

Australian Turf Club®

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WARWICK
FARM

20 November 2013

Ben Lusher
Team Leader
Industry, Social Projects and Key Sites
Department of Planning and Infrastructure
23-33 Bridge Street
SYDNEY NSW 2000

ben.lusher@planning.nsw.gov.au

Dear Ben

RE: Section 75W Application (MP10_0097) MOD 2 – Spectator Precinct Royal Randwick Racecourse Non-Race Day Events

With reference to your letter dated 12 July 2013 and the submissions made during the exhibition period of the above application, we provide the following response for your consideration. Each dot point in the letter is addressed chronologically. In addition we have included the revised Minor Events and Functions Management Plan, November 2013 and associated appendices.

Non-Race Day Events

Details of physical separation – please refer to the annotated site plan attached.

Further detail on operational aspects

Which events will be indoor and/or outdoor events?

Details of events and whether they will be held indoor or outdoor is provided in Table 2 on page 17 of the Urbis planning report.

Current liquor licensing approval

The current license relating to the Royal Randwick Racecourse site includes the following conditions:

- Trading hours between 5am and 2am 7 days a week.
- Trading hours between 12 noon and 10pm on Christmas public holidays.
- On race days, bars can open one hour before and one hour after and liquor consumed two hours after the race day function.
- The licensed premises are defined as the area inside the perimeter of the Randwick Racecourse.
- Liquor can be sold at any one of the nominated bars.

It is noted that a separate licence is being sought for Level 4. This would excise Level 4 from the current ATC on-premise licence.

Australian Turf Club Ltd

Royal Randwick Racecourse, Alison Road, Randwick.
Locked Bag 3, Randwick, NSW 2031 | P 02 9663 8400 | F 02 9662 6292
australianturfclub.com.au | ABN 81 148 157 288

Amplified music

The table below provides an indication of when amplified music will be used for any particular event.

Event	Location	Amplified music
Consumer event	Generally indoor, with potential spillover adjacent to the grandstand	Not likely
Corporate event	Generally indoor, but occasionally outdoor within the walls of the core Spectator Precinct or the in-field car park.	Possible
Entertainment/music event	Could be located either: <ul style="list-style-type: none">- Outdoor within Spectator Precinct walls (including theatre of the horse) or in-field car park- Indoor within any level of the Grandstand.	Yes
Markets	Generally outdoor and located within the walls of the Spectator Precinct	Not likely
University exams	Generally indoor, with some use of the in-field car park.	No
Functions	Generally indoor within any level of the Grandstand	Yes

In terms of location, all speakers located in an outdoor location including the theatre of the horse or anywhere at ground level within the core Spectator Precinct walls, will be directed away from the nearest residential receivers to the west of this precinct. This commitment is included as one of the noise attenuation measures in the amended Statement of Commitments.

Small outdoor speakers will be located on each of the west facing terraces of the grandstand. Similarly, these speakers will be directed away from the nearest residential receivers to the west.

As also outlined in the ARUP acoustic report, noise levels from loudspeakers will be appropriately mitigated by the abovementioned directional installation and separation distance.

A summary of the mitigation measures recommended by ARUP are (these are to be included in the proposed Minor Events and Functions Management Plan):

- *"When background music is played through the installed sound system within the Grandstand or other buildings (on any level excluding level 4), the doors and windows must be closed after 11pm.*
- *Events using temporary hired sound systems with music for indoor events within the Grandstand or other buildings must have all windows and doors closed when sound systems are in use.*
- *The temporary stage orientation and location for events in the Theatre of the Horse is to be orientated to minimise impact on Location 1 and Doncaster Road properties behind it.*
- *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.*
- *Sound system levels shall be set and verified to comply with the nominated criteria.*
- *Noise measurement/monitoring shall be undertaken for Amplified Outdoor Events when required as per the description in Section 7.3.2.2, including:*
 - o *Outdoor Amplified Events:*
 - o *Maximum of 60 dB(A) LA1, 5min (Event) and 80 dB(C) LC1, 5min (Event) as measured at the most affected noise sensitive receiver (i.e. typically nearest residential boundary). Note that these limits are for the noise generated by the event only and shall be distinguished*

between noise from traffic and other sources when required. The limits apply for the entire duration of the event and associated sound checks, etc.

