording?	Yes No
How and in what format?	JPEG formatted avi
Length of time recordings retained	29 Days
Location where records are retained	ATC Server

1. Camera location	Royal Randwick
Condition of licence?	Yes No
Areas covered by camera	Kensington Room: Silks Bar, Late Mail Bar, Triple Crown Bar Level 1: Chairman's Club, Grandview Room, Balconies Level 2: Ballrooms A, B, C, D, E, Balconies Level 3: Skyline & Centennial Room, Balconies Level 4: Stables Bar, Balcony Bar, Dinning Area, Moet Bar
Camera recording?	Yes No
How and in what format?	JPEG formatted avi
Length of time recordings retained	29 Days
Location where records are retained	ATC Server

2. Camera location	External Members Stand
Condition of licence?	Yes No
Areas covered by camera	Members Lawn
Camera recording?	Yes No
How and in what format?	JPEG formatted avi
Length of time recordings retained	29 days
Location where records are retained	ATC Server

3. Camera location	Entry Points
Condition of licence?	Yes No
Areas covered by camera	Gate 1, Gate A, B, C, D, Infield Turnstiles, Doncaster Walk
Camera recording?	Yes No
How and in what format?	JPEG formatted avi
Length of time recordings retained	29 days
Location where records are retained	ATC Server

4. Camera location	Members Oaks Lounge
Condition of licence?	Yes No
Areas covered by camera	Owners & Trainers Bar, TAB Tote, seating, Coffee Shop
Camera recording?	Yes No
How and in what format?	JPEG formatted avi
Length of time recordings retained	29 days
Location where records are retained	ATC Server

5. Camera location	Doncaster Level
Condition of licence?	Yes No
Areas covered by camera	Villiers Bar, Doncaster Bar, Doncaster Place, TAB Tote
Camera recording?	Yes No
How and in what format?	JPEG formatted avi
Length of time recordings retained	29 days
Location where records are retained	ATC Server

1. Camera location	External Areas
Condition of licence?	Yes No
Areas covered by camera	TOTH, Boulevard, Rose Garden Lawn
Camera recording?	Yes No
How and in what format?	JPEG formatted avi
Length of time recordings retained	29 days
Location where records are retained	ATC Server

KEY POINT

¹¹ CCTV systems are a valuable security feature for licensed premises. CCTV footage should be kept for a reasonable length of time (consult your local licensing police)

Anti-Social/Violent Behaviour

Dealing with Anti-Social / Violent Behaviour in Vicinity of Venue		
Location	Responsibility	Action to be Taken
Doncaster Avenue	Ascot St Security	Observe and request User-pay Police assistance
Doncaster Avenue – Ascot St	User-pay police	Conduct police duties as required
Alison Road	Security Provider	Observe and request User-pay Police assistance
Alison Rd/Darley Rd	User-pay police deployment	Conduct police duties as required
Entry Points	Security Provider	Deny Entry, request User-pay Police Assistance if required

Local Community ¹³

Procedures For Dealing With Impact of Venue on Local Community		
Issue	Responsibility	Strategy
Informing Local Community	Security and Risk Team	Door knock sensitive local areas inform occupants of line of communication
Local Complaints	Operations Manager	Community Hotline established Local Community Security Patrol to report and respond. User-pay police deployed to external areas
Litter	New State Cleaning	Pre-event inspection of local area, post inspection and clean.

KEY POINT

¹³ Maintaining contact with neighboring residents will help to identify any problems before they escalate. When issues do arise, it is important they are dealt with quickly and in a way that benefits both parties.

Part 5 – Staff Training ¹⁴

Checklist	
Staff Meetings are Held Every	Weekly and pre race day briefing
Staff Receive Information About	<ul style="list-style-type: none"> ✓ Liquor Laws ✓ RSA ✓ Venue and Security Operating Procedures ✓ Local Liquor Accord Initiative ✓ ATC Policy and procedures
Staff Have Access to Recourses	<ul style="list-style-type: none"> ✓ Liquor and Gaming Bulletin ✓ OLGR Press Releases ✓ OLGR Industry Updates ✓ Alcohol Management Operations Register ✓ ATC RSA Alcohol & Liquor Harm Minimisation Strategy ✓ ATC RSA Compliance Folder

Staff training about venue procedures and other information outlined in this register

Topic	Instructions Issued	Issued to	Date issued
Staff Responsibilities	<ul style="list-style-type: none"> • Be fully brief prior to start of shift • Do not serve intoxicated persons or allow patrons to become intoxicated • Request proof of age • Know the drink limits • Serve all alcoholic beverages open • Monitor patron consumption rates • Assess patron before service • Alert Supervisor and Security to all concerns 	Bar & Wait Staff	27 Feb 2014 3 Mar 2014 12 Feb 2019 1 st Sept 2019
Intoxication	<ul style="list-style-type: none"> • Meaning and signs of intoxication • Maintain situational awareness of patrons your area • Report all persons believed to be intoxicated to Supervisor / Security. • Intoxicated patrons are to be evicted from the venue by security or Police if available. • No shots or doubles are to be served • Report patrons with a rapid consumption rate, so early intervention can be conducted 	Security, Bar & Wait Staff	27 Feb 2014 3 Mar 2014 12 Feb 2019 1 st Sept 2019
Proof of age checks	<ul style="list-style-type: none"> • To be conducted for all persons believed to be under the age of 25 years. • 3 forms of accepted ID are drivers licence, passport and NSW Photo card. • All proof of age ID is to be valid, have a photo and date of birth. • When checking ID check for security features • Be aware of any flaws that may indicate a fake 	Security, Bar & Wait Staff	27 Feb 2014 3 Mar 2014 12 Feb 2019 1 st Sept 2019

