EVENT OPERATIONAL MANAGEMENT PLAN

Royal Randwick Racecourse

Night Racing

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Document Control		
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1.0   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 requests. 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 Event Operational Management Plan (EOMP) has been prepared in response to SEARs for SSDA 8706 – Royal Randwick Racecourse Night Racing. This Draft EOMP for the Royal Randwick Racecourse site contains management plans that deal with each and every category of Night Racing event that will occur on the site for the foreseeable future. This Draft EOMP is intended to inform and guide the respective managers and staff of the ATC when preparing to host a Night Racing event, whilst also outlining the appropriate procedures to be undertaken throughout the running of a Night Racing event. The plans or guidelines within this document are aimed at minimising impacts on the respected neighbours of the Royal Randwick Racecourse.

It is noted that this Draft Event Operational Management Plan (EMOP) has been prepared for Night Racing events only.

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 number 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: • Taking event bookings • Communications 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: • TFNSW (STA, TMC) • Randwick City Council (RCC) • City of Sydney Council (CSC) • ATC • Fox Studio owners and occupiers • SCG/SGS Trust • Centennial Parklands • NSW Police
Department of Planning, Infrastructure & Environment Minister	Consent Authority for the Royal Randwick Racecourse – a State Significant Development – Identified Site	Administer existing approvals: • Minor Non-Race Day Events (patrols less than 5,000) Consent Authority for new development: • Non-race day events greater than 5,000 patrons Any new buildings or infrastructure with a Capital Investment Value greater than $10m.

Body	Role	Responsibility / Details
Festival Key Stakeholder Group	Oversee environmental performance of each festival event, including endorsement of the event details and management plan	Comprises of: • Randwick City Council (RCC) • TFNSW (STA, TMC) • NSW Police • MEOG 2 community representatives

1.3   Format

This Draft Event Operational Management Plan for Night Racing has been updated from the original EOMP that was prepared and implemented in 2014 for standard day racing events. The Draft EOMP collates the details and processes already implemented by the ATC, whilst addressing new processes and procedures to manage the Night Racing events on the site and provides a framework for these events and their management going forward. The Draft EOMP outlines the key characteristics of Night Racing events that are proposed to be 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 current 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 Event 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.

2.0 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 is a 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 QEII Grandstand, completed in 2013, was designed to be a truly multi-functional space with the ability to host a wide range of events. The building serves both east and west open areas and allows interaction with the outdoor area either sides. In addition, the site accommodates the "Theatre of the Horse", a sunken 4,500 capacity amphitheater to the rear of the grandstand.

The Winx Stand, completed in 2021, is designed as a multi-purpose facility with aim of providing greater amenity for the general public on race days, whilst providing additional venue choices for non race day events within the spectator precinct.

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 CBD & 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 CBD & 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 CBD & 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 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.

Transport for NSW completed the CDB & South East Sydney Light Rail (CSELR) in 2019, 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 connects people to jobs, homes, entertainment precincts and forms 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 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, this will be another transport mode 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).
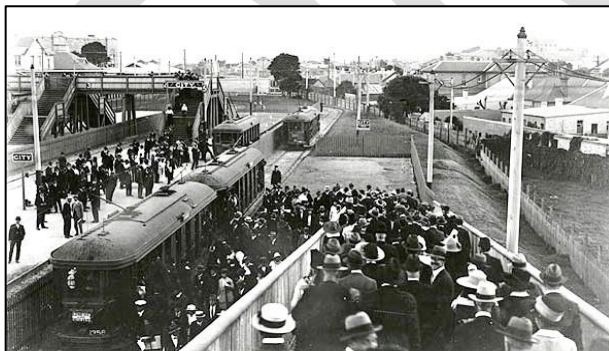
Royal Randwick Racecourse – Historic Photographs
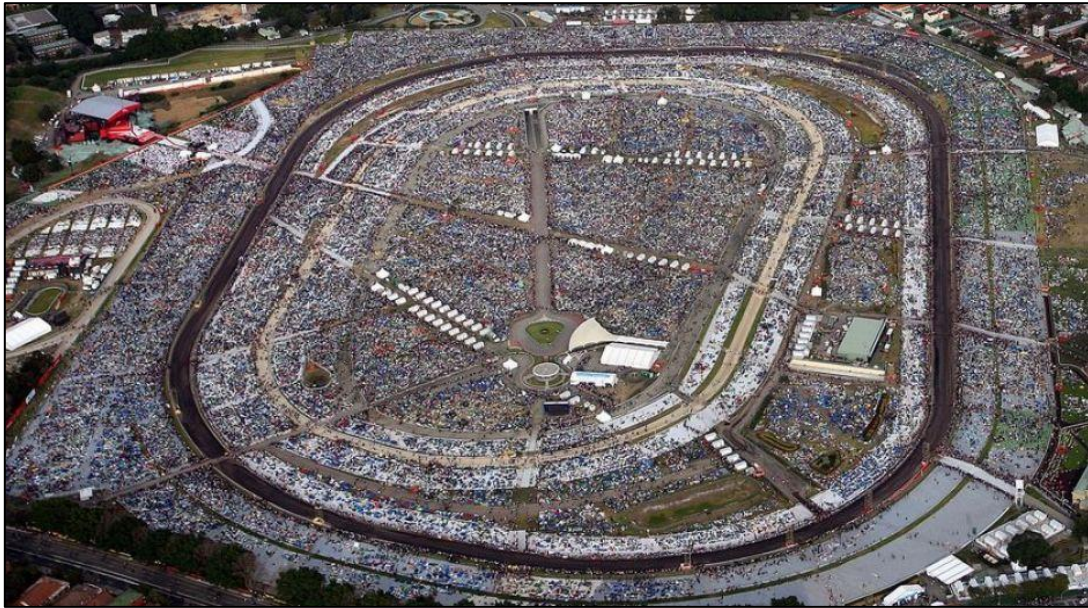
Royal Randwick Racecourse – World Youth Day 2008
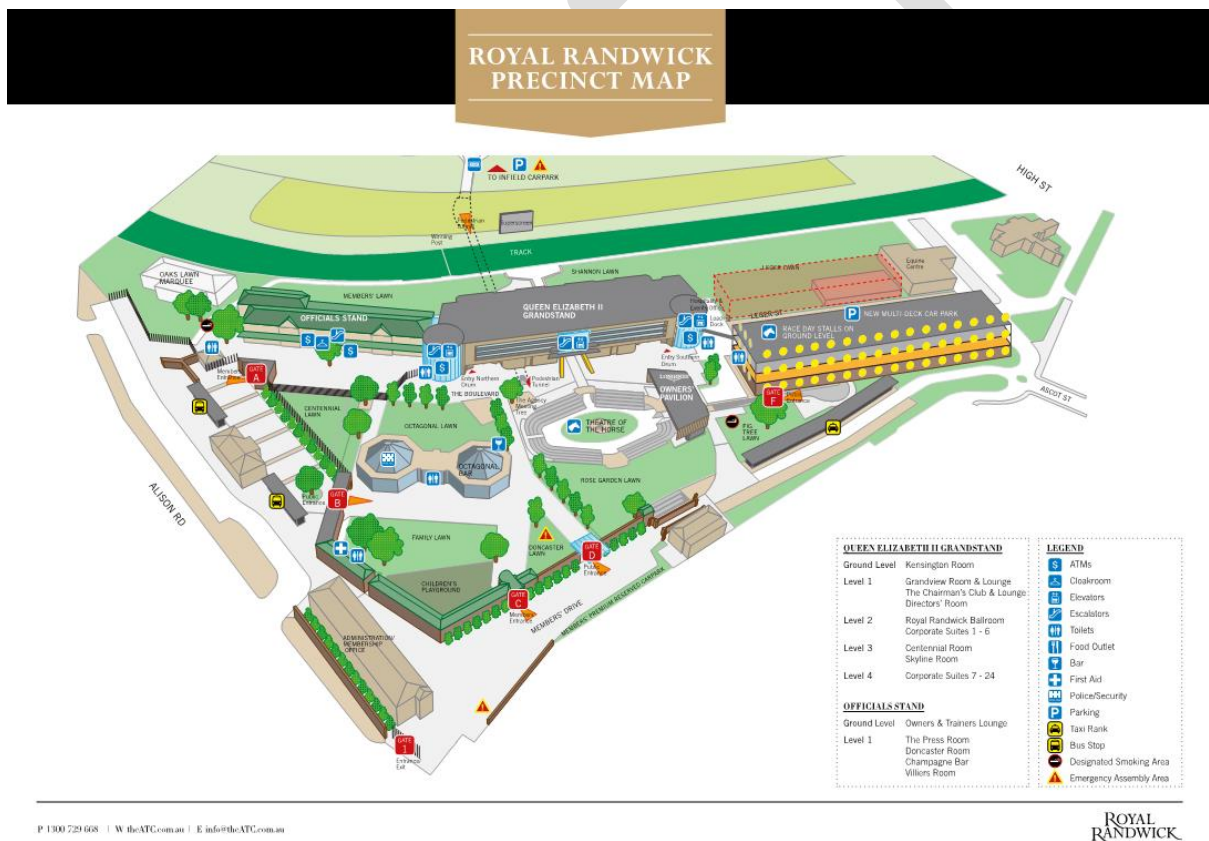
Royal Randwick Racecourse – Spectator Precinct Map (indicative Winx Stand)

2.1 Description of Night Racing 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 a 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, and the Winx Stand in 2021 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 varies from small through to large. A summary of the types of events within these two categories is made below.

2.1.1 Night Racing Events

Component	Characteristics
Regularity – Night Events	SSDA (8706) Royal Randwick Racecourse – Night Racing allows 16 night events per year, between the months of October and April to coincide with day light saving time. The consent for night racing allows events to be held between a Thursday – Saturday evening and where applicable public holidays. The consent for night racing allows events to be held between 6pm – 10pm.
Categories / Patronage – Night Events	SSDA (8706) Royal Randwick Racecourse – Night Racing allows for the following capacity of patrons: - Class 3 Events – 0 – 10,000 patrons - Class 2 Events – 10,001 – 15,000 patrons
Staffing	Royal Randwick has 100 permanent staff and approximately 1,500 temporary staff.
Hours of Operation (General)	Royal Randwick Racecourse operates 24 hours a day, 7 days a week and 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.

Component	Characteristics
Parking	Parking for race day events occurs in the following areas: - 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: - Gate 1 – main entrance, pedestrian and hire car - Ascot Street – Multi Deck Car Park, taxi and hire car - Alison Road – buses - High Street – infield access (vehicular only)

3.0 Event Operational Management Plans – Night Racing

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 and medium events which will involve the deployment of car parking attendants and security personnel. These minor and medium events will utilise the use of the infield car park along with the Multi Deck Car Park, whereby a greater deployment of car parking attendants and security personnel will occur.

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 EVENT CLASS*	MEASURES
RACE DAY – Night Events	Minor	spectator precinct location	Class 3	standard TMP, with TCP at parking ingress/egress
		all onsite parking available		advise Council and Police
		standard vehicle access and taxi operation		
		standard public transport		
		may have patronage up 10,000		
	Medium	spectator precinct location	Class 2	detailed TMP
		all onsite 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 10,001 and 15,000		

Bump in and bump-out management:

- Details of typical bump-in and bump-our arrangement are outlines in the table below:

Event	Typical Equipment	Bump-in / bump-out details
Class 3 Event	Hire Equipment (food, fencing, seating etc)	1200 / following day
Class 2 Event	Hire Equipment (food, fencing, seating etc)	1200 / following day

Security measures and management:

- In addition to parking attendants employed for certain events outlines 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 Event Operational Management Plan.

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

	Class 3 Events (up to 10,000 patrons)	Class 2 Events (up to 15,000 patrons)
Parking area location	Perimeter of Spectator Precinct (except for busway) in field car park and multi deck carpark.	Perimeter of Spectator Precinct (except for busway) in field car park and multi deck carpark.
Car parking attendants / security personnel and location	Attendants to be deployed at each car park entrance – Alison Road, High Street, Doncaster Ave / Ascot St, as and where required.	Attendants to be deployed at each car park entrance – Alison Road, High Street, Doncaster Ave / Ascot St.
Taxi operation	Designated taxi area in operation with attendants.	Designated taxi area in operation with attendants.
Busway operation	To be used as a bus drop-off, if required.	To be used as a bus drop off, and pick-up, if required for events

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:
  - Dedicated on site taxi pick up / drop off (via Alison Road / Ascot Street)
  - 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.

Management Measures:

- The following management measure will be Employed to assist with mitigating noise impact:
  - Closure of outdoor terraces by midnight every night.
  - Sound system compliance with relevant noise criteria.
  - Hired amplified sound systems to be directional and angled away from nearby residential properties.
  - Noise level monitoring to be undertaken for all outdoor amplified events.
  - The following noise criteria be applied for outdoor amplified events:
    Maximum 65dB(A) L_{Amax}, and 80dB(C) L_{Cmax} as measured at any residential premises up to 10pm on any particular day.
  - 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.
  - 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.