- *Event end time shall not exceed 23:00*
- *Event limited to maximum duration of 12 hours in length (including sound checks on day of)*
- *Each event allowed 1.0 hour sound check / rehearsal during daytime hours on non-event day (09:00 – 18:00)*
- *Maximum event capacity of 5000 patrons*
- *“Amplified events” is defined to mean all events using either installed sound systems or temporary hired sound systems for audio reproduction*
- *Includes all amplified event types, including speech only, functions and music performances*
- *Applies to events held anywhere outdoors, including Theatre of the Horse and Infield (but excludes background music on Level 4 terraces) Method of noise level compliance to be assessed by ATC taking into account duration and timing of event, location of event and planned sound system. At ATC discretion, noise monitoring to be undertaken by ATC staff or external consultant as required.*
- *External event operators shall submit an Event Noise Management Plan to the ATC for all Amplified Outdoor Events.*

Level 4 Operational Noise Management Plan (excludes other areas):

- *Level 4 (operating under a new liquor licence) will comply with the NSW OLGR standard noise conditions. Notwithstanding, the following procedures will be implemented to assist with the mitigation of noise from its operation on non-race day events:*
 - *Closure of the outdoor terraces by 00:00 midnight every night.*
 - *Signage erected at points of egress informing patrons to respect the neighbours.*
 - *On nights where large numbers of patrons are expected, a security guard will be placed at the bottom of the central lift directing patrons and informing them to leave in a quiet and orderly manner*
 - *For large groups, transportation will be arranged prior to the group leaving the premises.*
 - *Sound system compliance with the OLGR criteria will be certified by a suitably qualified engineer within 30 days of the commencement of night time functions and re-testing will take place every 18 months.*
 - *All Level 4 sound systems will incorporate rms limiting.”*

Lighting

No change is proposed to the permanent outdoor lighting currently installed on the site. Additional temporary lighting may be associated with certain outdoor events like minor music/entertainment events held within the core spectator precinct at ground level. Impact upon the nearest residential properties to the west will be mitigated through appropriate directional installation and separation distance. The core spectator precinct is separated by 100m to any occupied residential property and 25m to any vacant residential property (the Anson site).

Parking and access arrangements

Parking for all minor non-race day events will be located on site in any one of the car parking areas outlined in the Traffic Impact Assessment and Traffic Control Plan. These include:

Parking Location	Parking
ATC Land - Members Car Park (centennial Park land)	270
ATC Land - Triangle Site and Gate 19 Laneway	230
Anson land	370
ATC Land - Main Drive	65
ATC Land – Taxi way	90
ATC Land - Busway and SWAB building area	150
Rear of Officials	100
Total	1275

The parking available within the Spectator Precinct Perimeter and the bus way, up to 840 spaces will be ample for a large majority of smaller events. The methodology for determining the management solution for any particular event is 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 these small events which will involve a minor deployment of car parking attendants and security personnel. With events that are attended by patrons closer to 5,000 in number or where patrons are expected to arrive simultaneously, the use of the infield car park and a greater deployment of car parking attendants and security personnel will occur. Similarly, decisions are also made on how to manage the designated taxi and bus areas

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

	Standard Small Event	Other Minor Events (up to 5,000 patrons)
Parking area location	Perimeter of Spectator Precinct (including bus way)	Perimeter of Spectator Precinct (except for bus way) and in field car park
Car parking attendants / security personnel and location	Attendant located at Gate 1 – Alison Road entrance	Attendants at each car park entrance – Alison Road, High Street, Doncaster Ave
Taxi operation	Generally via Gate 1, drop and exit via Ascot Street	Designated taxi area in operation with attendants
Busway operation	Not in operation, existing public transport on Alison Road	May be used as a bus drop-off if required for events

Temporary structures

Details of the events that are expected to require associated temporary structures such as marquees, portable toilets and lighting is provided in the table below. It is noted that the recently completed grandstand will provide improved eventing space at the site and as a result the need for temporary structures will be much reduced, particularly for minor events.

Event	Location	Temporary Structures
Consumer event	Generally indoor, with potential spill over adjacent to the grandstand	Not likely
Corporate event	Generally indoor, but occasionally outdoor within the walls of the core Spectator Precinct or the in-field car park.	Small marquees and portable toilets
Entertainment/music event	Could be located either: <ul style="list-style-type: none">- Outdoor within Spectator Precinct walls (including theatre of the horse) or in-field car park- Indoor within any level of the Grandstand.	Possible marquees, lighting and portable toilets
Markets	Generally outdoor and located within the walls of the Spectator Precinct	Possible marquees, stall tents and portable toilets
University exams	Generally indoor, with some use of the in-field car park.	Possible erection of marquees in the infield area
Functions	Generally indoor within any level of the Grandstand	Not likely

All temporary structures will be certified by the providers as being compliant with relevant Australian Standards and Building Code of Australia requirements. All structures will be a maximum of two storeys in height and located within the walls of the core spectator precinct or infield car park. No additional fencing is required for a minor event.