Topic	Instructions Issued	Issued to	Date issued
Drink Spiking	<ul style="list-style-type: none"> • Don't assume patron is drunk • Request 'First Aid'/call an ambulance • Apply first aid as required • Secure patron's drink • Don't let them leave with an unknown person • Ask for photo ID • Record details 	Security, Bar & Wait Staff	27 Feb 2014 3 Mar 2014 1st Sept 2019
Second party sales	<ul style="list-style-type: none"> • Maintain situational awareness of patrons your area • Report patrons suspected of second party sale to Supervisor/Security 	Security, Bar & Wait Staff	27 Feb 2014 3 Mar 2014 1st Sept 2019
Anti-social behaviour in vicinity of venue	<ul style="list-style-type: none"> • Staff are to observe & report. User-pay police are to be requested to attend 	Security, Bar & Wait Staff	27 Feb 2014 3 Mar 2014 1st Sept 2019
Safe transport options	<ul style="list-style-type: none"> • STA arrangements for bus travel from venue • Taxi rank locations • Free parking arrangements 	Security, Bar & Wait Staff	27 Feb 2014 3 Mar 2014 12 Feb 2019 1st Sept 2019
Drink Staking	<ul style="list-style-type: none"> • Maintain situational awareness of patrons your area • Report patrons suspected of drink stacking to Supervisor/Security 	Security, Bar & Wait Staff	27 Feb 2014 3 Mar 2014 12 Feb 2019 1st Sept 2019
Failure to Leave	<ul style="list-style-type: none"> • Inform control room • Inform patron they are lawfully required to leave the venue • If not compliant inform them that Police will be called and may take action • Call for Police support • If user –pay police are not rostered, a security removal squad is to use '<i>reasonable force</i>' 	Security	27 Feb 2014 3 Mar 2014 12 Feb 2019 1st Sept 2019
Minors on Licensed Premises	<ul style="list-style-type: none"> • Minors are allowed however must always be accompanied by a responsible adult • Minors are not permitted to be served at the bar area, including if only purchasing a non- alcohol beverage • Report all unaccompanied minors to 	Security, Bar & Wait Staff	27 Feb 2014 3 Mar 2014 12 Feb 2019 1st Sept 2019
A Responsible Adult	<ul style="list-style-type: none"> • A parent, step-parent or guardian • The minor's spouse or de facto • For time being in <i>loco parentis</i> 	Security, Bar & Wait Staff	27 Feb 2014 3 Mar 2014 12 Feb 2019 1st Sept 2019

Key Point

¹⁴ The venue is committed to ongoing training of staff to ensure everyone is kept updated on RSA, new information about the liquor laws, venue initiatives, and venue operating procedures. These meetings also encourage the exchange of ideas between venue management and staff.

¹⁵ The NSW Office of Liquor, Gaming and Racing (OLGR) sends one *Liquor and Gaming* bulletin to each licensed venue in NSW. Multiple copies of the bulletin are available via a subscription service – see the website for details http://www.olgr.nsw.gov.au/liquor_gaming_pubs_bulletins_new.asp

Part 6 – Transport

Car Parking Areas

Local of nearest secure car park	Cost of parking	Hours of operation	Venue patrons informed by (staff, sign, etc)
Infield Car Park	Free	0900-2300	Staff, Signage, Website
On site Members Car Park	Included within Membership fees	0900-2300	Membership, Parking Permit

Safe Transport Options ¹⁶

Taxi	
Operated By	Taxi Control
Telephone Number	(02) 9020 2325
Nearest Taxi Rank	ATC Taxiway (Entry via Ascot St)
Hours of Service	24 Hours
Venue Patrons Informed By	Web site, venue attendance, signage, VMS boards, PA System

Local Bus Service	
Operated by	State Transit Authority
Bus Number	372, 373, 374, 376, 377
Nearest Bus Stop	Alison Road, ATC Busway
Serves Areas	All local areas
Hours of Service	Daily until midnight
Venue patrons informed by	Ticketing, Venue attendance, signage, VMS boards, PA System

Local Rail Service	
Nearest Train Station	Central Station
Service From	All lines
Service To	All lines
Hours of Service	http://www.cityrail.info/timetables/#landingPoint
Venue patrons informed by	Venue attendance, signage, VMS boards, PA System

KEY POINT

¹⁶Educating patrons and staff about the safe transport options available in your local area will assist in reducing drink driving. This can be done by displaying relevant information within the venue. Local transport providers can help venue management to develop transport strategies to assist patrons - eg taxi voucher scheme

Part 7 – Working With Local Stakeholders

Key Contacts

Licensing Police	Contact name	SGT Nerida Pillay
	Telephone	0402 285 673
	Email	pill1ner@police.nsw.gov.au
OLGR liaison officer	Contact name	Paul Irving
	Telephone	(02) 9995 0391
	Email	paul.irving@olgr.nsw.gov.au
	Website	www.olgr.nsw.gov.au
Local Council	Contact name	Ray Brownlee
	Telephone	(02) 9399 0999
	Email	general.manager@randwick.nsw.gov.au
Secretary Local Precinct Committee	Contact name	Kathy Neilson
	Telephone	(02) 9398 2290
	Email	

Local Liquor Accord ¹⁷

Name of Local Liquor Accord	Eastern Beaches Liquor Accord	
Accord Coordinator	Name	Peter Ried
	Telephone (landline)	(02) 9349 2299
	Mobile	
	Facsimile	(02) 9349 5658
	E-mail	seals@maroubraseals.com.au

KEY POINT

¹⁷ Visit the OLGR website for more information about liquor accords www.olgr.nsw.gov.au, or contact the Liquor Accord Unit at OLGR on 02 9995 0312 or email.accords@olgr.nsw.gov.