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:
  o Safety Plan
  o Emergency Management Plan and Procedures Manual
  o Security Alert and Escalation Plan
  o Medical Plan
  o Emergency Response and Contingency Plan
  o 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.**

4.0   Implementation and Consultation

4.1   Implementation

All Night Racing events at the Royal Randwick Racecourse site are to be managed in accordance with this Event 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 characters 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. **Class 3 Event (Minor)** - any event with up to 10,000 patrons not an exempt event.
2. **Class 2 Event (Medium)** – any event with between 10,001 and 15,000 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
Class 3 Event (Minor)	Night Race events approved. Development Consent 8706	MEOG: - TNSW (STA, TMC) - Randwick City Council (RCC) - City of Sydney Council (CSC) - Fox Studio owners and occupiers - SCG/SGS Trust - Centennial Parklands - NSW Police	Event Operational Management Plan – Night Racing (this plan)

Event Category	Approval	Consultation	Management Plan
Class 2 Event (Minor)	Night Race events approved. Development Consent 8706	MEOG: - TNSW (STA, TMC) - Randwick City Council (RCC) - City of Sydney Council (CSC) - Fox Studio owners and occupiers - SCG/SGS Trust - Centennial Parklands - NSW Police	Event Operational Management Plan – Night Racing (this plan)

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 the complaint certain procedures are followed and a register is maintained. Complaints are taken and maintained with resolution and customer satisfaction at the forefront.
- 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

DRAFT

Appendix B – Security & Alert Escalation Plan

DRAFT

Australian Turf Club

Security Alert & Escalation Plan

This document is to be used in conjunction with:

ATC Terrorist threat Risk Assessment
ATC Incident & Emergency Manual
ATC Occupational Health and Safety Management System
Rosehill Gardens Critical Infrastructure & Shutdown Procedures
ATC Security Standard Operating Procedures

January 2012

For the information of:

New South Wales Police
Australian Turf Club Security Personnel
Australian Concert & Entertainment Security (ACES)

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.

Level	Security Considerations
Low	**No information of threat to the ATC. A criminal incident or terrorist act is not expected.** • 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.

Level	Security Considerations
Medium	**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.** Includes considerations for Low, plus: • 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.

Level	Security Considerations
High	**Credible intelligence indicates that a risk of serious criminal activity or terrorist activity is likely.** ATC action includes considerations for Low and Medium plus: • 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.

Level	Security Considerations
Extreme	**A terrorist attack or serious criminal activity is imminent or has occurred** Includes considerations for Low, Medium, and High plus: • 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: • 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.

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

Table of Contents

1. Sydney Spring Carnival 2019 – Summary

Colgate Optic White Stakes – George Main	TAB Epsom Day
Date: 21st September 2019	Date: 5th october 2019
Gates Open 11.00 am	**Gates Open 11.05 am**
First Race 12.40 pm Last Race 5.15 pm	First Race 12.20 am Last Race 5.20 pm
Ticket Prices	**Ticket Prices**
Course Admission $20.00 Concession Admission $10.00 Member's Guest $60.00	Course Admission $40.00 Concession Admission $20.00 Member's Guest $125.00
Feature: Group 1 $500,000 Colgate Optic White Stakes And host of Group 2 and Group 3 races Myer FOTF, Octagonal Lawn	**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

Moet & Chandon Spring Champion Stakes	**The Everest**
Date: 12th October 2019	Date: 19th October 2019
Gates Open 11.20 AM	**Gates Open 11.20 AM**
First Race 12:30 PM Last Race 5.30 PM	First Race 12:35 PM Last Race 5.30 PM
Ticket Prices	**Ticket Prices**
Course Admission $20.00	Course Admission $20.00
Concession Admission $10.00	Concession Admission $10.00
Member's Guest $60.00	Member's Guest $60.00
Feature: Group 1 $500,000 Moët & Chandon Spring Champion Stakes Myer fashions on The Field, Octagonal Lawn	**Feature:** Group 3 $150,000 The Nivision Listed $150,000 City Tattersalls Cup Group 2 $13,000,000 Evesert

City Tattersalls Club Cup Day	The Agency Cup Day
City Tattersalls Club Cup Day	**The Agency Cup Day**
Date: 26th October 2019	Date: 5th November 2019
Gates Open 11.20 AM	**Gates Open TBC**
First Race 12:30 PM Last Race 5.30 PM	First Race **TBC** Last Race **TBC**
Ticket Prices	**Ticket Prices**
Course Admission $20.00	Course Admission $34.00
Concession Admission $10.00	Concession Admission $37.00
Member's Guest $60.00	Member's Guest $165.00
Feature: Group 1 $500,000 Moët & Chandon Spring Champion Stakes Myer fashions on The Field, Octagonal Lawn	**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

ATC Control / EOC Channel 3

CALLSIGN 'CONTROL' SECURITY CONTROL ROOM

ATC Frequencies

| ATC Channel 1 Management |
| ATC Channel 2 Venue |
| ATC Channel 3 Security / First Aid |
| ATC Channel 4 Food |
| ATC Channel 5 Beverage |
| ATC Channel 6 Cleaners |
| ATC Channel 7 Facilities |
| ATC Channel 8 Finance |
| ATC Channel 12 The Stables |

External Frequencies

| E-Group Channel 1 General Security |
| E-Group Channel 2 Spare |
| NSW Police External Frequency |
| NSW Ambulance External Frequency |

| ATC Channel 3 Security / First Aid |
| Security & Risk Management 'SITE' C/S |
| RSA Monitors 'RSA' C/S |
| CIT Teams 'FOX' C/S |
| Mounted Security 'MIKE' C/S |
| ATC Medical 'FIRST AID' C/S |

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

Enablers - Duress Paging
Medical Response
Cleaning Response
Security/Police Response

Enablers - CCTV
Digital Video Recording
Surveillance

S.C.R

DURESS PAGING SYSTEM

DIGITAL CCTV SYSTEM

APPROPRIATE RESPONSE

ATC & EGroup

Enablers - Staff
ATC Personnel
Cleaning Personnel
Security Personnel

FRONTLINE COMMUNICATION

SECURITY CONTROL ROOM (SCR) OBJECTIVES

⚠CAUTION
DANGER
⚠WARNING

Regulatory Compliance - Asset Protection - Safety Facilitation

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 allows 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.

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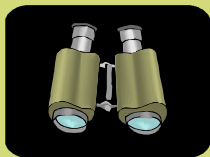
Surveillance
The surveillance cameras incorporate risk areas eg: stairs, escalator, entry & exits, crowd control 'hotspots' and additional cash handling areas. The CCTV Operator is required to proactively monitor patrons and areas during racedays and major events. As a part of the ATC's incident management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

ATC COMMUNICATION NETWORK

ATC Control / EOC
Channel 3

CALLSIGN 'CONTROL'
SECURITY CONTROL ROOM

External Frequencies

E-Group Channel 1
General Security

E-Group Channel 2
Spare

NSW Police
External Frequency

NSW Ambulance
External Frequency

ATC Channel 3
Security / First Aid

Security & Risk
Management
'SITE' C/S

RSA Monitors
'RSA' C/S

CIT Teams
'FOX' C/S

Mounted Security
'MIKE' C/S

ATC Medical
'FIRST AID' C/S

ATC Frequencies

ATC Channel 1
Management

ATC Channel 2
Venue

ATC Channel 3
Security / First Aid

ATC Channel 4
Food

ATC Channel 5
Beverage

ATC Channel 6
Cleaners

ATC Channel 7
Facilities

ATC Channel 8
Finance

ATC Channel 12
The Stables

10. Precinct Map

ROYAL RANDWICK PRECINCT MAP

QUEEN ELIZABETH II GRANDSTAND	
Ground Level	Kensington Room
Level 1	Grandview Room & Lounge The Chairman's Club & Lounge Directors' Room
Level 2	Royal Randwick Ballroom Corporate Suites 1 - 6
Level 3	Centennial Room Skyline Room
Level 4	Corporate Suites 7 - 24

OFFICIALS STAND	
Ground Level	Owners & Trainers Lounge
Level 1	The Press Room Doncaster Room Champagne Bar Villiers Room

LEGEND

$	ATMs
	Cloakroom
	Elevators
	Escalators
	Toilets
	Food Outlet
	Bar
+	First Aid
	Police/Security
P	Parking
	Taxi Rank
	Bus Stop
	Designated Smoking Area
⚠	Emergency Assembly Area

11. General Information

STAFF CHECK IN	
	CATERING **ATC catering staff check in** will take place in the Basement staff area, access via southern end. **Agency catering staff check in** will take place in the Basement staff area, access via southern end. **VENUE SERVICES** ▪ Venue Services / Customer Service Staff check in will take place in Basement staff area, access via southern end. **SECURITY** ▪ Security Staff check in will take place within the Security Office, Gate 1 (adjacent to Alison Road). **CLEANERS** ▪ NewState Staff check in will take place in the NewState office behind the Oaks Lawn Marquee. **POLICE** ▪ User-pay Police check in will take place in the EOC Octagonal Building.

STAFF INFORMATION		
	STAFF BREAKS	▪ 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.
	STAFF PARKING	▪ There is **limited parking** 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. ▪ **You are not permitted** 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 Moet & Chandon and Domaine Chandon. 2 drink limie 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 I 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	Toilets are located in the following areas: **Members**: ▪ 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 **Public**: ▪ Additional temporary toilets are located behind the Pavilon (adjacent the Playground). **Special Needs Toilets**: ▪ Champagne Bar ▪ Ground floor, Official Stand. ▪ Horse Stall Lawn. ▪ Each level of the QEII Grandstand.
	MEDICAL	▪ 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	**Acceptable attire for Gentlemen** Gentlemen are required to wear a tie and collared shirt. Suit jacket, sports coat or blazers are optional. **Unacceptable attire for Gentlemen** Any form of sports shoe such as joggers, track shoes and runners are unacceptable. Sandals, thongs, dilapidated footwear, scuffs or slippers and any footwear without socks are not permitted. Denim jeans, jodhpurs, shorts or non-tailored slacks, open neck shirts and shirts without a collar are unacceptable, as are baseball caps or beanies. Pullovers or cardigans (without a jacket), rugby tops and football jerseys, even if wearing a tie are also unacceptable. **Acceptable attire for Ladies** 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. **Unacceptable attire for Ladies** Shorts, jeans, denim or brief clothing are unacceptable. Pullovers, cardigans, parkas, duffle coats or waist length jackets, jeans and shorts as outer wear are not permitted. Running shoes including sandshoes, gym boots or thongs are also unacceptable.

 09/10 **MEMBER**	**MEMBERS TICKETS**	▪ 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	Cigarettes are **ONLY** available for purchase from: 1. Owners & Trainers Bar 2. Late Mail Bar
	ATM'S / EFTPOS	ATMS are located: ▪ Located in each drum at all levels ▪ Rear of Official Stand (Members only). ▪ Octagonal Bar
	INFO BOOTH	▪ Information booth located in the Plaza adjacent to the Doncaster Lawn. **Items for sale:** ▪ Race books, Royal Randwick Pens, panadol, ponchos and a variety of remedies.
	SMOKING	▪ 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