With exception to The Oaks marquee, each of the temporary structures will be dismantled within one week of completion of the event as outlined in the Statement of Commitments.

Roof top terrace use (Level 4)

The use details of each of the two Level 4 west facing terraces are outlined in the table below:

	North Terrace	South Terrace
Proposed patron capacity	110 seated and standing (restaurant)	110 seated and standing
Hours of operation	- Terraces closed to patrons after midnight.	- Terraces closed to patrons after midnight

Security measures

In addition to parking attendants employed for certain events outlined above, security personnel will be employed to main 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 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 the Minor Events and Functions Management Plan.

Bump-in and bump-out management

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

Event	Typical equipment	Bump-in / bump-out details
Consumer event	Exhibition set up, panelling	0600-3 hours after event
Corporate event	Lighting, food, hire equipment	0600-3 hours after event
Entertainment/music event	Staging, hire fencing, seating	0600-3 hours after event
Markets	Food deliveries, small stalls	0700-1 hours after event
University exams	nil	0900-1 hours after event
Functions	Lighting, food, hire equipment	0600-3 hours after event

Management

Management of non-race day events will be in accordance with the attached Minor Events and Function Management Plan, see attached revised **Appendix D**. This plan has been further tailored to relate only to the minor non-race day events subject of this application.

Acoustic Impacts

ARUP were commissioned to undertake a further acoustic assessment of the potential acoustic impacts on the surrounding residential properties. The assessment has included the potential worst case scenario acoustic impacts, the OLGR noise criteria and has recommended detailed mitigation measures. These mitigation measures are summarised above in the Amplified Music section. They also form part of the proposed Minor Events and Function Management Plan.

Plan of Management

Minor Events and Functions Management Plan has been tailored to relate only to Minor Non-Race Day Events and has been expanded to include operational management mitigation measures.

Other

Revised floor plans

Refer to the Furniture Plans by Woods Bagot attached. These plans provide further detail of the use and seating layout of the external terraces.

Statement of commitments

The statement of commitments has been updated to include the mitigation measures detailed above and clearly delineate where the existing statement has been amended, see attached.

Submissions

Please refer to the attached table that includes a response to each of the points contained in the submissions received throughout the public exhibition period.

Please don't not hesitate to contact me with any questions.

Yours sincerely

Yours sincerely,

AUSTRALIAN TURF CLUB LIMITED

A handwritten signature in blue ink, appearing to read 'Mark Flanagan', with a stylized flourish at the end.

Mark Flanagan

EGM, Infrastructure and Development

Physical Separation Plan

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Latest (28 Aug 2013)