Appendix I - Waste Management & Recycling Plan

AUSTRALIAN TURF CLUB

ATC Waste Management and Recycling Plan

This document is to be used in conjunction with:

ATC Occupational Health and Safety Management System

NSW OHS Act 2000

NSW OHS Regulations 2001

April 2011

For the information of:

ATC Staff

ATC Contractors



AUSTRALIAN TURF CLUB

INTRODUCTION

Dimeo Waste Services will provide a service and process where all waste material from Randwick Racecourse by diverting the sites:

- Cardboard
- Waste Paper
- Commingled products – PET, Glass, Aluminum and Steel cans
- Food Waste
- Fluorescent tube and lamp recycling

From landfill, though various recycling facilities DWS has access to within Sydney. Your commitment to using our company, who has been the sites waste contractors for past 13 years, is a positive step towards your commitment to the environment. Through our waste management plans and strategies and working closely with your chosen cleaning company, we will work together towards sustainable practices.

One of the benefits of using DWS is our comprehensive reporting system. We provide Monthly Waste Analysis Reports detailing how much waste and recycling was removed from site and how much was diverted from landfill. DWS has also introduced the Environmental Benefits of Recycling Calculator, which is a tool that allows you to see through various graphs how well the sites recycling are benefiting the environment. The indicators used in this tool are greenhouse benefits, water and energy savings.

We will also supply a dedicated staff member to consult and provide training and education to your staff to ensure best practice of recycling procedures are adhered to onsite. This will maximize resource recovery rates and reduce contamination.

Dimeo will introduce adequate signage throughout both racecourses, with all bins clearly labeled and signage on walls where available to assist with the correct usage. As our Managing Director Robert Dimeo will be personally managing the site, we will ensure that any issues that may arise will be taken care of immediately.

DWS is a total waste management solution and our mission is to effectively serve the waste and recycling needs of our customers, by striving to be innovative and professional, demonstrating the highest degree of integrity and service for our customers, employees, and the environment.

COMMINGLE RECYCLING



1. Commingle bins will be supplied in all kitchens/offices/ bars
2. These bins will be labeled (see attached photo)
3. This product will be collected either in a bulk bin with a 240 litre bin lifter or a separate truck will collect this
4. This product will be transported to Visy Smithfield or Galloways Seven Hills
5. This product will then be sorted

Equipment to be supplied by DWS:

Randwick: Red 240 litre – 200

FOOD WASTE GENERATED BY CATERERS



1. Kitchen and all food outlets will be supplied with 240 litre maroon bins
2. These bins will be labeled (see attached)
3. This product will be collected by a separate truck and delivered to either Earthpower or Clyde Transfer Station
4. This product will be turned into power and methane gas/fertilizer.

Equipment to be supplied by DWS:

Randwick: Maroon 240 litre – 80

LARGE EVENTS

DWS will supply 15m³ front or rear lift 3 m³ bins for the larger events.

These will be used for cardboard recycling and General Waste



Available in 1.5m³ or 3m³

GLASS RECYCLING (Race Days)

Bottle-cycler

Bottle crushing units are positioned throughout the race course with bottles collected in segregated bins and returned to work stations where the glass is crushed onsite before being collected for optical sorting and recycling.



GENERAL WASTE

General Waste collected from the racecourses will be accessed by drivers to which location the material will be best recovered.



Available in 120l and 240l



Available in 660l or 1100l

Stable Waste—(Mon & Thurs)

The material that is collected from the stables will be transported to Davies Rd, Wetherill Park Sorting Facility.