LEGER LAWN **ROSE GARDEN LAWN** **OCTAGONAL LAWN**	▪ 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

CHAMPAGNE ROOM

DONCASTER ROOM

WINNING POST BAR

VILLIER'S ROOM

OAKS ROOM

NON-TRACKSIDE

N

Level 1

Ground Level

Australian Turf Club	Official's Grandstand	
ROYAL RANDWICK RACECOURSE Emergency Assembly Area A *'Doncaster Lawn'*	Ground & Level 1	**ROYAL RANDWICK**
	BCA Capacity - 1705	
	Seating Deck Capacity - 2088	
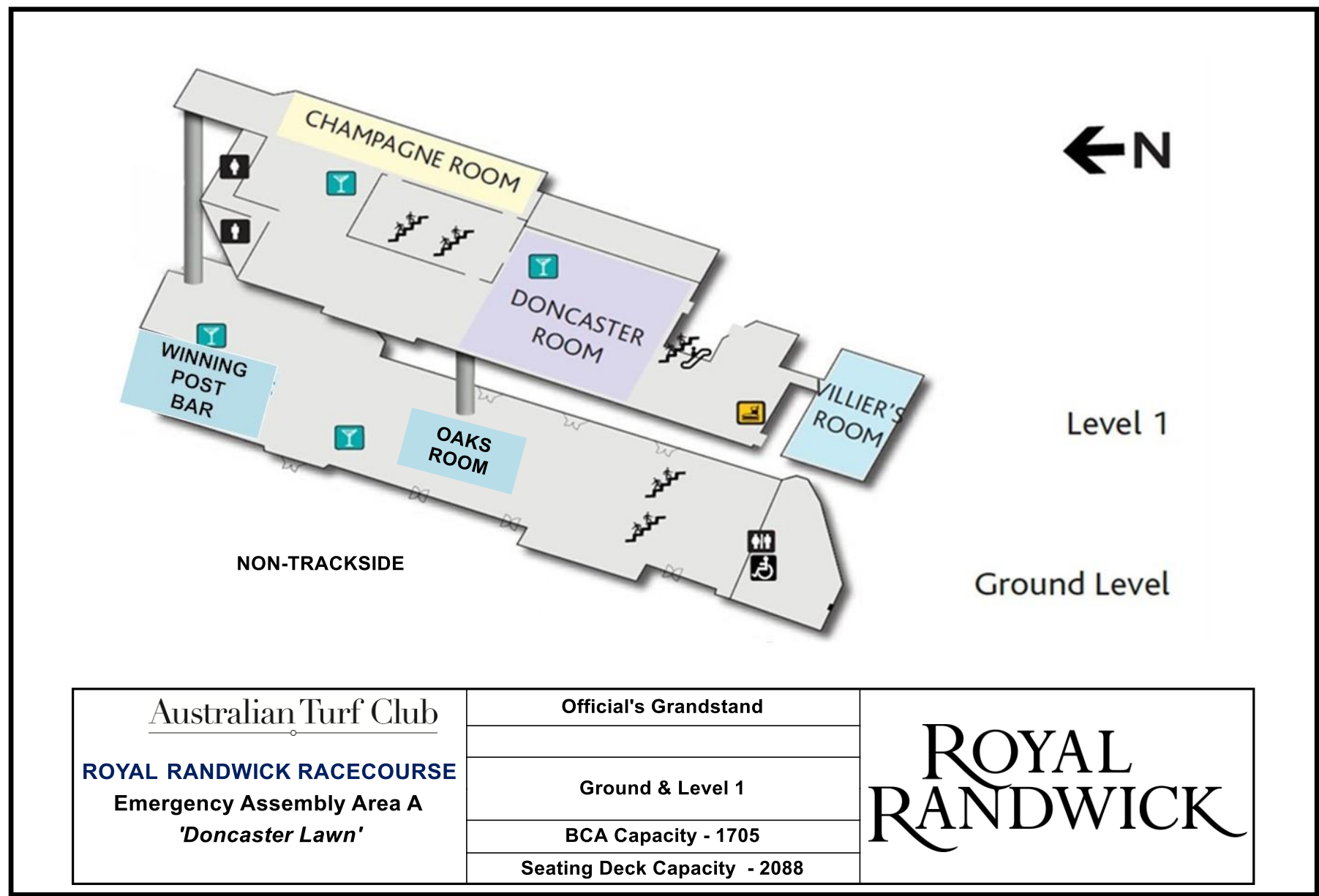
14. Floor Plan – Royal Randwick Grandstand

Australian Turf Club	QEII Grandstand	
ROYAL RANDWICK RACECOURSE	Ground Level	**ROYAL RANDWICK**
Emergency Assembly Area A	Kensington Room	
'Doncaster Lawn'	Doors - 1 to 16	
	BCA Capacity - 4008	

Grandview Room

GRANDSTAND TERRACE

OWNERS' ELEVATOR

The Chairman's Club

GRANDSTAND TERRACE

Directors' Room

Door 34

Door 35

Door 33

Door 32

Door 31

Door 30

Door 39

Door 38

Door 19

Door 37

Door 21

Door 29

Door 20

Door 28

Door 27

Door 26

Door 25

Door 24

Door 23

Door 22

MEMBERS' GRANDSTAND SEATING

TAB

Grandview Restaurant
TIERED DINING

OWNERS' GALLERY

The Chairman's Club Restaurant
TIERED DINING

TAB

Australian Turf Club

ROYAL RANDWICK RACECOURSE

Emergency Assembly Area A
'Doncaster Lawn'

QEII Grandstand
Level 1
Chairman's Club & Grandview Room & Director's Room
Doors - 19 to 37
BCA Capacity - 3076

ROYAL RANDWICK

Royal Randwick Ballroom Bays A-E

OWNERS' ELEVATOR

Door 54
Door 57
Door 58
Door 53
Door 55
Door 40
Door 56
Door 59
Door 52
Door 41
Door 44
Door 51
Door 42
Door 50
Door 43
Door 45
Door 49
Door 47
Door 46
Door 48

Suites 4–6

Suites 1–3

TAB

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

Centennial Bar & Café

Centennial Room

OWNERS' ELEVATOR

GRANDSTAND TERRACE

Skyline Room

Skyline Bar & Café

GRANDSTAND TERRACE

Door 76
Door 77
Door 78
Door 75
Door 74
Door 73
Door 72
Door 71
Door 70
Door 69
Door 68
Door 67
Door 66
Door 61
Door 63
Door 62
Door 79
Door 64
Door 65

TAB

PUBLIC GRANDSTAND SEATING

Centennial Restaurant
PUBLIC TIERED DINING

MEMBERS' & GUEST GRANDSTAND SEATING

TAB

TAB

Australian Turf Club

ROYAL RANDWICK RACECOURSE
Emergency Assembly Area A
'Doncaster Lawn'

| QEII Grandstand |
| Level 3 |
| Skyline & Centennial Room's |
| Doors - 51 to 79 |
| BCA Capacity - 2988 |

ROYAL RANDWICK

Door 91
Door 92
Door 90
Door 93
Door 81
Door 94
Door 89
Door 82
Door 87
Door 84
Door 88
Door 86
Door 85

STABLES
OWNERS' ELEVATOR
STABLES EVENT SPACE

TAB

Suites 16–24
Suites 7–15

TAB

Australian Turf Club	QEII Grandstand	ROYAL RANDWICK
ROYAL RANDWICK RACECOURSE **Emergency Assembly Area A** *'Doncaster Lawn'*	Level 4	
	The Stables & Corporate Suites 7 to 24	
	Doors - 81 to 94	
	BCA Capacity - 2070	

15. Lift Numbers – Royal Randwick Grandstand

Owners Pavilion

Lift 10

Lift 2

Lift 1

Lift 3

Lift 5

Lift 4

Lift 6

Trackside

Lift 7

	Royal Randwick Grandstand	
Lift 1 & 2 - Southern Drum	Lift Number's	
Lift 3 - Boulevard / Owners Lift		
Lift 4 & 5 - Northern Drum		**ROYAL RANDWICK**
Lift 6 - Loading Dock	**Alison Road, Randwick**	
Lift 7 - Pedestrian Tunnel	**New South Wales 2031**	
Lift 10 - Owners Pavilion	**Ph: (02) 9663 8400**	
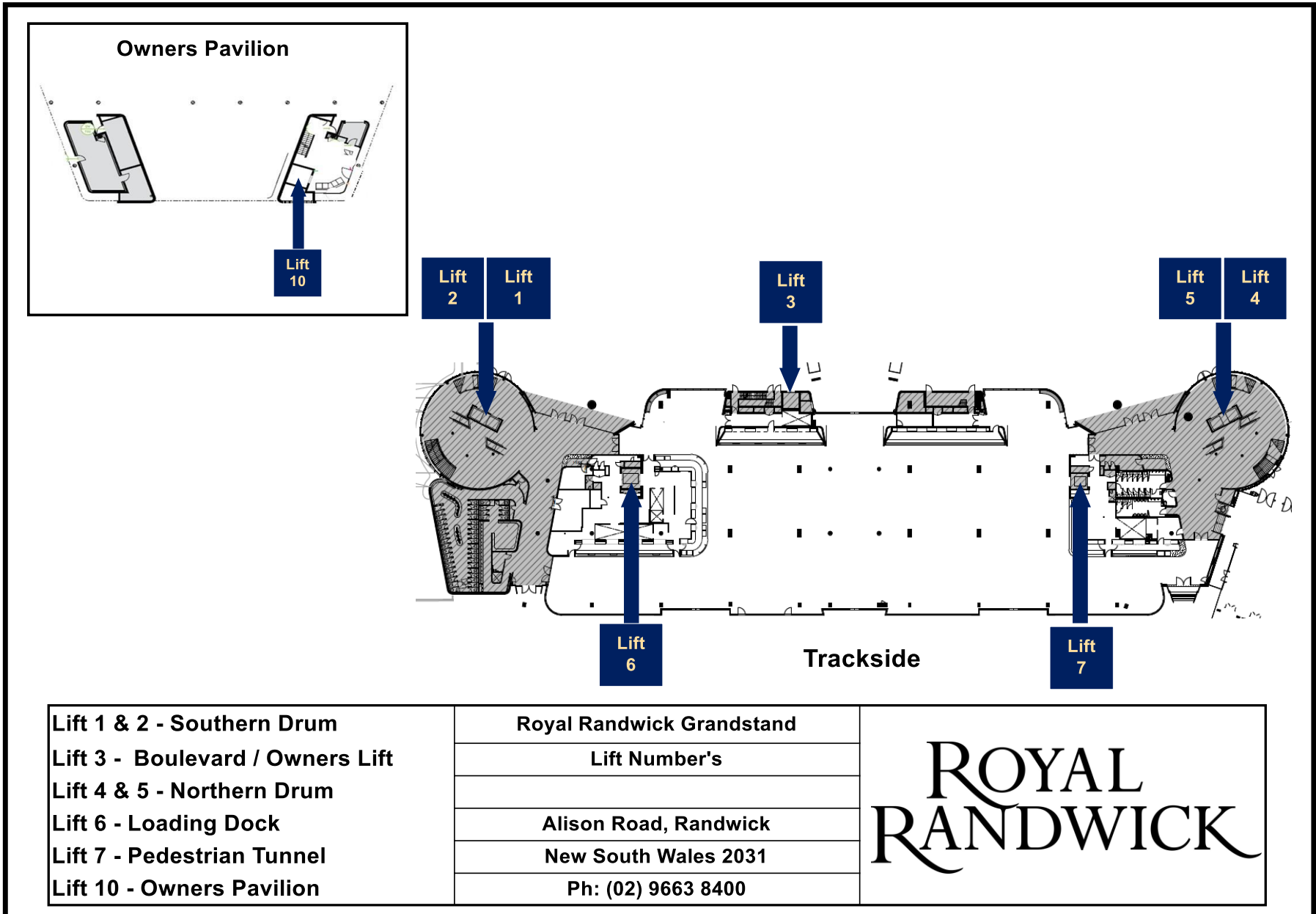
16.   Security Operational Orders (OPORD)

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 Syndey 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 Otober 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

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

1.0 General Requirements

- ▪ Whilst on duty you are ***NOT*** to:
  - o Use your mobile phone (unless for emergency or duty requirements)
  - o Chew gum
  - o Smoke (unless on break in a designated area)
  - o Eat
  - o Drink (water excepted)
  - o Wear sunglasses on your head (if not required place in pocket)
  - o Lean on walls, fences or posts if in a static position
  - o Have your hands in your pockets
  - o Wager

- ▪ Whilst on duty you are to:
  - o Maintain a professional appearance at all times.
  - o Uniform is to be clean and neatly pressed. Sleeves are to be down and buttons done up.
  - o Provide customer service when required.
  - o Ensure you know the location of function rooms, bars and ATM's
  - o Ensure you are aware of exits and emergency equipment
  - o Conduct early intervention RSA measures with high risk groups and individuals.

o Remove patrons approaching intoxication or behaving in a disorderly manner.
o Remain within allocated Area of Responsibility (AOR) unless properly relived 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.
▪ Advice supervisor of all removal requests
▪ Ensure all removals are contacted IAW E-GROUP/ATC procedures
▪ Advice '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 vaid and allow access to authorsed 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 re-assured 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 asstance 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 & LIKLIEHOOD

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
Level	**Descriptor**	**Definition**
1	**Insignificant**	▪ **No injuries sustained** ▪ **No financial impact to the ATC** ▪ **No impact on reputation**
2	**Minor**	▪ **Singular first aid and/or short term medical treatment** ▪ **Minor financial impact to the ATC** ▪ **Minor short term impact on reputation**
3	**Moderate**	▪ **Multiple victims requiring short term medical treatment** ▪ **Moderate financial impact to the ATC** ▪ **Short to mid term impact on reputation**
4	**Major**	▪ **Extensive number of victims requiring mid term medical treatment** ▪ **Major financial impact to the ATC** ▪ **Long term impact on reputation**
5	**Catastrophic**	▪ **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	CONSQUENCE	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 E – Emergency Management Plan

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: *September2019*
Issue Date: *19ᵗʰ Sept 2019*	Document #: *RRSC0018*

Disclaimer

Sydney Spring Carnival 2019 Emergency Management Plan

TABLE OF CONTENTS

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@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 15th September to 13th October 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

Royal Randwick

QUEEN ELIZABETH II GRANDSTAND

Ground	Kensington Room
Level 1	Grandview Room & Lounge The Chairman's Club & Lounge Directors' Room
Level 2	Royal Randwick Ballroom Corporate Suites 1 - 6
Level 3	Centennial Room & Terraces *(Public)* Skyline Room & Terraces
Level 4	The Stables Sydney Corporate Suites 7 - 24

OFFICIALS STAND

Ground	Owners & Trainers Lounge Jockey's Heritage Suite
Level 1	The Press Room Doncaster Room Champagne Bar Villiers Room
Level 2	Officials Terraces

LEGEND

$	ATMs
	Cloakroom
	Elevators
	Escalators
	Toilets
	Food Outlet
	Bar
	First Aid
	Police/Security
P	Parking
	Taxi Rank
	Bus Stop
	Designated smoking area
	Emergency Assembly Area

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 conducts are contained within the '*Event Stage & Production Emergency Procedures'*

Event Information

The information for the event is as follows:

Carnival Race Day Dates	21st September 2019
	5th October 2019
	12th October 2019
	19th 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 Chaletes 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

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**	✓	**If not breathing**	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	• **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	• 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	• **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	• **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 electicity 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:

Pull
Aim
Squeeze
Sweep

① **P**ULL the pin

② **A**IM nozzle at base of fire

③ **S**QUEEZE the handle

④ **S**WEEP nozzle side to side

Know your extinguisher
Use the correct extinguisher
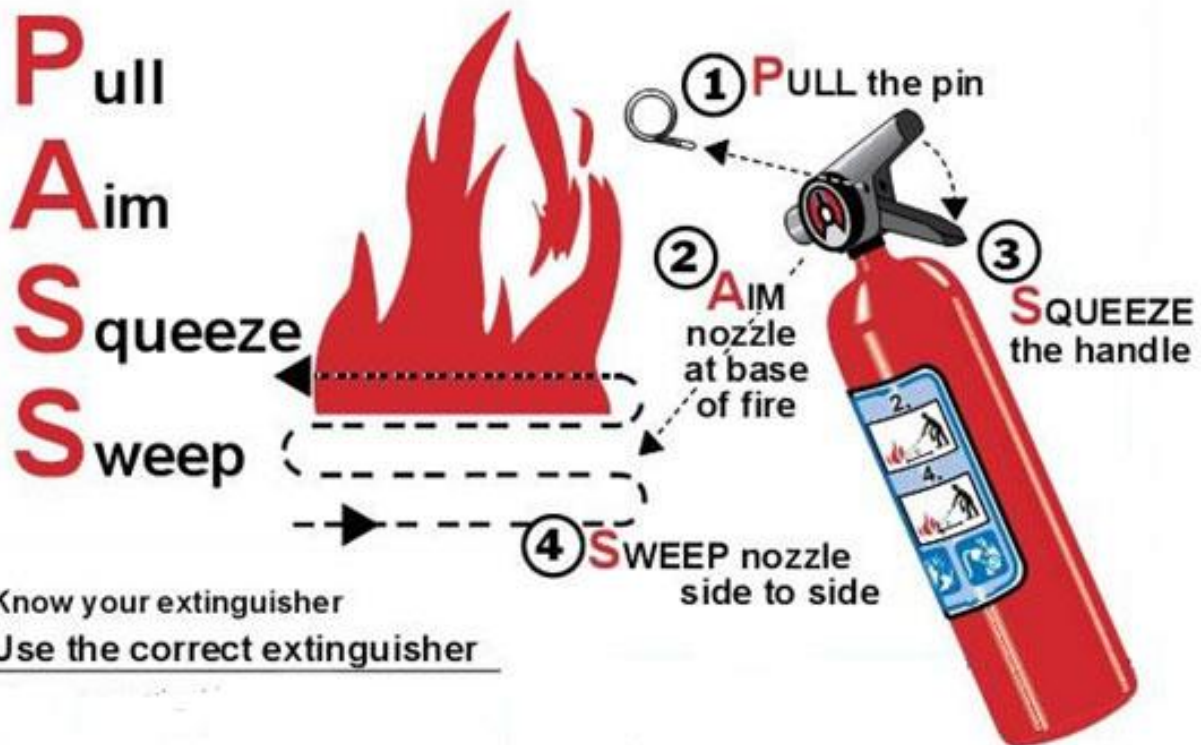
Fire Extinguisher Rating Guide

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
A:B(E) POWDER		Dry Chemical Powder	YES	YES	YES	NO
CO2		Co2 Carbon Dioxide	NO	YES	YES	NO
WATER		Water	YES	NO	NO	NO
FOAM		Foam	YES	YES	NO	NO
WET CHEMICAL		Wet Chemical	YES	NO	NO	YES

Emergency Response Guide

EWS ALERT TONE ACTIVATION

```
   ┌──────────────┐          ┌──────────────────┐
   │   RD Mode    │          │  Administration  │
   │              │          │      Mode        │
   └──────────────┘          └──────────────────┘
          │                          │
          ▼                          ▼
┌──────────────┐  ┌──────────────┐  ┌──────────────┐
│  Emergency   │  │ Chief Warden │  │ Chief Warden │
│  Response    │  │              │  │              │
│  Officer     │  │              │  │              │
└──────────────┘  └──────────────┘  └──────────────┘
```

Designate person to act as back-up	→	Designate person to meet Fire Brigade and direct to scene

To EWS Control Panel	→	Silence ALERT Tone

Check Fire Indicator Panel	→	Confirm zone in alarm

Proceed to zone in alarm and investigate

NO FIRE DETECTED		**FIRE DETECTED**

Return to Fire Indicator Panel – meet & update Fire Brigade		Initiate Evacuation & Fire Response Procedures

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

LEGEND

Symbol	Description
EWIS	EWIS
FIP	Fire Indicator Panel
A	Emergency Assembly Area
(extinguisher)	Fire extinguisher
(hydrant)	Hydrant
(hose reel)	Fire Hose Reel
+	First Aid Room

EMERGENCY

DIAL 000

FIRE-POLICE
AMBULANCE

Australian Turf Club	Royal Randwick Racecourse	ROYAL RANDWICK
ROYAL RANDWICK RACECOURSE		
	Alison Road, Randwick	
Emergency Management Site Plan	New South Wales 2031	
	Ph: (02) 9663 8400	

LEGEND

	EWIS
FIP	Fire Indicator Panel
	Fire extinguisher
	Hydrant
	Fire Hose Reel

Direction of Emergency Assembly Area

EMERGENCY
DIAL 000
FIRE-POLICE AMBULANCE

Australian Turf Club
ROYAL RANDWICK RACECOURSE
Emergency Assembly Area 'A'
'Doncaster Lawn'

Official's Grandstand
Ground Level
The Oaks Lounge
Alison Road, Randwick
New South Wales 2031
Ph: (02) 9663 8400

ROYAL RANDWICK

Direction of Emergency Assembly Area

EMERGENCY
DIAL 000
FIRE-POLICE AMBULANCE

LEGEND

	Exit Route		First Aid Kit	**FB**	Fire Blanket		Break Glass Alarm
	Fire Extinguisher		Fire Hose Reel		WIP		Fire Hydrant

Australian Turf Club
ROYAL RANDWICK RACECOURSE
Emergency Assembly Area A
'Doncaster Lawn'

Officials Grandstand
Level 1
Alison Road, Randwick
New South Wales 2031
Ph: (02) 9663 8400

ROYAL RANDWICK

Map 1 — Octagonal Building

Direction of Emergency Assembly Area

FIP

Octagonal Bar

LEGEND

→	Exit Route	✚	First Aid Kit	**FIP**	Fire Indicator Panel
					EWIS
🧯	Fire Extinguisher	🔴	Fire Hose Reel		WIP
					Fire Hydrant

EMERGENCY
DIAL 000
FIRE-POLICE AMBULANCE

Australian Turf Club
ROYAL RANDWICK RACECOURSE
Emergency Assembly Area A
'Doncaster Lawn'

Octagonal Building
Octagonal Bar / EOC
Alison Road, Randwick
New South Wales 2031
Ph: (02) 9663 8400

ROYAL RANDWICK

Map 2 — QE II Grandstand Basement Level

LEGEND

E	Elevator
→	Exit route
▦	Stairs
🧯	Fire extinguisher
🔵	Hydrant
🟡	Fire Hose Reel
✚	First Aid
📞	Emergency Phone
AED	Defibrillator

EMERGENCY
DIAL 000
FIRE-POLICE AMBULANCE

Direction of Emergency Assembly Area

Australian Turf Club
ROYAL RANDWICK RACECOURSE

Emergency Assembly Area A
'Doncaster Lawn'

QE II Grandstand
Basement Level
Alison Road, Randwick
New South Wales 2031
Ph: (02) 9663 8400

ROYAL RANDWICK

EMERGENCY

DIAL 000

FIRE-POLICE
AMBULANCE

LEGEND

→ Exit Route	✚ First Aid Kit	FB Fire Blanket	Break Glass Alarm
Fire Extinguisher	Fire Hose Reel	WIP	Defibrillator

Australian Turf Club

ROYAL RANDWICK RACECOURSE
Emergency Assembly Area A
'Doncaster Lawn'

QE II Grandstand
Ground Level
Alison Road, Randwick
New South Wales 2031
Ph: (02) 9663 8400

ROYAL RANDWICK

Direction of
Emergency Assembly Area

EMERGENCY

DIAL 000

FIRE-POLICE
AMBULANCE

LEGEND

→ Exit Route	✚ First Aid Kit	FB Fire Blanket	Break Glass Alarm	Defibrillator
Fire Extinguisher	Fire Hose Reel	WIP	Fire Hydrant	

Australian Turf Club

ROYAL RANDWICK RACECOURSE
Emergency Assembly Area C
'Doncaster Lawn'

QE II Grandstand
Level 1
Alison Road, Randwick
New South Wales 2031
Ph: (02) 9663 8400

ROYAL RANDWICK

LEGEND

➡	Exit Route	AED	Defibrillator	FB	Fire Blanket	⬛	Break Glass Alarm
🔔	Fire Extinguisher		Fire Hose Reel		WIP		Fire Hydrant

EMERGENCY
DIAL 000
FIRE-POLICE
AMBULANCE

Australian Turf Club
ROYAL RANDWICK RACECOURSE

Emergency Assembly Area A
'Doncaster Lawn'

QE II Grandstand
Level 2
Alison Road, Randwick
New South Wales 2031
Ph: (02) 9663 8400

ROYAL RANDWICK

Direction of
Emergency Assembly Area

LEGEND

➡	Exit Route	AED	Defibrillator	FB	Fire Blanket	⬛	Break Glass Alarm
🔔	Fire Extinguisher		Fire Hose Reel		WIP		Fire Hydrant

EMERGENCY
DIAL 000
FIRE-POLICE
AMBULANCE

Australian Turf Club
ROYAL RANDWICK RACECOURSE

Emergency Assembly Area A
'Doncaster Lawn'

QE II Grandstand
Level 3
Alison Road, Randwick
New South Wales 2031
Ph: (02) 9663 8400

ROYAL RANDWICK

Direction of
Emergency Assembly Area

LEGEND

Exit Route		First Aid Kit		FB Fire Blanket		Break Glass Alarm	
Fire Extinguisher		Fire Hose Reel		WIP		Fire Hydrant	

EMERGENCY
DIAL 000
FIRE-POLICE AMBULANCE

Australian Turf Club
ROYAL RANDWICK RACECOURSE
Emergency Assembly Area A
'Doncaster Lawn'

QE II Grandstand
Level 4
Alison Road, Randwick
New South Wales 2031
Ph: (02) 9663 8400

ROYAL RANDWICK

Direction of Emergency Assembly Area

LEGEND

E	Elevator
	Exit route
	Stairs
	Fire extinguisher
	Fire Hose Reel
	Emergency Phone

EMERGENCY
DIAL 000
FIRE-POLICE AMBULANCE

Australian Turf Club
ROYAL RANDWICK RACECOURSE
Emergency Assembly Area A
'Doncaster Lawn'

QE II Grandstand
Level 5
Judge's Box
Alison Road, Randwick
New South Wales 2031
Ph: (02) 9663 8400

ROYAL RANDWICK

EMERGENCY
DIAL 000
FIRE-POLICE AMBULANCE

Direction of Emergency Assembly Area

LEGEND

Exit Route	Fire Hydrant	Break Glass Alarm	E Elevator
Fire Extinguisher	Fire Hose Reel	WIP	

FLOOR COMMS ROOM
PLANT
LADDER
COOLING TOWER OPEN AREA
LADDER
E
To Judges Boxes

	QE II Grandstand	
ROYAL RANDWICK RACECOURSE	Level 5	
	Roof Plant	**ROYAL RANDWICK**
Emergency Assembly Area A	Alison Road, Randwick	
'Doncaster Lawn'	New South Wales 2031	
	Ph: (02) 9663 8400	

Australian Turf Club

Ground

Level 1

Direction of Emergency Assembly Area

EMERGENCY
DIAL 000
FIRE-POLICE AMBULANCE

FIP

LEGEND

Exit Route	First Aid Kit	FIP Fire Indicator Panel	EWIS
Fire Extinguisher	Fire Hose Reel	WIP	Fire Hydrant