128 metres

207 metres

Showing 28 Aug 2013

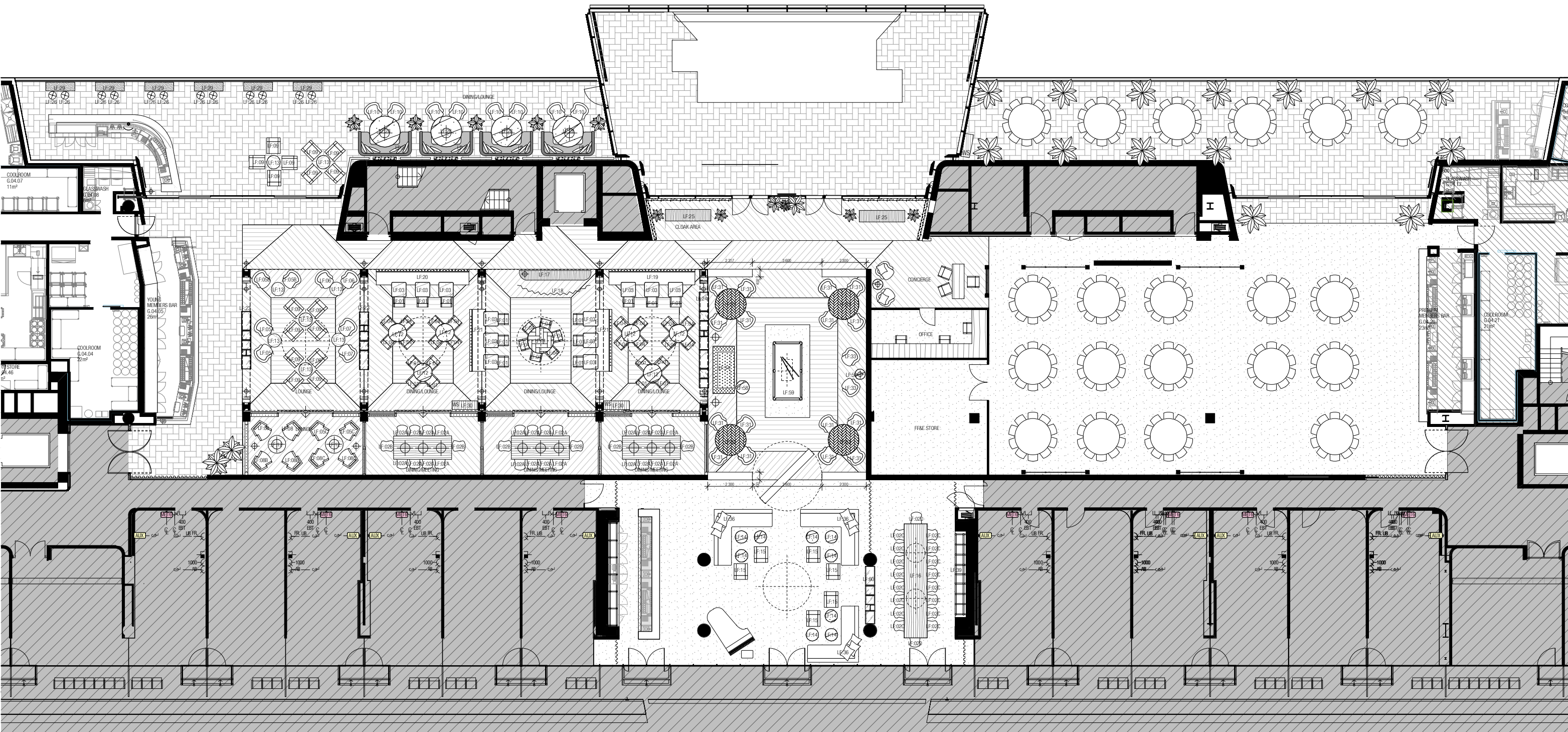


Legal

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Revised Level 4 Floor and Furniture Plan



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Response to Submissions

RESPONSE TO SUBMISSIONS		
RESPONDANT	ISSUES	COMMENT
Randwick City Council	Capacity <ul style="list-style-type: none"> - Suggest amendment to condition rather than deletion as consent will still be required for certain events above the 5,000 patron capacity. 	<ul style="list-style-type: none"> - We would accept the amendment of the condition to this affect, noting however, that as the site is State Significant that the Department of Planning and Infrastructure is the consent authority.
	<ul style="list-style-type: none"> - The event management plan should be tailored to apply to minor events only 	<ul style="list-style-type: none"> - The Minor Events and Functions Management Plan (MEFMP) has been tailored accordingly, see updated Section 75W Appendix D attached. - Additional details on the capacity and management procedure relating to each of the event categories has been provided in the submissions response letter and new MEFMP.
	<ul style="list-style-type: none"> - Permissibility of certain events 	<ul style="list-style-type: none"> - The only category of event that may be construed as commercial or retail would be markets. Markets are permissible in the RE1 zone.
	Acoustics <ul style="list-style-type: none"> - Additional measures should be employed to control noise impact from the Level 4 terraces 	<ul style="list-style-type: none"> - Refer to the addendum to the acoustic report. This report recommends that: <ul style="list-style-type: none"> o <i>Closure of the outdoor terraces by 00:00 midnight every night.</i> o <i>Signage erected at points of egress informing patrons to respect the neighbours.</i> o <i>On nights where large numbers of patrons are expected, a security guard will be placed at the bottom of the central lift directing patrons and informing them to leave in a quiet and orderly manner</i> o <i>For large groups, transportation will be arranged prior to the group leaving the premises.</i> o <i>Sound system compliance with the OLGR criteria will be certified by a suitably qualified engineer within 30 days of the commencement of night time functions and re-testing will take place every 18 months.</i> o <i>All Level 4 sound systems will incorporate rms limiting."</i>