Sorting Facility

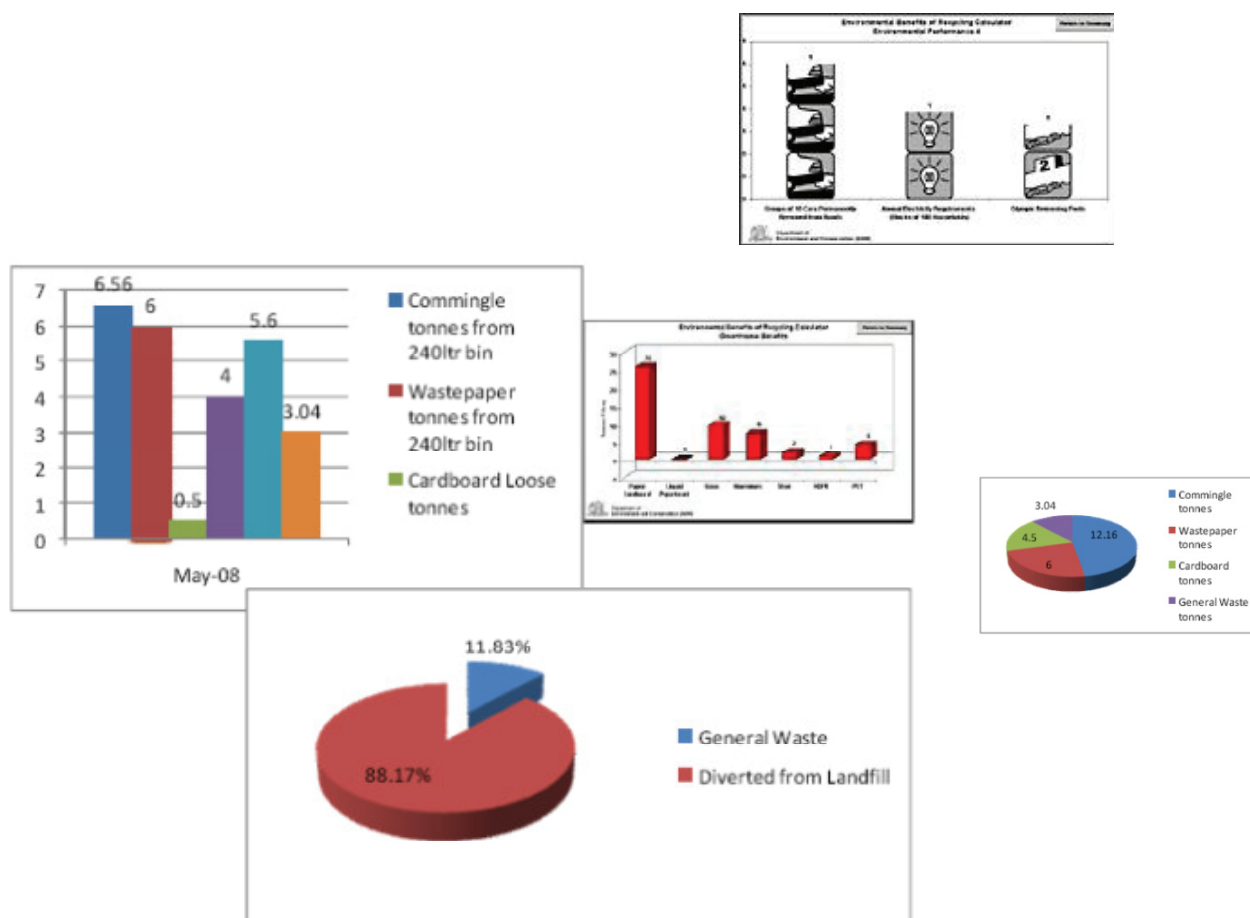
MONTHLY REPORTING

Monthly Reporting

Reports can be generating on a monthly basis, showing how many tonnes were recycled on site and what portion was diverted from landfill.

Dimeo Waste Services has introduced the Environmental Benefits of Recycling Calculator into its reporting. This tool allows you to see through various graphs how well the sites recycling are benefiting the environment. The indicators used in this tool are greenhouse benefits, water and energy savings.

Furthermore, in April we also introduced graphs on how the sites product was captured, how many tonnes were received via each waste stream and what product was diverted from landfill.



FLUORESCENT TUBE RECYCLING

Dimeo Waste Services has recently implemented fluorescent tube and lamp recycling. DWS can supply 4 & 5 foot long tube boxes and Lamp & Globe boxes for mixed lamps and globes for recycling.

Please see attached photographs.



Fluorescent Tube Boxes

Used for recycling 4 & 5 foot
fluorescent tubes



Lamp & Globe Box - mixed

Used for recycling mixed lamps and globes

By products from the Recycling process:

Mercury - is distilled from the separated powders and re-used in the manufacture of dental amalgam.

Aluminium - from the tube ends is separated and then recycled into cast products such as ingot used for foundry application.

Glass - Both from the tube and lamps is separated and recycled into glass wool to help insulate homes.

Phosphor Powder - from the tubes is used in the manufacture of fertilizer products.

Appendix J – Co-ordinating Instructions Transport & Pedestrian Management



Australian Turf Club

The heart of Sydney racing

Royal Randwick Spring Carnival 2019 Coordinating Instructions Transport & Pedestrian Management

This document is to be used in conjunction with:

*ATC Incident & Emergency Manual
ATC RR Traffic Management Plan
ATC RR Security & Risk Reference Book
ATC RR Sydney Carnival Emergency Plan*

For the information of:

*New South Wales Police Force
ATC Management & Staff
E-Group Security Pty Ltd*

ROYAL RANDWICK

Spring Carnival 2019 Coordinating Instructions Transport & Pedestrian Management Table of Contents

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1.0 Introduction

During each day of the Sydney Carnival 2019 road and access restrictions from 08:30hr until 20:00hr will be implemented. Transport management planning has been conducted to minimise impact on the non-event community and to facilitate safe and quick travel to/from the event site for patrons, staff and officials.

1.1 Contact Details

#	Role	Name	Phone
1	Head of Security & Access	Gary Colston	0437 503 087
2	GM Operations & Events	Greg Isnard	0447 045 449
3	ATC Security	Royal Randwick	0419 223 660
4	Towing Service	Combined Towing	9319 3434
5	STA – Sydney Buses	Lucinda Cook	0400 453 509
6	RMS	Transport Management Centre	131 700
7	Taxi Service	Taxi Control	9020 2325

2.0 Traffic Management

2.1 Road Restrictions

Timings:

- 08:30hr -20:00hr

General Outline:

- The right hand turn on Alison Road at the Gate 1 is no longer applicable due to light rail works.
- Temporary fencing will be erected across the Gate 1 entrance to restrict vehicle access