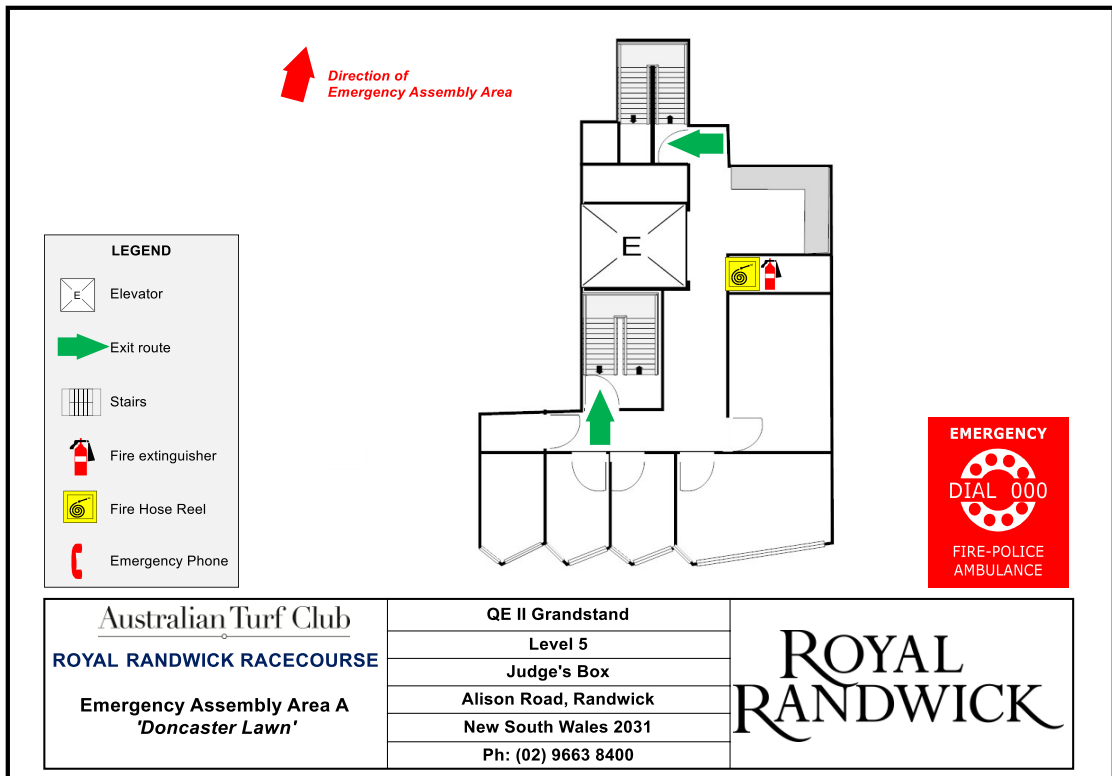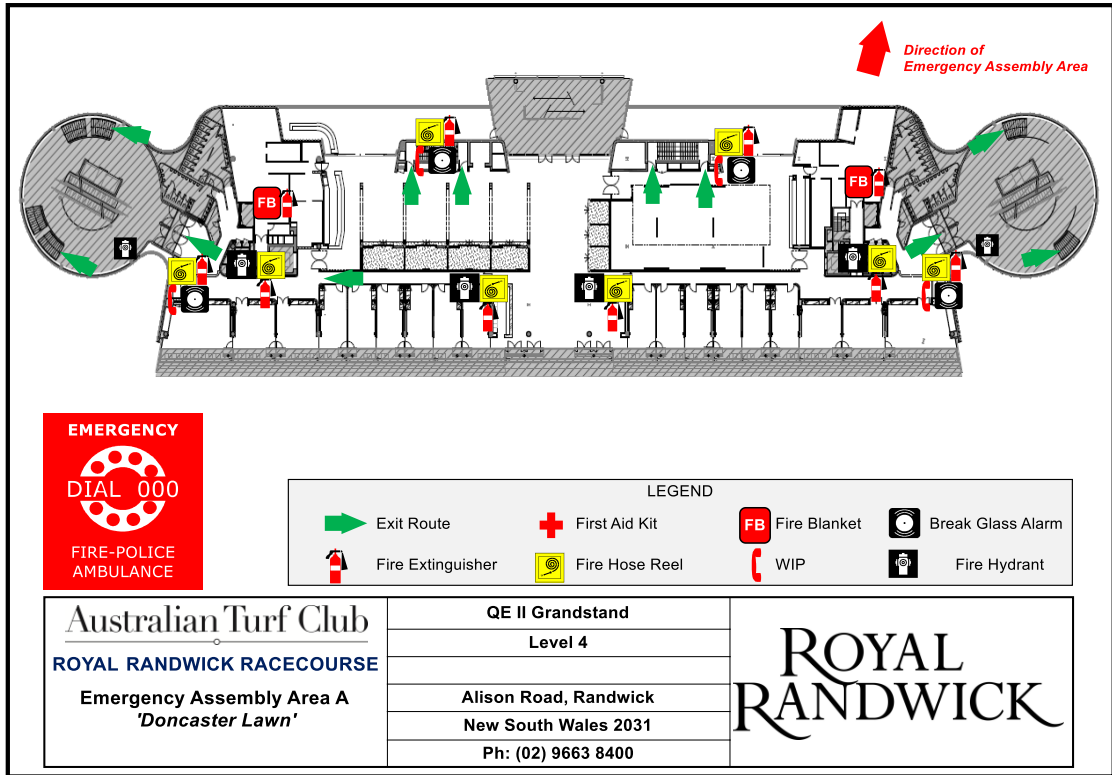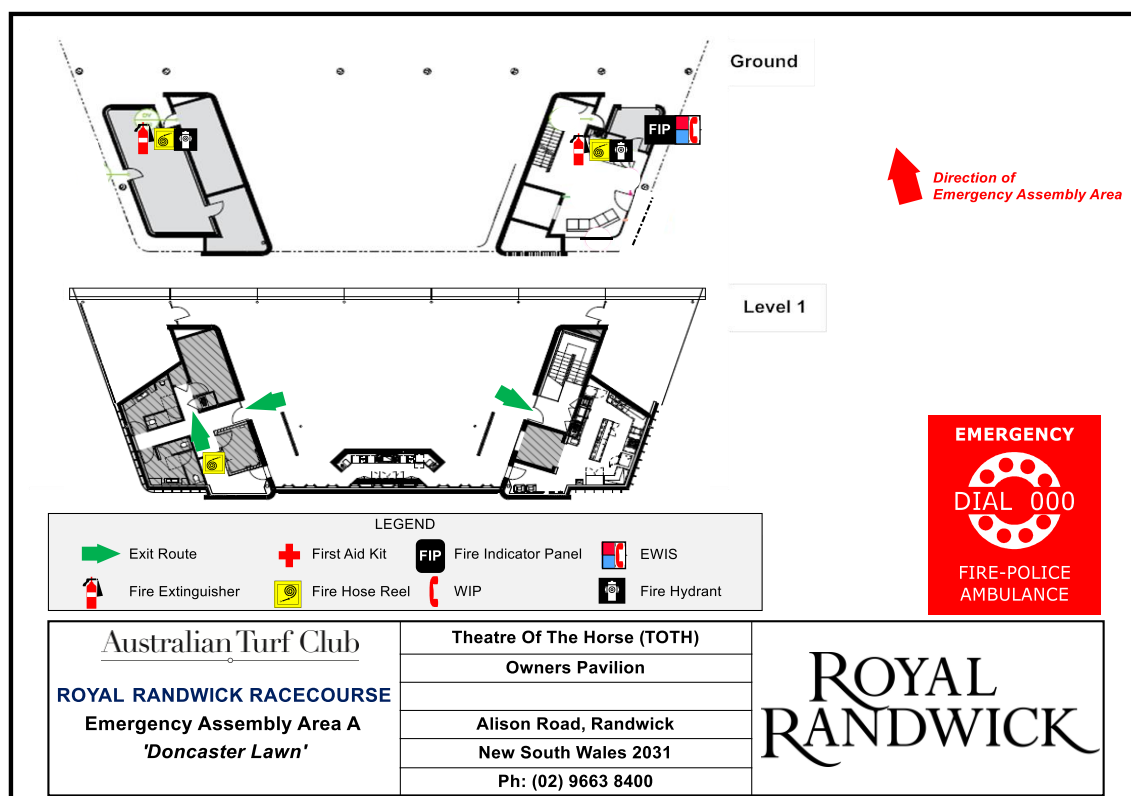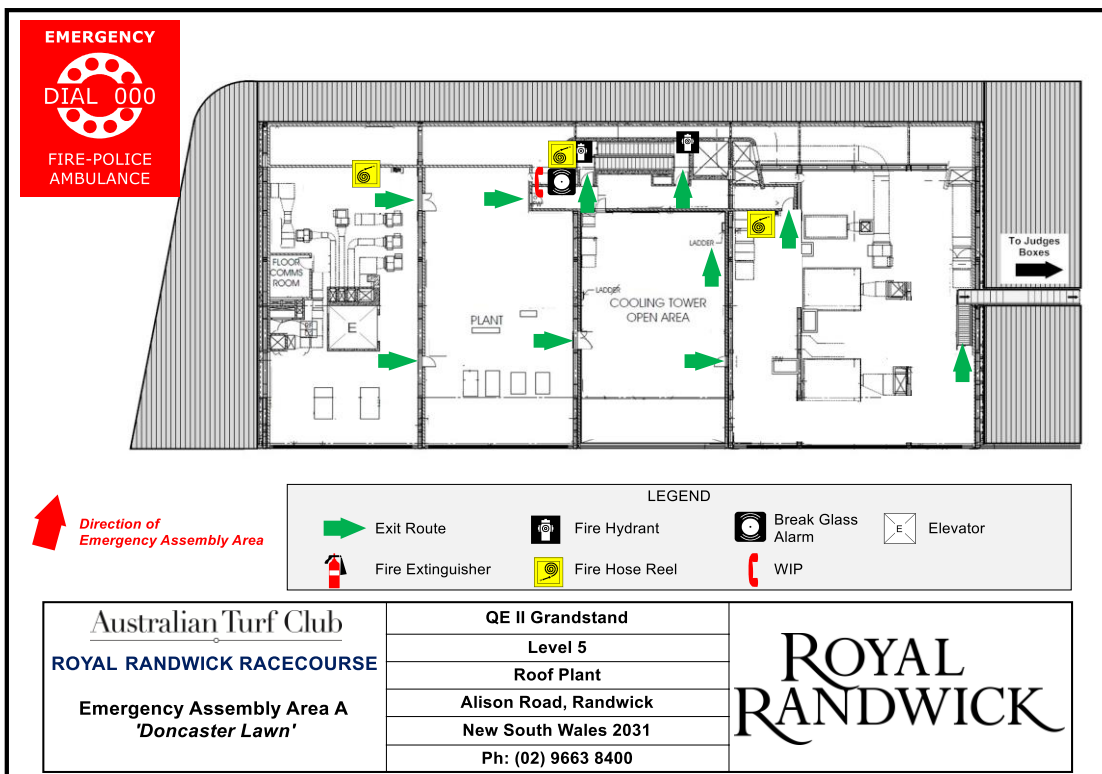|	Theatre Of The Horse (TOTH)	
ROYAL RANDWICK RACECOURSE	Owners Pavilion	
Emergency Assembly Area A		**ROYAL RANDWICK**
'Doncaster Lawn'	Alison Road, Randwick	
	New South Wales 2031	
	Ph: (02) 9663 8400	

Australian Turf Club

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

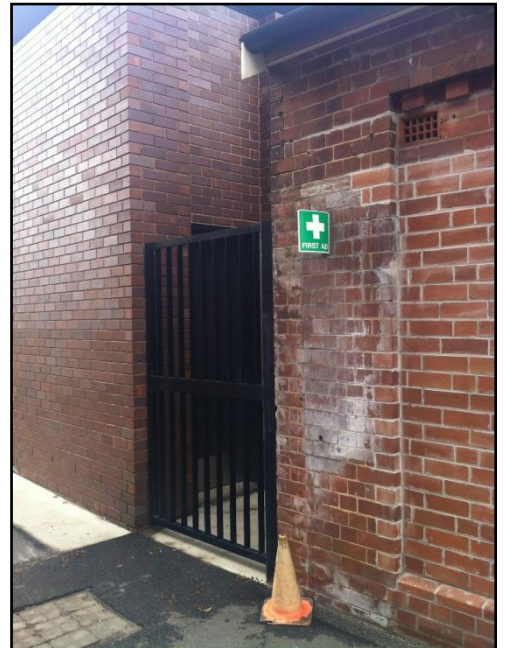## Ambulance Race Day Pick Up Point

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, pleased 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 / Chef 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 / Chef 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

DRAFT

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

Alison Road, Randwick NSW 2031

Table of Contents

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**. Advice 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 Insufficent 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

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

Emergency Services:

☐ Police   Name: …………………..   Rank: …………………..   Stn:…………………….

☐ Ambulance   Name: …………………..   Unit …………………..   Stn:…………………….
Hospital person taken to:……………………………………………………………….

☐ Fire Service   Name: …………………..   Rank: …………………..   Stn:…………………….

☐ 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: ....

☐ Member   ☐ Tenant   ☐ Contractor ☐ ....

☐ Visitor   ☐ AJC Staff   ☐ Contract Staff   (Other)

Height ☐ Short   < 155cm   ☐ Med   155 -185 sm   ☐ Tall   >185 cm   ....cm

Weight ☐ Slight   < 55 kgs   ☐ Med   55 - 80ks   ☐ 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: ....

☐ Member   ☐ Tenant   ☐ Contractor

☐ Visitor   ☐ AJC Staff   ☐ Contract Staff

Relationship: ☐ Friend   ☐ Co Worker

☐ Family   .... ☐ Other   ....

The witness stated they saw :

....

....

....

Distance from Incident   ☐ < 1 mt   ☐ 1-5 mts   ☐ 5-10 mts   ☐ > 10 mts   ☐ ....Mts

---

SECOND WITNESS: | Sex :   **M** / **F**

Name: (Surname) .... First: .... / ....

