

T H E | S T A R

OPERATIONAL MANAGEMENT PLAN FOR THE INSTALLATION AND USE OF SPEAKERS, TO DELIVER BACKGROUND MUSIC AND ANNOUNCEMENTS TO THE LEVEL 1 UNENCLOSED GAMING AREAS, THE STAR

The purpose of this Operational Management Plan (OMP) is to:

- Detail the proposed management practices and administrative measures to be implemented to assist in reducing operational noise impacts upon surrounding properties from the installation and use of speakers or playing of music in the Level 1 Unenclosed Gaming Areas (UGAs) with the intent of meeting the noise criteria set out in the Conditions of Approval MP08_0098 (as modified) for The Star.

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K. Manson – Pure Projects

1. Purpose of this Operational Management Plan (OMP)

The purpose of this OMP is to outline the proposed management strategies to be implemented for:

- the installation and use of speakers and playing of music,
- responding to queries and complaints related to the use of speakers and music, and
- managing the delivery of music to the Level 1 UGAs

This OMP when adopted will be a component of the overall site Operational Management Plan and its recommendations will be implemented by The Star management, employees and agents in conjunction with The Star's site wide operational management plans and manuals specific to each Department of The Star operations.

This OMP covers the use of speakers generally and for the delivery of live and recorded music in the following event spaces at The Star:

- Level 1 Unenclosed Gaming Areas

2. Restrictions on the use of speakers and music outside

The Star Casino and Entertainment Complex was granted Major Project Approval No.08-0098 by the NSW Department of Planning and Infrastructure in January 2009.

Condition F5 of the Major Project Approval regulates the noise emissions from the site and for ease of reference is reproduced below:

F5 Noise

Noise caused by the approved use including music and other activities must comply with the following criteria:

- (1) The use must not result in the transmission of "offensive noise" as defined in the Protection of the Environment Operations Act 1997 to any place of different occupancy.*
- (2) The L10 noise level emitted from the use must not exceed 5 dB above the background (L90) noise level in any Octave Band Centre Frequency (31.5 Hz to 8kHz inclusive) between the hours of 7.00am and 12.00 midnight when assessed at the boundary of the nearest affected property. The background noise level must be measured in the absence of noise emitted from the use.*
- (3) The L10 noise level emitted from the use must not exceed the background (L90) noise level in any Octave Band Centre Frequency (31.5 Hz to 8kHz inclusive) between the hours of 12.00 midnight and 7.00am when assessed at the boundary of the nearest affected property. The background noise level must be measured in the absence of noise emitted from the use.*
- (4) Notwithstanding compliance with (1) and (2) above, the noise from the use must not be audible within any habitable room in any residential property between the hours of 12.00 midnight and 7.00am.*
- (5) The L10 noise level emitted from the use must not exceed the background noise level (L90) in any Octave Band Centre Frequency (31.5 Hz to 8kHz inclusive) by more than 3dB when assessed indoors at any affected commercial premises.*

Separate to this overall operational condition F1 places a restriction on the use of speakers and playing of music in any of the outdoor areas. The terms of the condition are as follows:

F1 No Speakers or Music Outside

Speakers must not be installed and music must not be played in any of the outdoor areas associated with the premises including the public domain and outdoor terraces/decks/gaming areas, excluding the Level 3 Outdoor Pool Deck Area of the hotel development.

Speakers located within the premises must not be placed so as to direct the playing of music towards the outdoor areas associated with the premises

The use of speakers for the delivery of background music and announcements must comply with the operational conditions within MP08_0098 such as condition F5 which sets overall noise controls for the site (see extract above).

MP08-0098 and subsequent Modifications have approved the use of the Level 1 covered terraces as Unenclosed Gaming Areas (UGAs). The areas are adjacent to and complement the recently renovated Main Gaming Floor at The Star. The Level 1 UGAs are an integral component of The Star Casino and Entertainment Complex. A Section 75W application has been lodged to the Department of Planning and Environment to seek approval for to operate on a permanent, rather than temporary, 24 hour 7 day per week basis.