2.2 Vehicle Movement Restrictions

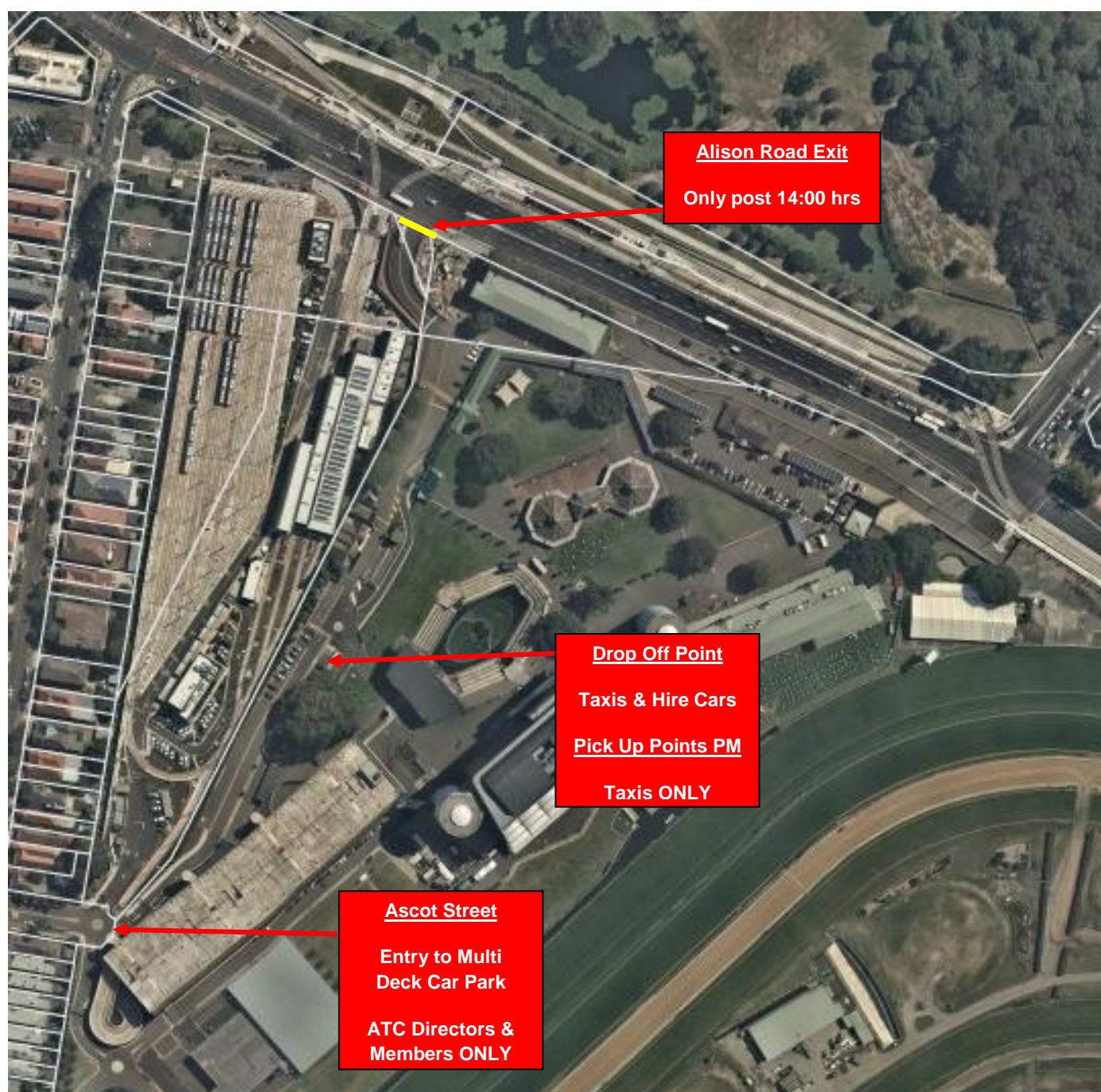
Timings:

- 08:30 AM-20:00 PM

Restrictions:

- Ascot Street access for taxis only. Hire cars, limousines and valet parking turn left into the old busway and drop off at the northern end
- Gate 19 access for authorised staff, service vehicles, industry and media
- Gate 21 access for Directors, VIPs, authorised members and Jockeys

All vehicles are to display the correct parking pass for the area to be accessed, as detailed in Appendix 1.



3.0 Transport Management

3.1 Buses

Timings:

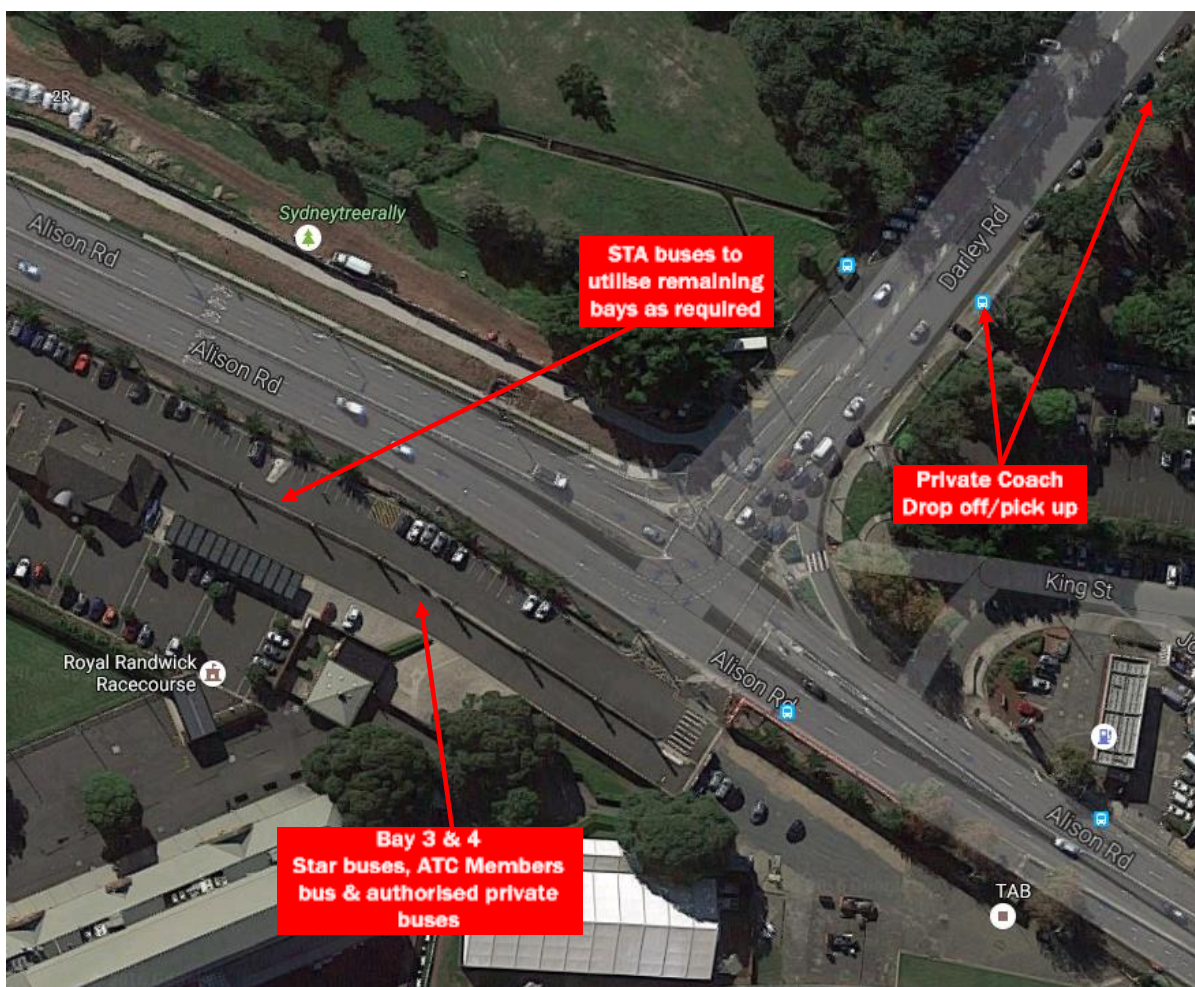
- 09:30hr -19:00hr
- 16:00hr -19:00hr – Free bus service to Central Station every 15 minutes

General Outline:

- Security Traffic Controller to control access to the Alison Road busway.
- Buses depart Central Station (Chalmers St) every 15 min from 09:30hr for Royal Randwick
- After 13:00hr normal service routes from Eddy Avenue
- Free bus service from Royal Randwick to Central Station commences at 16:00hr
- The designated set-down private coaches (over 3.4M high) is located along the ATC busway
- Mini-buses are to use the infield carpark for all set-downs, pick-ups. Parking will be between Wansey Rd & Cowper St if no space available in the infield. (As per Above)
- Mini-buses over 3.4m high are to use the private coach designated parking area (as per private coaches above)

Restrictions:

- Alison Road bus terminus for STA, ATC Members bus and authorised private buses only
- Bays 3 and 4 allocated to authorised private buses (No extended layup period is permitted)



3.2 Taxi's

Timings:

- 09:00hr -19:00hr

General Outline:

- Taxis enter & exit Randwick Racecourse via Ascot Street roundabout, off Doncaster Avenue
- Taxis are not permitted to stop on Alison Road
- NSW Taxi Council will deploy up to 3 officers on each day of Carnival

3.3 Hire Cars / Limousine

Timings:

- 09:00hr-19:00hr

General Outline:

- Hire cars and limousine access is via Ascot Street roundabout, off Doncaster Avenue
- Drop off and collection will via the Ascot St taxiway.

Restrictions:

- No Access via any other entry

3.4 Private Vehicle Drop Off

Timings:

- 09:00hr -19:00hr

General Outline:

- Private vehicle drop-off/pick-up area is in the Infield Carpark turnstiles

Restrictions:

- Space is limited and vehicles may have to wait in the Carpark area.
- No stopping permitted along Alison Road.

3.5 Race Day Parking

Timings:

- 09:00hr -19:30hr

General Outline:

- Free parking within the infield, access via High Street
- Allocated areas for members, industry, disabled and GA parking
- Parking IAW with Appendix 01 and 02
- Both lanes of the vehicle tunnel will be used during egress
- Wansey Road exit (Gate 10) is available after the last race for members and industry

Restrictions:

- Approximately space for 3,000 vehicles
- Restrictions are required on certain areas during inclement weather
- Police will phase the traffic control lights at High Street, however delays will occur

4.0 Pedestrian Management

4.1 Pedestrian Access

Timings:

- 09:00hr -19:00hr

General Outline:

- Pedestrian access is permitted via, Ascot St, and Alison Road

Restrictions:

- No access via High St gate
- Entry into the racecourse via Gate 1 on Alison Rd

4.2 Pedestrian Egress

Timings:

- 15:00hr -19:00hr

General Outline:

- User Charges police will control the Alison Rd-Darley Rd pedestrian crossing
- NSW Mounted Police / ATC Mounted Unit will support ground police in controlling this crossing point

Restrictions:

- No pedestrian exit is available via the infield
- No pedestrian exit is available via Ascot St, redirected to Bowral Lane
- No access via High St vehicle tunnel
- Entry into the racecourse via Gate 1 on Alison Rd