	Hours of Operation <ul style="list-style-type: none"> - Recommends that hours of operation should be restricted. 	<ul style="list-style-type: none"> - As outlined in the addendum to the acoustic report it is considered reasonable that the hours outlined above be applied.
	<ul style="list-style-type: none"> - Recommend that an acoustic monitoring be undertaken during the use of the operation of the premises, including Friday, Saturday and Sunday night 	<ul style="list-style-type: none"> - Further monitoring and assessment is only considered necessary for outdoor amplified events if the ATC deems it necessary. The proposed mitigation measures are considered to appropriately control any potential noise impact.
	Heritage, Built Form and Urban Design Impacts <ul style="list-style-type: none"> - Separation from heritage sensitive areas recommended 	<ul style="list-style-type: none"> - The spectator and infield precincts are purpose built for events and are regularly used for this purpose. Use of the existing heritage building (the official's stand) and the site in general allows appreciation and on-going economic feasibility of the site. - Temporary structures that are occasionally installed to complement the buildings existing on site will be erected in locations and in a way that is sensitive to these features. A commitment in this regard is included in the amended Appendix F statement of commitments.
	<ul style="list-style-type: none"> - Plan of management should be required showing layout of temporary stages etc. 	<ul style="list-style-type: none"> - All temporary structures will be contained within the core Spectator Precinct (within the existing walls/fences). - Further details of the likely type and location of temporary structures is included in the table in the submissions response letter. It is difficult to provide definitive details beyond this due to the varying requirements of event promoters. In any case the structures would be minor, well separated from nearby residential properties and removed within a week of each event.
	Transport and Accessibility <ul style="list-style-type: none"> - Operation of minor events must not result in traffic impacts 	<ul style="list-style-type: none"> - The traffic impact assessment provided with the application states that the road network provides sufficient capacity in relation to the proposed minor events. - As outlined in the traffic impact assessment, traffic coordination will be subject of regular internal meetings and coordination with transport agencies through the MEOG forum. Certain internal management measures are proposed to control access and parking for minor events on site.

	Security and Anti-Social Behaviour <ul style="list-style-type: none"> - Any non-race day event must be flexible enough to incorporate strategies to maintain security. 	<ul style="list-style-type: none"> - Security measures will be employed in accordance with that outlined in the submissions response letter and amended minor events and functions management plan at Section 75W Appendix D.
	Food Safety <ul style="list-style-type: none"> - All temporary food stalls will need to be registered with Council. Condition of consent recommended. 	<ul style="list-style-type: none"> - The proposed condition of consent is considered acceptable.
	Consultation <ul style="list-style-type: none"> - Notification to neighbours of minor events must be considered. 	<ul style="list-style-type: none"> - The ATC would notify neighbours of events as per the existing arrangement.
Heritage Council	<p>No objection in principle, however, the following comments are provided:</p> Temporary Structures <ul style="list-style-type: none"> - Condition to ensure no heritage fabric is damaged. - Structures to be removed within say one week. - Potential archaeological impact 	<ul style="list-style-type: none"> - Condition proposed, see amended Appendix F statement of commitments. - Condition proposed, see amended Appendix F statement of commitments. - All structures to be erected within established areas
	Car Parking <ul style="list-style-type: none"> - Concerns that use of infield car park may disturb archaeological relics 	<ul style="list-style-type: none"> - The infield area has been regularly used for car parking and events for a number of years. No structure requires deep excavation and therefore there is no risk of disturbing relics and the ATC is unaware of any relics being identified.
	Commitments <ul style="list-style-type: none"> - Five commitments are recommended. 	<ul style="list-style-type: none"> - All recommended commitments are considered reasonable with exception to the need for all personnel attending a heritage induction and that archival recordings should be made as no building works are proposed.
Roads and Maritime Services	<ul style="list-style-type: none"> - Any road closures must have a licence or TMP. - No objection to the proposed restaurant. 	<ul style="list-style-type: none"> - No road closures are proposed. - Noted.

Transport for NSW	<ul style="list-style-type: none"> - Functions/events have potential to generate large amounts of traffic and cause delay. Additional assessment recommended addressing pedestrian safety impact and bus service operation. 	<ul style="list-style-type: none"> - See attached correspondence from Parking and Traffic Consultants included in Appendix A of MEFMP.
	<ul style="list-style-type: none"> - Road closure to have license 	<ul style="list-style-type: none"> - Noted, however, no minor event will need to close any road.
	<ul style="list-style-type: none"> - Impact upon and from Light rail project 	<ul style="list-style-type: none"> - The proposal does not entail any additional impact upon the existing traffic situation noting that minor events have been occurring on the site for a number of years. Light rail design will provide that appropriate access remain as per the existing situation.
NSW Police	<ul style="list-style-type: none"> - Notification to Police should be formalise and provided in adequate time prior to the event 	<ul style="list-style-type: none"> - Notification of minor events will occur through the regular meeting of key stakeholders held in relation to eventing.
	<ul style="list-style-type: none"> - Traffic generating events require a traffic management plan. 	<ul style="list-style-type: none"> - A traffic management plan forms part of the Minor Events and Functions Management Plan submitted with the application.
Public Submissions (3 online submissions)	<ul style="list-style-type: none"> - More traffic jams, more pedestrians and loud and disorderly patrons. 	<ul style="list-style-type: none"> - The minor events are considered to be of an order that will avoid any of the potential impacts described. In any case, security and management measures have been proposed to ensure any potential impact is mitigated.
	<ul style="list-style-type: none"> - Noise during night time hours, tress pass and unsociable behaviour 	<ul style="list-style-type: none"> - Suspect that these complaints arise out of larger one off music festival events. Impact from these events is being addressed separately by improvements to management procedures for these larger events. - Potential impact from minor events will be controlled by a number of mitigation measures included in the events management plan.