Address: .... D.O.B / Age ....

.... Ph: ....

.... Mb: ....

Occupation: ☐ Member   ☐ Tenant   ☐ Contractor

☐ Visitor   ☐ AJC Staff   ☐ Contract Staff

Relationship: ☐ Family   .... ☐ Co Worker

☐ Friend   ☐ Other   ....

What Did They See :

....

....

Distance from Incident   ☐ < 1 mt   ☐ 1-5 mts   ☐ 5-10 mts   ☐ > 10 mts   ☐ ....Mts

ADDITIONAL INFORMATION

First Aid Provided

- [ ] No Treatment required
- [ ] Ice pack used
- [ ] Antiseptic wipes/gauze
- [ ] Control of bleeding
- [ ] Immobilised injured area
- [ ] Used elastic bandage
- [ ] Wheelchair provided
- [ ] Escorted to Doctors

- [ ] Other: ………………………………

Spill / Object Details

- [ ] No spill/object detected

- [ ] Photographs taken of spill/object

Description of spill/object

Contacted Persons

- [ ] Contact Duty Mgr
- [ ] Contact Sec Mgr
- [ ] Contact Maint.
- [ ] Contacted Cleaners
- [ ] Contact Supervisor
- [ ] 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:
....
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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

Property: **(Describe Property)**

Owned By: Item Damaged

- [ ] Member $ _____
- [ ] Visitor
- [ ] Tenant $ _____
- [ ] Contract Staff
- [ ] Contractor $ _____
- [ ] AJC Staff
- [ ] .... $ _____

Reporting Officer: .... Signature: .... Date: ……......./…...../ …..

Senior Officer: .... Signature: .... Date: ……......./…...../ …..

Security Manager: .... Signature: .... Date: ……......./…...../ …..

Appendix G – Safety Plan

DRAFT

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)

Alison Road, Randwick NSW 2031

Spring Carnival 2011 Safety Plan

Table of Contents

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	Northen 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**. Advice 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.

<u>NOTE</u>
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	• TBA
Chief Warden name & number	Shane Brady, Mobile: 0409 513 039
Time (start and finish)	• TBA
Address & location	Royal Randwick Racecourse, Alison Road
Expected number of guests per day	• TBA
Alcohol use	Alcohol is available under strict RSA guidelines, which are outlined in the following documents: • ATC RSA & Harm Minimisation Strategy • Royal Randwick AMOR
Road closures	• 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 CO^2 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)
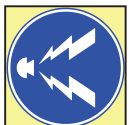
Should the EWIS alert tone sound you will hear
BEEP, BEEP, BEEP.
Action Required: All Wardens to respond.
Event Attendees: No Action required

Should the EWIS evacuation alarm sound you will hear
WHOOP, WHOOP, WHOOP.
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 Insufficent 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

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

Emergency Services:

☐ Police   Name: ....   Rank: ....   Stn:.........................

☐ Ambulance   Name: ....   Unit ....   Stn:.........................
Hospital person taken to:...

☐ Fire Service   Name: ....   Rank: ....   Stn:.........................

☐ 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:** ....

☐ Member   ☐ Tenant   ☐ Contractor   ☐ ....
☐ Visitor   ☐ AJC Staff   ☐ Contract Staff   (Other)

Height ☐ Short < 155cm   ☐ Med 155 -185 sm   ☐ Tall >185 cm ....cm

Weight ☐ Slight < 55 kgs   ☐ Med 55 - 80ks   ☐ 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:** ....

☐ Member   ☐ Tenant   ☐ Contractor
☐ Visitor   ☐ AJC Staff   ☐ Contract Staff
Relationship: ☐ Friend   ☐ Co Worker
☐ Family ....   ☐ Other ....

The witness stated they saw :

....

....

....

Distance from Incident ☐ < 1 mt   ☐ 1-5 mts   ☐ 5-10 mts   ☐ > 10 mts   ☐ ....Mts

SECOND WITNESS:		Sex : M / F

Name: (Surname) .... **First:** .... / ....

Address: .... **D.O.B / Age** ....

.... **Ph:** ....

.... **Mb:** ....

Occupation: ☐ Member   ☐ Tenant   ☐ Contractor
☐ Visitor   ☐ AJC Staff   ☐ Contract Staff
Relationship: ☐ Family   ☐ Co Worker
☐ Friend   ☐ Other ....

What Did They See :

....

....

....

Distance from Incident ☐ < 1 mt   ☐ 1-5 mts   ☐ 5-10 mts   ☐ > 10 mts   ☐ ....Mts

ADDITIONAL INFORMATION

First Aid Provided

- [ ] No Treatment required
- [ ] Ice pack used
- [ ] Antiseptic wipes/gauze
- [ ] Control of bleeding
- [ ] Immobilised injured area
- [ ] Used elastic bandage
- [ ] Wheelchair provided
- [ ] Escorted to Doctors

- [ ] Other: …………………………………

Spill / Object Details

- [ ] No spill/object detected

- [ ] Photographs taken of spill/object

Description of spill/object

Contacted Persons

- [ ] Contact Duty Mgr
- [ ] Contact Sec Mgr
- [ ] Contact Maint.
- [ ] Contacted Cleaners
- [ ] Contact Supervisor
- [ ] 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:
....
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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

Property: (Describe Property)

Owned By: Item Damaged

- [ ] Member $ _____
- [ ] Visitor
- [ ] Tenant $ _____
- [ ] Contract Staff
- [ ] Contractor $ _____
- [ ] AJC Staff
- [ ] .... $ _____

Reporting Officer: .... Signature: .... Date: ....…....../….…../ …..

Senior Officer: .... Signature: .... Date: ....…....../….…../ …..

Security Manager: .... Signature: .... Date: ....…....../….…../ …..

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 & LIKLIEHOOD

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	CONSQUENCE	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 Plan

DRAFT

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 (interm 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	21st 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: *timings may vary*	Open: 1 hour before first race. Closing: Up to 1 hour after last race						
Patron Capacity								
Access by Minors[1]	Minors Area Authorisation:		**Yes**	~~No~~	**Bar Areas**	~~Yes~~	**No**	
Safe Staffing Level	Six							
Type of Service	**No**	Wait Staff:						
	No	Self Serve – *describe:*						
	Yes	Other – *describe:*	Bar Service					
	Free Drinking Water [2]							
	Yes	Available on request:						
	Yes	Self serve –*describe:*	Water cooler at bar with disposable cups					
		Other – *describe*:						
	Maximum Drink Purchases per Patron [3] **Yes** ~~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: *timings may vary*	Open: 1 hour before first race. Closing: Up to 1 hour after last race						
Patron Capacity								
Access by Minors[1]	Minors Area Authorisation:		**Yes**	~~No~~	**Bar Areas**	~~Yes~~	**No**	
Safe Staffing Level	Six							
Type of Service	**No**	Wait Staff:						
	No	Self Serve – *describe:*						
	Yes	Other – *describe:*	Bar Service					
	Free Drinking Water [2]							
	Yes	Available on request:						
	Yes	Self serve –*describe:*	Water cooler at bar with disposable cups					
		Other – *describe*:						
	Maximum Drink Purchases per Patron [3] **Yes** ~~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: *timings may vary*	<u>Open</u>: 1 hour before first race. <u>Closing:</u> Up to 1 hour after last race					
Patron Capacity	4,008						
Access by Minors[1]	Minors Area Authorisation:		**Yes**	~~No~~	**Bar Areas**	~~Yes~~	**No**
Safe Staffing Level	Six						
Type of Service	**No**	Wait Staff:					
	No	Self Serve – *describe:*					
	Yes	Other – *describe:*	Bar Service				
	Free Drinking Water [2]						
	Yes	Available on request:					
	Yes	Self serve –*describe:*	Water tap at bar with disposable cups				
		Other – *describe*:					
	Maximum Drink Purchases per Patron [3] Yes ~~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: *timings may vary*	<u>Open</u>: 1 hour before first race. <u>Closing:</u> Up to 1 hour after last race					
Patron Capacity	3,076						
Access by Minors[1]	Minors Area Authorisation:		**Yes**	~~No~~	**Bar Areas**	~~Yes~~	**No**
Safe Staffing Level	Six						
Type of Service	**Yes**	Wait Staff:					
	No	Self Serve – *describe:*					
	Yes	Other – *describe:*	Bar Service				
	Free Drinking Water [2]						
	Yes	Available on request:					
	Yes	Self serve –*describe:*	Water tap at bar & Water jugs on dining tables				
		Other – *describe*:					
	Maximum Drink Purchases per Patron [3] Yes ~~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: *timings may vary*	<u>Open</u>: 1 hour before first race. <u>Closing:</u> Up to 1 hour after last race					
Patron Capacity	2,080						
Access by Minors[1]	Minors Area Authorisation:		**Yes** ~~No~~	**Bar Areas**		~~Yes~~ **No**	
Safe Staffing Level	Eight						
Type of Service	**Yes**	Wait Staff:	Within each Ballroom event area and Corporate Suite				
	No	Self Serve – *describe:*					
	No	Other – *describe:*	Bar Service				
	Free Drinking Water [2]						
	Yes	Available on request:					
	Yes	Self serve –*describe:*	Water jug on each table				
		Other – *describe*:					
	Maximum Drink Purchases per Patron [3] Yes ~~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: *timings may vary*	<u>Open</u>: 1 hour before first race. <u>Closing:</u> Up to 1 hour after last race					
Patron Capacity	2,988						
Access by Minors[1]	Minors Area Authorisation:		**Yes** ~~No~~	**Bar Areas**		~~Yes~~ **No**	
Safe Staffing Level	Six						
Type of Service	**Yes**	Wait Staff:	Both Dining areas				
	No	Self Serve – *describe:*					
	Yes	Other – *describe:*	Bar Service				
	Free Drinking Water [2]						
	Yes	Available on request:					
	Yes	Self serve –*describe:*	Water tap at bar & water jugs on dining tables				
		Other – *describe*:					
	Maximum Drink Purchases per Patron [3] Yes ~~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: *timings may vary*	<u>Open</u>: 1 hour before first race. <u>Closing</u>: Up to 1 hour after last race						
Patron Capacity								
Access by Minors[1]	Minors Area Authorisation:		**Yes**	~~No~~	**Bar Areas**	~~Yes~~	**No**	
Safe Staffing Level	Nine							
Type of Service	**No**	Wait Staff:						
	No	Self Serve – *describe:*						
	Yes	Other – *describe:*	Bar Service					
	Free Drinking Water [2]							
	Yes	Available on request:						
	Yes	Self serve –*describe:*	Water cooler at bar with disposable cups					
		Other – *describe*:						
	Maximum Drink Purchases per Patron [3]		**Yes**	~~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: *timings may vary*	<u>Open</u>: 1 hour before first race. <u>Closing</u>: Up to 1 hour after last race						
Patron Capacity	1,000							
Access by Minors[1]	Minors Area Authorisation:		**Yes**	~~No~~	**Bar Areas**	~~Yes~~	**No**	
Safe Staffing Level	Four							
Type of Service	**No**	Wait Staff:						
	No	Self Serve – *describe:*						
	Yes	Other – *describe:*	Bar Service					
	Free Drinking Water [2]							
	Yes	Available on request:						
	Yes	Self serve –*describe:*	Water cooler at bar with disposable cups					
		Other – *describe*:						
	Maximum Drink Purchases per Patron [3]		**Yes**	~~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: *timings may vary*	<u>Open</u>: 1 hour before first race. <u>Closing:</u> Up to 1 hour after last race						
Patron Capacity	1,000							
Access by Minors[1]	Minors Area Authorisation:		**Yes** ~~No~~	**Bar Areas**		~~Yes~~ **No**		
Safe Staffing Level	Four							
Type of Service	**No**	Wait Staff:						
	No	Self Serve – *describe:*						
	Yes	Other – *describe:*	Bar Service					
	Free Drinking Water [2]							
	Yes	Available on request:						
	Yes	Self serve –*describe:*	Water cooler at bar with disposable cups					
		Other – *describe*:						
	Maximum Drink Purchases per Patron [3] **Yes** ~~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: *timings may vary*	<u>Open</u>: 1 hour before first race. <u>Closing:</u> Up to 1 hour after last race						
Patron Capacity								
Access by Minors[1]	Minors Area Authorisation:		**Yes** ~~No~~	**Bar Areas**		~~Yes~~ **No**		
Safe Staffing Level	Two							
Type of Service	**No**	Wait Staff:						
	No	Self Serve – *describe:*						
	Yes	Other – *describe:*	Bar Service					
	Free Drinking Water [2]							
	Yes	Available on request:						
	Yes	Self serve –*describe:*	Water cooler at bar with disposable cups					
		Other – *describe*:						
	Maximum Drink Purchases per Patron [3] **Yes** ~~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 Minors[1]	Minors Area Authorisation:	**Yes**	~~No~~	**Bar Areas**	~~Yes~~	**No**
Safe Staffing Level	Four					
Type of Service	**No**	Wait Staff:				
	No	Self Serve – *describe:*				
	Yes	Other – *describe:*	Bar Service			
	Free Drinking Water [2]					
	Yes	Available on request:				
	Yes	Self serve –*describe:*	Taps connected to mains water located on end of bar. Temp Bar water cooler			
		Other – *describe*:				
	Maximum Drink Purchases per Patron [3] Yes ~~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 Minors[1]	Minors Area Authorisation:	**Yes**	~~No~~	**Bar Areas**	~~Yes~~	**No**
Safe Staffing Level	Two					
Type of Service	**No**	Wait Staff:				
	No	Self Serve – *describe:*				
	Yes	Other – *describe:*	Bar Service			
	Free Drinking Water [2]					
	Yes	Available on request:				
	Yes	Self serve –*describe:*	Water cooler at bar with disposable cups			
	Maximum Drink Purchases per Patron [3] Yes ~~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 Minors[1]	Minors Area Authorisation:		**Yes** ~~No~~	**Bar Areas**	~~Yes~~	**No**	
Safe Staffing Level	Two						
Type of Service	**No**	Wait Staff:					
	No	Self Serve – *describe:*					
	Yes	Other – *describe:*	Bar Service				
	Free Drinking Water [2]						
	Yes	Available on request:					
	Yes	Self serve –*describe:*	Water cooler at bar with disposable cups				
	Maximum Drink Purchases per Patron [3] **Yes** ~~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: *timings may vary*	<u>Open</u>: 1 hour before first race. <u>Closing:</u> Up to 1 hour after last race					
Patron Capacity							
Access by Minors[1]	Minors Area Authorisation:		**Yes** ~~No~~	**Bar Areas**	~~Yes~~	**No**	
Safe Staffing Level	Two						
Type of Service	**Yes**	Wait Staff:					
	No	Self Serve – *describe:*					
	Yes	Other – *describe:*					
	Free Drinking Water [2]						
	Yes	Available on request:	Wait Service				
	Yes	Self serve –*describe:*	Water at tables				
	Maximum Drink Purchases per Patron [3] **Yes** ~~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 Minors[1]	Minors Area Authorisation:	**Yes** ~~No~~	**Bar Areas**	~~Yes~~	**No**	
Safe Staffing Level	Two					
Type of Service	**No**	Wait Staff:				
	No	Self Serve – *describe:*				
	Yes	Other – *describe:*	Bar Service			
	Free Drinking Water [2]					
	Yes	Available on request:				
	Yes	Self serve –*describe:*	Water cooler at bar with disposable cups			
	Maximum Drink Purchases per Patron [3] **Yes** ~~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 Minors[1]	Minors Area Authorisation:	**Yes** ~~No~~	**Bar Areas**	~~Yes~~	**No**	
Safe Staffing Level	Three					
Type of Service	**No**	Wait Staff:				
	No	Self Serve – *describe:*				
	Yes	Other – *describe:*	Bar Service			
	Free Drinking Water [2]					
	Yes	Available on request:				
	Yes	Self serve –*describe:*	Water cooler at bar			
	Maximum Drink Purchases per Patron [3] **Yes** ~~No~~					
	Number per patron:	4 per transaction (2 per transaction from 16:00 hrs)				