Appendices

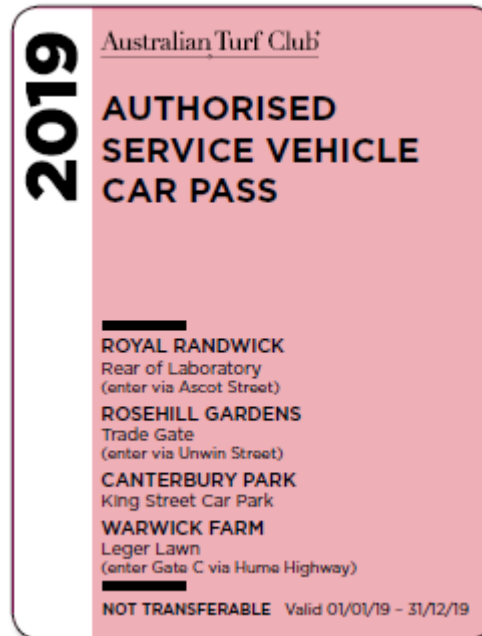
Appendix 01 – Parking Passes

Appendix 02 — Transport Map

Appendix 03 – Royal Randwick Transport Access Guide

Appendix 01 – Parking Passes

ACCESS TO MEMBERS DRIVE **PASS REQUIRED FOR ACCESS PAST THIS POINT**



**UNAUTHORISED VEHICLES WILL BE TOWED AT
OWNERS EXPENSE**

PARKING PASSES ARE TO BE DISPLAYED AT ALL TIMES

2019

Australian Turf Club

MEMBERS' CAR PARK
**UNRESERVED
ALL VENUES**

ROYAL RANDWICK
Members Infield Car Park (enter via High Street)
ROSEHILL GARDENS
P2, P3 & P4 Car Parks
(enter via James Ruse Drive)
CANTERBURY PARK
Unreserved Princess Street
& King Street Car Parks
WARWICK FARM
Unreserved Members' Car Park
(enter Gate C via Hume Highway)

NOT TRANSFERABLE Valid 01/01/19 - 31/12/19

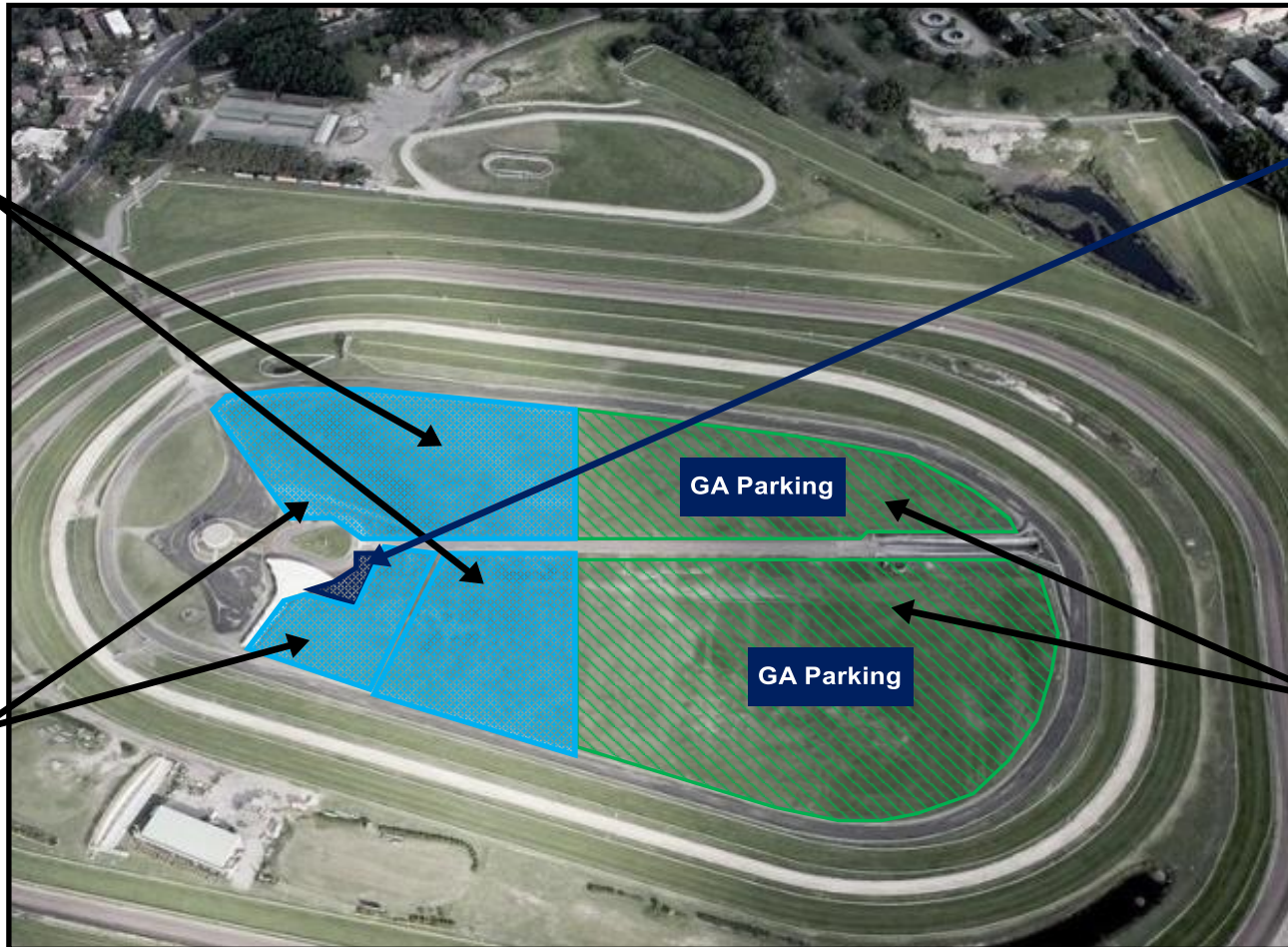
2019

Australian Turf Club

MEMBERS' CAR PARK
**UNRESERVED
ROYAL RANDWICK
& WARWICK FARM**

ROYAL RANDWICK
Members' Infield Car Park
(enter via High Street)
WARWICK FARM
Unreserved Members' Car Park
(enter Gate C via Hume Highway)