Statement of Commitments (Appendix F to 75W Planning Report)

SCHEDULE 3

STATEMENT OF COMMITMENTS

Subject	Commitments	Timing																
Traffic and Transport	The AJC is to engage a suitably qualified traffic engineer to undertake observations during a major event to confirm adequacy of the current transport strategy and anticipate conditions when 50,000 are attending an event. Where the observations indicate the strategy is not adequate, mitigation measures will be recommended and implemented. Particular attention be paid to the conflicts between vehicles and pedestrians at the intersection of Doncaster Avenue and Ascot Street.	During major events																
	<u>The Minor Event Transport Management Plan by Parking and Traffic Consultants be implemented during all minor non-race day event.</u>	<u>During minor non-race day events</u>																
<u>Event Management</u>	<u>The Minor Events and Functions Management Plan be implemented for all relevant minor events.</u>	<u>During minor non-race day events</u>																
Residential Amenity – Light Spill	<p>The proponent agrees to the following measures and actions recommended in the from Arup <i>Environmental and Residential Amenity, Light Spill</i> Report (September 2010), with regards to minimising light spill:</p> <table><tr><th>Technical Parameter value</th><th>Maximum Permissible Value</th><th>Calculated</th><th>Compliant</th></tr><tr><td>Light Trespass</td><td>10 lux</td><td>3.18 lux</td><td>√</td></tr><tr><td>Luminous Intensity</td><td>1000 cd</td><td>315 cd</td><td>√</td></tr><tr><td>Threshold Increment</td><td colspan="3">Luminaires have minimum viewing angles from Alison Rd and Doncaster Avenue and therefore do not impact upon them. √</td></tr></table> <p>Lighting Parameters for the Spectator Precinct, extracted from Arup <i>Environmental and Residential Amenity, Light Spill</i> Report, Sept 2010.</p> <p>Design detail of lighting shall meet the above specifications.</p>	Technical Parameter value	Maximum Permissible Value	Calculated	Compliant	Light Trespass	10 lux	3.18 lux	√	Luminous Intensity	1000 cd	315 cd	√	Threshold Increment	Luminaires have minimum viewing angles from Alison Rd and Doncaster Avenue and therefore do not impact upon them. √			Prior to issue of Construction Certificate
Technical Parameter value	Maximum Permissible Value	Calculated	Compliant															
Light Trespass	10 lux	3.18 lux	√															
Luminous Intensity	1000 cd	315 cd	√															
Threshold Increment	Luminaires have minimum viewing angles from Alison Rd and Doncaster Avenue and therefore do not impact upon them. √																	