KEY POINTS

[1] Minors Area Authorisation - minors are allowed in this area if accompanied by a responsible adult (egparent/guardian/spouse)
 Bar areas - minors are not allowed in this area.

[2] The liquor laws require drinking water to be available free of charge at each point where liquor is sold or supplied on the licensed premises

[3] A 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

[4]Having food available for patrons at all times during trading periods is a standard harm minimization licence condition.

Part 2 – Responsible Service of Alcohol (RSA)

Registers [5]

RSA Register	HR Office
Person responsible for updating the Register	Madison Lee
RSA Register contents	• A copy of the licensee's/manager's RSA certificate * • A copy of staff RSA certificates * • *Acknowledgement of ATC RSA Policies* ** mandatory*

Incident Register	Behind each Bar area
Person responsible for updating the Register	Bar Supervisor
Types of incidents recorded in the Register	• 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 intoxication [6]

Checklist	
Low-alcohol beer available	✓ **Yes**
Non-alcoholic beverages available	✓ **Yes**
Free drinking water available	✓ **Yes** (see bars and service areas)
Limit on number of drinks per patrons	✓ **Yes** (see bars and service areas)
Food available	✓ **Yes** (see food service)
Procedures are in place to help staff deal with patrons who may be intoxicated	✓ **Yes** (see procedures for dealing with intoxication incidents)
Staff are trained in these procedures	✓ **Yes** (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 *"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.
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 *"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, *'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	▪ 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	✓ **Yes** (complete table below)
Staff check ID for all patrons who look 25 years or younger	✓ **Yes**
Staff are trained in ID checking procedures	✓ **Yes** (see Part 3)
ID checking devices are in place (e.g. blacklight)	✗ **N/A**
Minors Area Authorisation and bar area signs are displayed in relevant areas	✓ **Yes**
Signs about the secondary supply offence are displayed in all bars	✓ **Yes**
Staff are trained to recognise situations when second parties may be supplying liquor to minors	✓ **Yes**
Procedures are in place to help staff deal with suspected second party supply incidents	✓ **Yes**

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 Promotions [9]

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 *RSA policy*

Failing to Leave the Premises	
Location	**Type of Activity**
Entry Points	Signage – *'No Excuse'* posters
Within venue	Signage – *'No Excuse'* posters, Large Screen display of *No Excuse'* 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~~ **No**
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~~ **No**
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~~ **No**
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~~ **No**
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 responed. 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	✓ Liquor Laws ✓ RSA ✓ Venue and Security Operating Procedures ✓ Local Liquor Accord Initiative ✓ ATC Policy and procedures
Staff Have Access to Recourses	✓ 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	• 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 1st Sept 2019
Intoxication	• 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 1st Sept 2019
Proof of age checks	• 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 1st Sept 2019

Topic	Instructions Issued	Issued to	Date issued
Drink Spiking	• 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	• 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	• 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	• 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	• 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	• 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 *'reasonable force'*	Security	27 Feb 2014 3 Mar 2014 12 Feb 2019 1st Sept 2019
Minors on Licensed Premises	• 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 Supervisor/Security	Security, Bar & Wait Staff	27 Feb 2014 3 Mar 2014 12 Feb 2019 1st Sept 2019
A Responsible Adult	• A parent, step-parent or guardian • The minor's spouse or de facto • For time being in *loco parentis*	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

[16]Educating 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

ROSEHILL GARDENS

ROYAL RANDWICK

WARWICK FARM

CANTERBURY PARK
senseSATIONAL

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
- Commingle 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.

BOTTLECYCLER

GENERAL WASTE

Available in 120l and 240l

General Waste collected from the racecourses will be accessed by drivers to which location the material will be best recovered.

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.
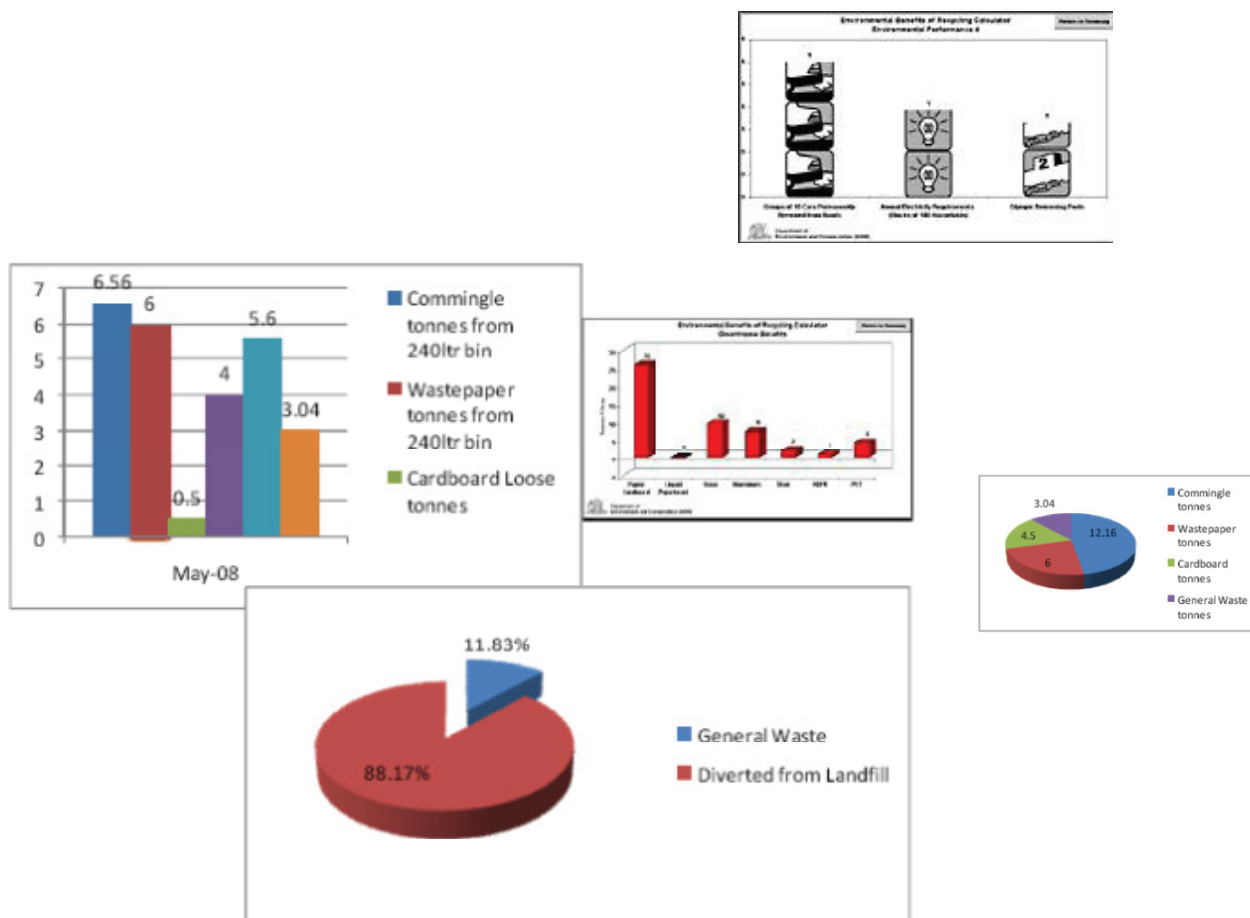
FLUORESCENT TUBE RECYCLING

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

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

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.

Alison Road Exit

Only post 14:00 hrs

Drop Off Point

Taxis & Hire Cars

Pick Up Points PM

Taxis ONLY

Ascot Street

Entry to Multi Deck Car Park

ATC Directors & Members ONLY
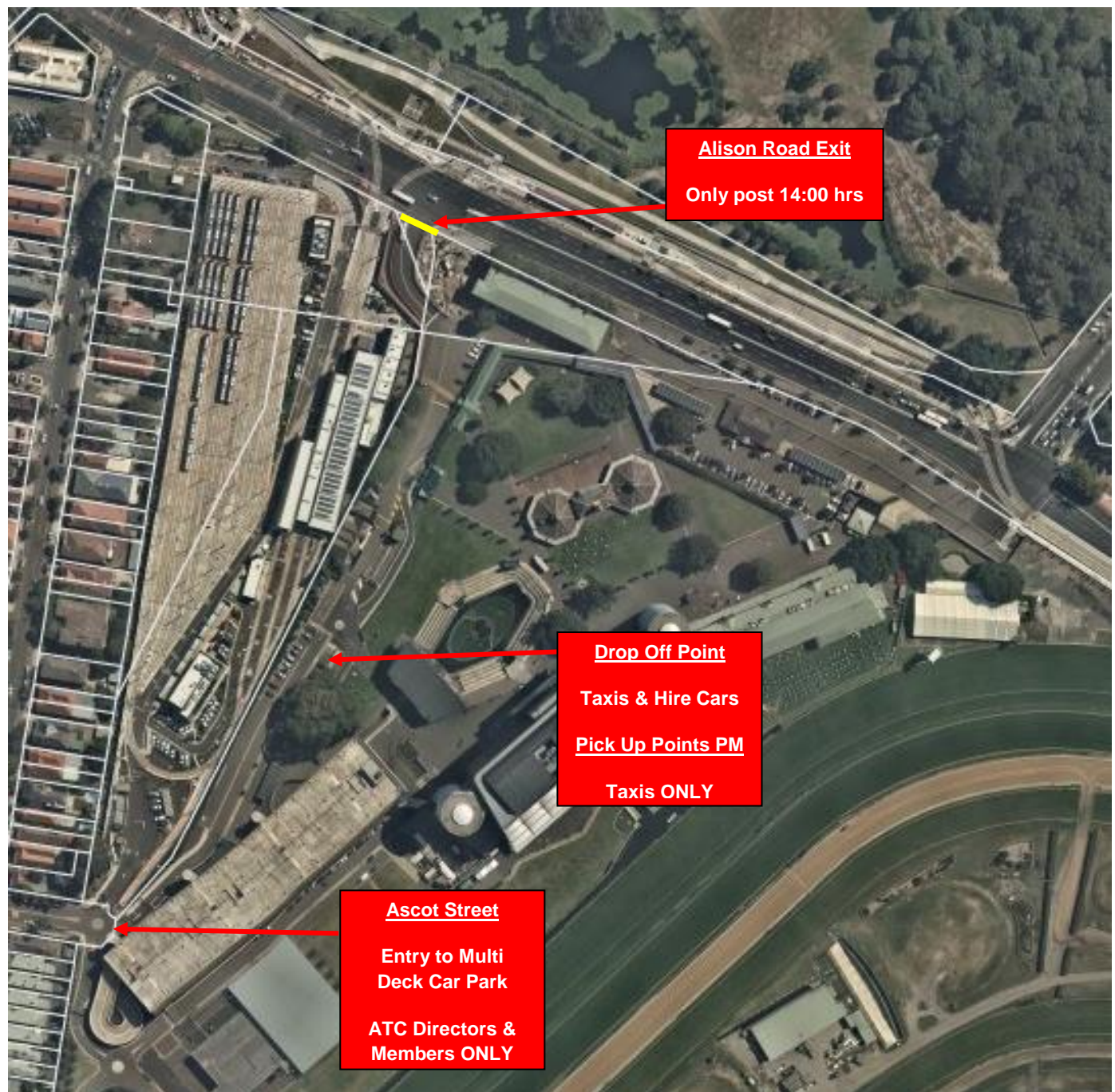
3.0 Transport Management