NOT TRANSFERABLE Valid 01/01/19 - 31/12/19



2019

Australian Turf Club

**STAFF
CAR PASS**

ROYAL RANDWICK
Infield Car Park (enter via High Street)
ROSEHILL GARDENS
P5 Car Park (enter via James Ruse Drive)
Infield Car Park (enter via Unwin Street)
CANTERBURY PARK
Unreserved Princess Street
& King Street Car Parks
WARWICK FARM
Unreserved Members' Car Park
(enter Gate C via Hume Highway)

NOT TRANSFERABLE Valid 01/01/19 - 31/12/19

Australian Turf Club

Infield Parking Allocation

ROYAL
RANDWICK

Entry Via High Street (Infield Parking)

Member - Allocated infield parking

Disabled - Allocated parking near the infield turnstiles

Staff - General infield parking.

Appendix 02 – Transport Map

ROYAL RANDWICK TRANSPORT MAP



REMINDER:

- Any patron that appears to be showing signs of intoxication, drug use or is drinking on approach will be refused entry to the venue.
- This venue is licenced and the ATC reserve the right to refuse entry to any persons or to withdraw any persons permission to remain at the venue at any time.

ROYAL
RANDWICK

Appendix 03 –Royal Randwick Transport Access Guide

Getting to and from Royal Randwick Racecourse



Pedestrians may enter the racecourse via Gate 1 (Alison Road, Main Drive), Alison Road Bus Terminus, opposite Darley Road, Ascot Street, and Bowral Lane.



Free car parking is available in the infield of the racecourse, which is accessed via the High Street gates opposite the UNSW.

Members Reserved Parking in the Infield on the Eastern side of the road. **PATRONS ARE NOT PERMITTED TO PARK IN THIS AREA WITHOUT DISPLAYING THEIR MEMBERS CARPARK WINDOW PERMIT AT ALL TIMES.**



CAR DROP-OFF/PICK-UP AREA

Private vehicle drop-off/pick-up area is in the Infield Carpark, entry off High Street, at the roundabout next to the entry to the pedestrian tunnel. Space is limited and vehicles may have to wait in the Carpark area.



DISABLED CAR PARKING

Car parking is available in the Infield Car Park, entry off High Street. An attendant will direct patrons to the specified disabled car parking area. A shuttle service will operate between the disabled car parking area and the racecourse. Please ensure disabled parking sticker is on display at all times.



Taxis enter & exit Randwick Racecourse via the new Oaks Drive, entry off Ascot Street roundabout on Doncaster Avenue. Taxis are not permitted to stop on Alison Road.

Hire cars are permitted to drop off, however only pre-booked hire cars are permitted for pickup, with a 15 minute layup only.



PRIVATE COACHES (OVER 3.4M HIGH)

The designated set-down and pick-up area is located along the eastern side of Darley Road outside Randwick TAFE (see map below for details). Private Coaches are permitted to park within this designated area for the duration of the raceday. No Access via any other entry, (especially Ascot St).

PRIVATE COACHES/MINI-BUSES (UNDER 3.4M HIGH)

Patrons organizing mini-buses to transport them to and from Royal Randwick are to use the infield carpark for all set-downs, pick-ups. Parking will be between Wansey Rd & Cowper St if no space available in the infield. (As per Above) Mini-buses over 3.4m high are to use the private coach designated parking area (as per private coaches above). No Access via any other entry, (especially Ascot St).



GETTING TO ROYAL RANDWICK

Central Station - From Eddy Avenue to Royal Randwick Racecourse 10.00am onwards, departing every 15 minutes or as required. The last Bus at 1.30pm and then normal routed services from Eddy Avenue are available. Other, public Bus Service is public services as per normal to Alison Road



BUSES – DEPARTING ROYAL RANDWICK

Royal Randwick Racecourse to Central Station from 3.30pm onwards, departing as required from the new Royal Randwick Alison Road Bus Interchange. Last bus at 7.30pm or prior depending upon patronage. This return Service is free on Carnival Days. Other, public Bus Service is public services as per normal on Alison Road



HELICOPTER

If you are intending to come to the race course via Helicopter, please contact Security on 02 9663 8500 to receive landing instructions. This confirmation call **must** be made for each individual Helicopter movement.

ROYAL RANDWICK

Transport Access Guide

Your guide for accessing
Royal Randwick



Royal Randwick Racecourse

Australian Turf Club



Planning your Trip

For further transport information visit the Australian Turf Club Website:

<http://www.australianurfclub.com.au/races/RacedayTransportMaps>



Sydney Buses

Phone: 131 500

Website: www.sydneybuses.info



**Australian Turf Club
Royal Randwick Racecourse
Alison Road
Randwick NSW 2031**

For all enquiries please contact us on: 1300 729 668

ROYAL RANDWICK

Version 1.0 March 2013

The Australian Turf Club (ATC) does not accept and excludes all responsibility for damage to or theft of motor vehicles or belongings in them.

Third party and ATC transport information contained within this Transport Access Guide is subject to change without prior notice.

Appendix K – Royal Randwick Spectator Precinct Map

ROYAL RANDWICK PRECINCT MAP