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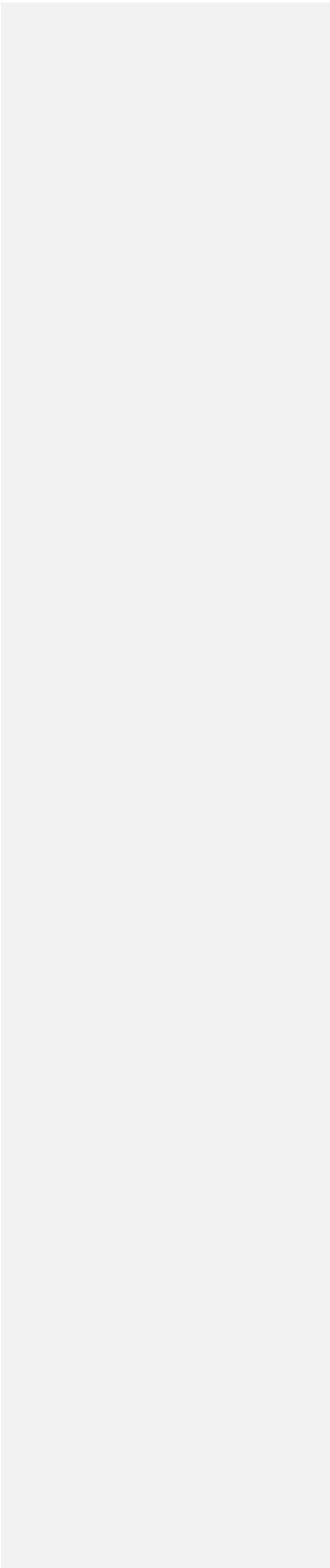
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Waste Management	<p>The proposal will implement the following waste management strategies in accordance the Arup Waste Management Plan:</p> <ul style="list-style-type: none">▪ Sizing of waste storage areas and loading dock areas to the waste storage requirements in Section 5 and to the relevant Australian building standards;▪ All waste to be treated or removed from site at the end of each race day or large event;▪ Undertake further examination of potential waste treatment strategies during detailed design including;<ul style="list-style-type: none">• Back of house organic food collection (colour coded bin);• Back of house paper collection (colour coded bin);• Increased back of house (non-biodegradable) recyclable plastic collection;	<p>During the design and operational phase</p>
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Subject	Commitments	Timing
	<ul style="list-style-type: none"> Waste transportation from the site to be via waste truck or mobile compactor vehicle 	
Odour Management	<p>An odour complaints management system is to be maintained for the Royal Randwick Racecourse during operation to meet the requirements of Section 11 of the DECCW <i>Technical Notes: Assessment and management of odour from stationary sources in NSW (DECC 2006)</i>. The management system should include:</p> <ul style="list-style-type: none"> a hotline for receiving complaints about the activity; a system for recording complaints and dealing with them (e.g. complaints register); records of complaints and operator's responses or actions, readily accessible to the community and regulatory authorities; and an ability to provide feedback to the community where required (for example, a newsletter or meetings with affected residences). <p>A landscape plan shall be prepared detailing additional planting and maintaining the existing vegetative buffer surrounding the site. Any removal of vegetation should be offset with new plantings where possible;</p> <p>Waste to be handled, stored and removed from site in accordance with the Waste Management Plan, including:</p> <ul style="list-style-type: none"> Any manure waste collected to be kept in enclosed bins and and/or an enclosed area prior to removal; The bin storage area on the boundary of Doncaster Avenue has potential as an odour source if bins are not kept clean. No storage of waste in this area outside of during a race day should occur. If for whatever reason waste is not removed from site on the day of an event, waste is to be housed in an enclosed area away from nearby residences so as to reduce potential for odour emissions. 	<p>During operation</p> <p>Prior to issue of Construction Certificate</p> <p>During operation</p>
Dust Management	<p>Operations shall employ the following dust suppressing measures:</p> <ul style="list-style-type: none"> Surfaces to be sealed or vegetated where possible; Any unsealed areas are to be sprayed down under windy and dry conditions; Access roads used by vehicles and horses are to be kept clean; In relation to potential impact throughout the period of construction, a construction management plan will be prepared to manage and mitigate any potential air quality impact. 	During operation
Landscaping	A detailed landscape design plan is to be prepared which is to be generally in accordance with the Landscape Concept Plan prepared by AECOM.	Prior to issue of the Construction Certificate

Subject	Commitments	Timing
Landscape Design and Tree Preservation	<p>The Proponent agrees to the following measures and actions recommended in the Arborist Report prepared by Earthscape Horticultural Services dated September 2010:</p> <ul style="list-style-type: none"> ▪ The following Tree Protection Specifications should be implemented to ensure the long term survival of all trees within the site to be retained as part of the development. <ul style="list-style-type: none"> ○ The proposed pavement on the south-western side of T58 should be relocated outside the Structural Root Zone, no closer than the footprint of the existing paved area, to avoid severance and damage to woody roots ○ Demolition of existing paved areas and pathways located within the TPZ's of tree No.s T58, T61, T62, T64, T77 & T78 should be undertaken in accordance with Section 14.18. ○ Excavations for new pavement sub-grade within the TPZ's of tree No.s T58, T61, T62, T64, T77 & T78 should be undertaken in accordance with Section 14.19. ○ In order to avoid any adverse impact on trees T68, T69, T84 & T85, the existing ground levels within the raised planter box areas surrounding each tree should be retained as existing. The existing area occupied by the planters should be maintained as a landscaped or garden area without any new pavement. ○ In order to avoid any adverse impact on T91, consideration should be given to altering the alignment or width of the proposed pathway on the western side of this tree or alternatively installing a permeable pavement above existing ground levels to minimise the incursion to the root zone. Consideration should also be given to relocating the proposed amenities block outside the TPZ. ○ In order to avoid any adverse impact on T91, consideration should be given to relocating the proposed amenities block outside the TPZ of this tree (15 metres radius). 	Prior to construction
Accessibility	<p>The Construction Certificate shall include details demonstrating:</p> <ul style="list-style-type: none"> ▪ Floor systems used in the grandstands are slip resistant in accordance with AS4586 and HB197. ▪ The design will ensure that all accessible WC entry doors have a minimum clear open width of 800mm (870mm door leaf) compliant with AS1428.1 and BCA. Should the client wish to comply with the DDA Premises standards, ensure the door has a minimum 850mm clear open width (920mm door leaf). ▪ A minimum 2000mm x 1600mm un-obstruction circulation space would be required around the toilet pan compliant with AS1428.1. A minimum 2300mm x 1900mm unobstructed circulation space around 	Prior to issue of the Construction Certificate