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)
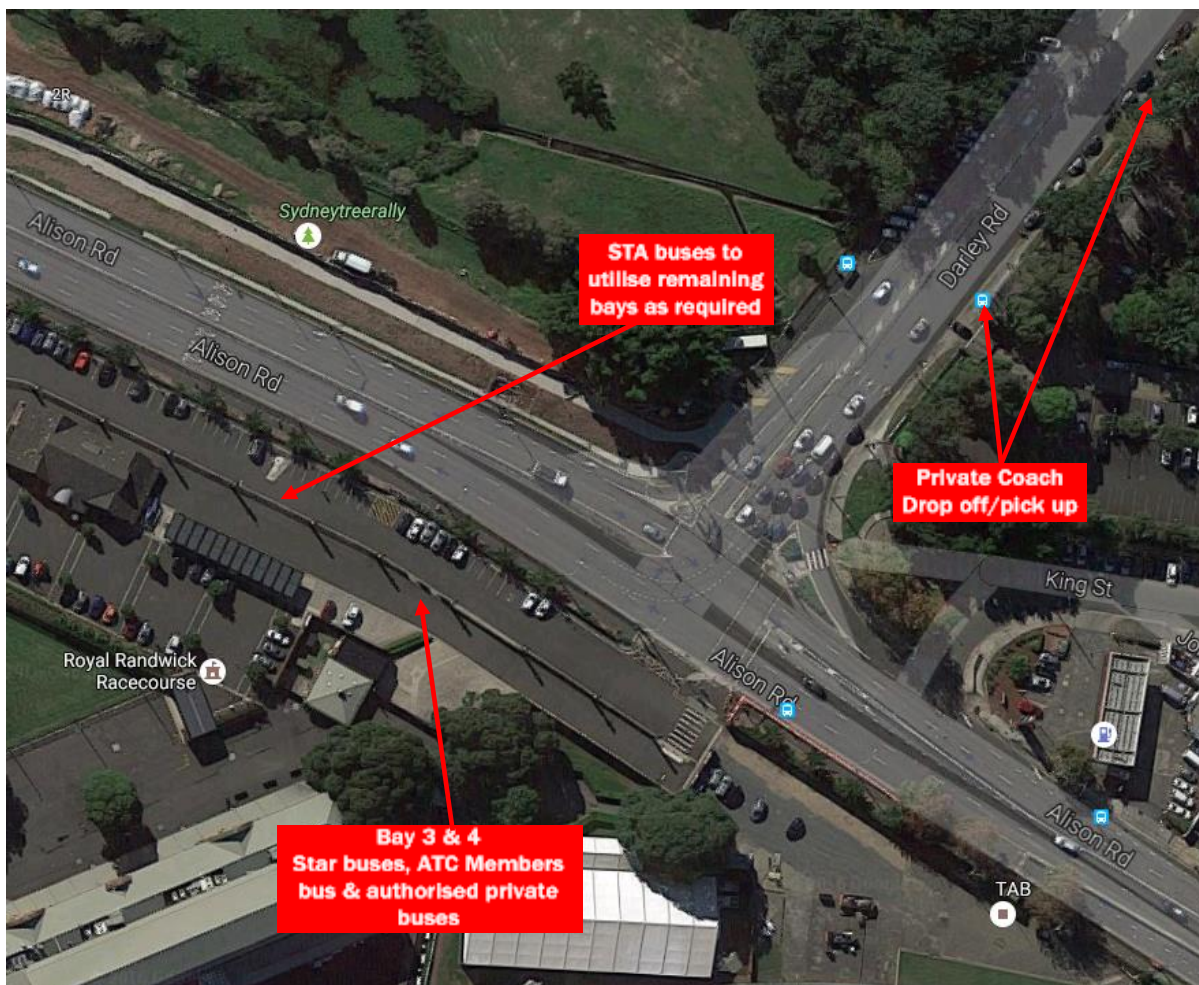
3.2 Taxi's

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

2019

Australian Turf Club

**AUTHORISED
SERVICE VEHICLE
CAR PASS**

ROYAL RANDWICK
Rear of Laboratory
(enter via Ascot Street)

ROSEHILL GARDENS
Trade Gate
(enter via Unwin Street)

CANTERBURY PARK
King Street Car Park

WARWICK FARM
Leger Lawn
(enter Gate C via Hume Highway)

NOT TRANSFERABLE Valid 01/01/19 – 31/12/19
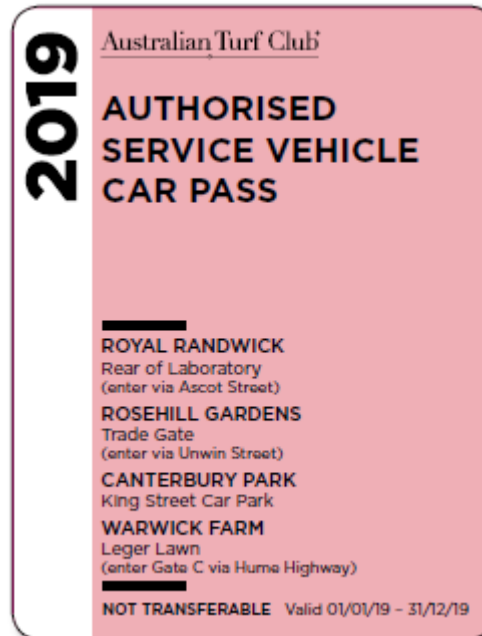
UNAUTHORISED VEHICLES WILL BE TOWED AT OWNERS EXPENSE

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
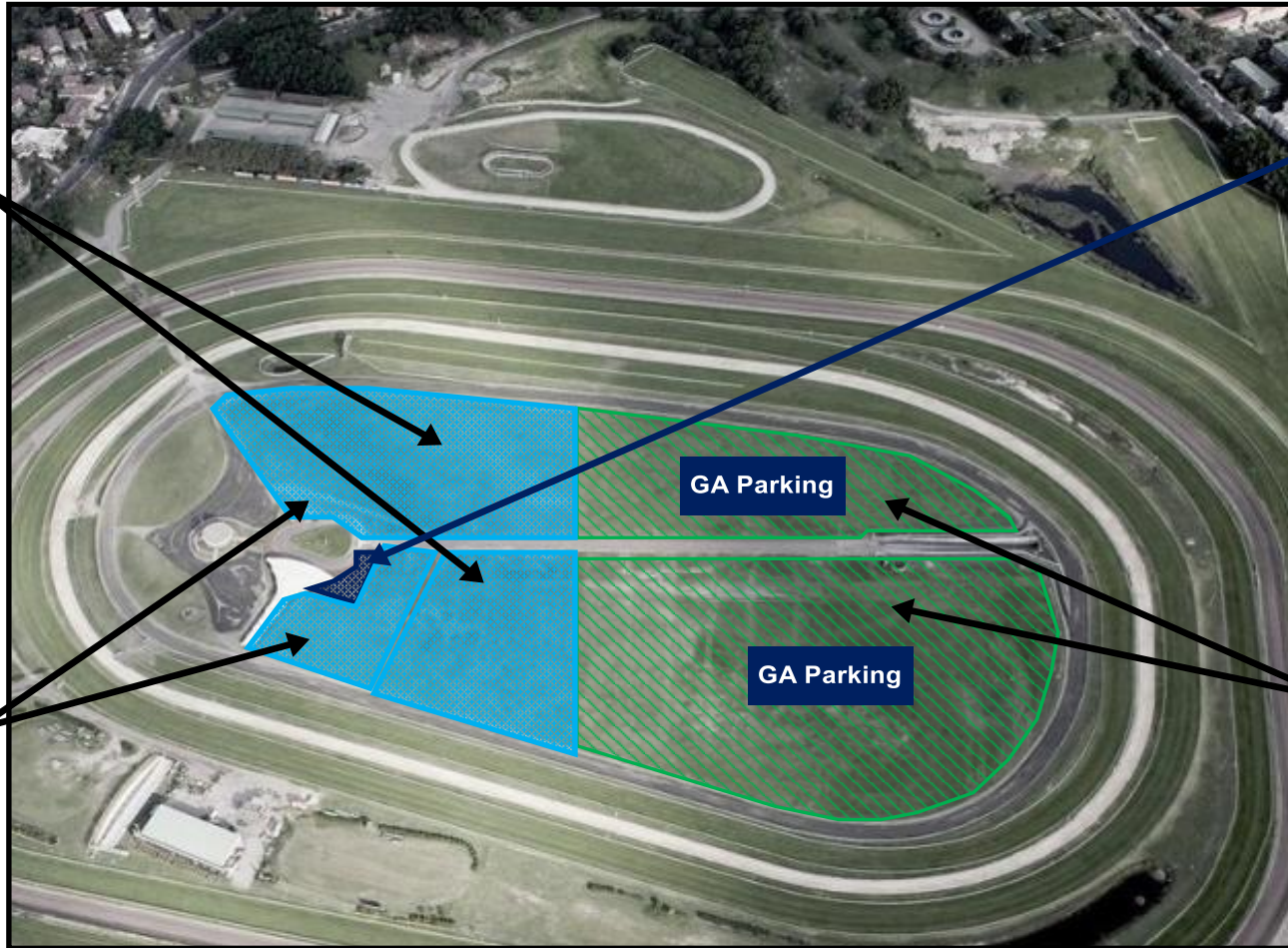
2019 Australian Turf Club
STAFF CAR PASS

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

GA Parking
GA Parking

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

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.

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.

P 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.

Australian Turf Club

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

Planning your Trip
For further transport information visit the Australian Turf Club Website:
http://www.australianturfclub.com.au/races/RacedayTransportMaps

131500.com.au
Transport Info
Information for people on the move

Sydney Buses
Phone: 131 500
Website: www.sydneybuses.info

NSW | Transport
Sydney Buses

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

TO INFIELD CARPARK

Pedestrian Tunnel

Superscreen

Winning Post

TRACK

HIGH ST

OAKS LAWN MARQUEE

MEMBERS' LAWN

SHANNON LAWN

LEGER LAWN

Equine Centre

OFFICIALS STAND

QUEEN ELIZABETH II GRANDSTAND

Hospitality & Events Office

LEGER ST

NEW MULTI-DECK CAR PARK

Loading Dock

RACE DAY STALLS ON GROUND LEVEL

Members Entrance

GATE A

Entry Southern Drum

Entry Northern Drum

Pedestrian Tunnel

LONGINES

GATE F

Public Entrance

ASCOT ST

CENTENNIAL LAWN

THE BOULEVARD

The Agency Meeting Tree

OWNERS' PAVILION

OCTAGONAL LAWN

THEATRE OF THE HORSE

FIG TREE LAWN

POLICE

ALISON RD

OCTAGONAL BAR

ROSE GARDEN LAWN

Public Entrance

GATE B

FAMILY LAWN

DONCASTER LAWN

GATE D

Public Entrance

CHILDREN'S PLAYGROUND

GATE C

Members Entrance

MEMBERS' DRIVE

MEMBERS' PREMIUM RESERVED CARPARK

ADMINISTRATION/ MEMBERSHIP OFFICE

GATE 1

Entrance/ Exit

QUEEN ELIZABETH II GRANDSTAND

Ground Level	Kensington Room
Level 1	Grandview Room & Lounge The Chairman's Club & Lounge Directors' Room
Level 2	Royal Randwick Ballroom Corporate Suites 1 - 6
Level 3	Centennial Room Skyline Room
Level 4	Corporate Suites 7 - 24

OFFICIALS STAND

Ground Level	Owners & Trainers Lounge
Level 1	The Press Room Doncaster Room Champagne Bar Villiers Room

LEGEND

$	ATMs
	Cloakroom
	Elevators
	Escalators
	Toilets
	Food Outlet
	Bar
	First Aid
POLICE	Police/Security
P	Parking
	Taxi Rank
	Bus Stop
	Designated Smoking Area
	Emergency Assembly Area

ROYAL RANDWICK