The purpose of this OMP is to demonstrate how the installation of speakers and playing of background music and announcements in the Level 1 UGAs will be managed if approved by the proposed modification to MP08-0098.

Upon approval of the section 75W application the following actions would be undertaken:

1. A copy of this OMP to be issued to:
 - Gaming Manager, The Star
 - Security Manager, The Star
 - Chief Engineer, The Star
 2. The revised conditions of Major Project Approval MP08-0098 would be advised to:
 - Gaming Manager, The Star
 - Security Manager, The Star
 - Chief Engineer, The Star
- **Management strategies for the use of speakers and music outside**

3.1 General strategies

Noise limits and the use of noise limiters on sound equipment

Noise limits and the use of noise limiters be installed on a mobile or future permanent sound system to be in accordance with Acoustic Assessment TG004-13F05 (R2) by Renzo Tonin and Associates, to enable compliance with condition F5 of MP08_0098.

Security & Surveillance

Security and surveillance is provided by The Star holistically to manage patron behaviour, control any potential crowds or queues and assist in the quick exit of patrons. This promotes safety and also minimises patron noise.

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Provision of Security Personnel

Security staff are on site at The Star complex 24hrs a day, 7 days a week. Site security includes internal, external and perimeter patrols. Random security patrols are undertaken along Pirrama Road on Friday and Saturday nights addressing the identified risk of increased patronage on these nights.

Contacting Security and procedure:

In the event of an incident or dispute the **Security Duty Manager (SDM)** is to be immediately contacted by dialling (02) **9657 9780**. This number is manned by Staff Entry (Security) on a 24hr basis. The answering Officer will log the incident and forward the call to the SDM.

The SDM will investigate and address the issue. The Star's Asset Protection and Compliance Manager will be advised by email in case there is follow up required with patrons or staff.

Patron Behaviour Management/Crowd Control:

All security staff at The Star under-go risk management training. This training enables security to carry out the 'Ask to Leave' policy and procedure established by The Star where patron are displaying behaviour inappropriate for the premises. Training also equips security staff to manage crowds and encourage orderly queuing of waiting patrons.

Surveillance:

CCTV Surveillance is installed and operated internally and externally on the premises. This is monitored within The Star's security base.

Responsible Service of Alcohol Policy

The Star applies a Responsible Service of Alcohol (RSA) Policy in all its licensed venues. This policy would be applied to event of function area. The Star City RSA Policy seeks to control noise emission by looking out for, and managing:

- Loud, boisterous or disorderly behaviour; and
- Raised voices or aggressive tone.

Training of staff

Staff, including security personnel who administer the RSA Policy above, will be trained in the need to control patron noise emission and be made aware of the noise control responsibilities that Echo Entertainment is committed to.

Signage

Signs shall be erected at conspicuous locations, advising patrons of the need to respect the acoustic amenity of the nearby residential premises and other nearby potentially noise-affected receivers.

Complaints Handling

Procedure for Complaints:

All complaints received in relation to internal or external operations at The Star are directed to the On Duty Security Manager of the Star. The process for dealing with these complaints is as follows:

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1. The Security Duty Manager (SDM) at The Star is contacted by dialling (02) **9657 9780**. This number is manned by Staff Entry (Security) on a 24hr basis. The answering Officer will log the incident and forward the call to the SDM.
2. The SDM will call the site contact for the event, investigate and address the issue.
3. The site contact will arrange for monitoring of noise levels by staff of The Star at the location of the complaint as soon as possible after the complaint is received.
4. The monitoring point for measuring noise levels is to be within one metre of the boundary of any residential premises or sensitive receiver
5. Measurements must be taken using 'fast' time response and over 15 minute intervals. The noise levels must be within the limits outlined in the Noise Assessment provided by the acoustic engineer as part of the proposed Sn55W application and in accordance with any Conditions of Consent by NSW Department of Planning and Infrastructure.
6. Any breach of approved noise limits must be addressed immediately by phoning the site contact for the event and sound emission brought back into line with approved levels before the tester leaves the test site.
7. The Star's Asset Protection and Compliance Manager is advised by email of the complaint and the outcome by the site contact for the event in case there is follow up required with patrons or staff.