Subject	Commitments	Timing
	<p>the toilet pan would be required should the client wish to comply with the DDA Premises Standards. In both instances the basin should not encroach into this area (may encroach max 100mm).</p> <ul style="list-style-type: none"> The detailed design of the Spectator grandstand will ensure the accessible WC found on level 2 is approached from within the Chairman Lounger Area corridor, rather than from the BOH (DDA issue). The detailed design of the proposal will consider the provision of an ambulant cubicle in each of the male and female bank of toilets, compliant with AS1428.2. 	
Groundwater Management	<p>The reconfigured stormwater system will remain offline until the system is complete and the site is sufficiently stabilised. Swale sand/metal pillows in geotextile fabric will cover any existing stormwater inlets and gully inlets to prevent runoff entering the system prematurely.</p> <p>All fuel or chemicals stored on site during construction shall be kept within bunded areas in double skinned containers.</p>	During construction
Integrated Water Management	<p>Rainwater Harvesting will be installed in accordance with the recommendations of Arup's Integrated Water Management Plan.</p> <p>Low Water Use WELS rated taps and fittings will be used in accordance with the recommendations of Arup's Integrated Water Management Plan.</p> <p>A sediment and erosion control plan will be prepared and implemented in accordance with the Sediment and Erosion Control measures included in section 8 of Arup's Integrated Water Management Report</p>	<p>Prior to occupation</p> <p>Prior to occupation</p> <p>Prior to construction</p>
Stormwater Management	<p>A detailed stormwater overland flow plan will be prepared as part of the detailed engineering design phase of the project to ensure that surface flows are directed away from buildings.</p>	Prior to construction
Contamination	<p>Additional contamination investigations will be undertaken in accordance with the recommendations of the DP report to verify the extent of asbestos contamination in the vicinity of TP102. This will involve step-out sampling at TP102.</p> <p>If any asbestos pipes are uncovered during bulk excavation they will be managed by the implementation of an "unexpected asbestos finds protocol" that shall be developed.</p> <p>Subsequent to delineating the extent of the asbestos contamination in the vicinity of TP102, remedial works will be undertaken where require to render the site suitable for the proposed development.</p> <p>Waste will be disposed off as per the recommendations of the DP report.</p>	<p>Prior to construction</p> <p>Prior to construction</p> <p>Prior to construction</p>
Aboriginal Heritage	<p>Consultation with the Aboriginal community should continue where necessary and they should be given the opportunity for continued</p>	During construction

Subject	Commitments	Timing
	<p>involvement in the project;</p> <p>In the event that previously undiscovered Aboriginal objects, sites or places (or potential Aboriginal objects, sites or places) are discovered during construction, all works in the vicinity of the find should cease and AJC/Urbis should determine the subsequent course of action in consultation with a heritage professional, relevant registered Aboriginal stakeholders and/or the relevant State government agency as appropriate; and</p> <p>If suspected Aboriginal skeletal material is identified on the site, all works should cease and the NSW Police and the NSW Coroner's office contacted. If the burial proves to be archaeological, consultation with a heritage professional, relevant registered Aboriginal stakeholders and/or the relevant State government agency will be undertaken.</p>	<p>During construction</p> <p>During construction</p>
Non-Indigenous Heritage	<p>An experienced Conservation Architect will be commissioned to work with the consultant team throughout the design development, contract documentation and construction stages of the project to resolve matters where existing significant fabric and spaces are to be subject to change.</p> <p>An Archaeological Management Plan for the Spectator Precinct should be prepared and implemented prior to the commencement of works.</p> <p>An Archival Photographic Recording of the Spectator Precinct should be made prior to the commencement of any works. The archival recording should include details of the exteriors, interiors and setting of the Tea House, Swab Building, Grandstands and Parade Ring, as well as the site layout and visual character of the built and landscape elements of the Spectator Precinct.</p> <p>The Royal Randwick Racecourse - Interpretation Plan - Phase 1: Strategic Overview - Draft Report, prepared by Godden Mackay Logan in November 2007 will be used to inform the development and implementation of future site interpretation.</p>	<p>During detailed design and construction</p> <p>Prior to construction</p> <p>Prior to construction</p> <p>Note</p>
Acoustics	<p>Noise from proposed mechanical plant will be controlled to meet the established INP criteria at the nearest noise sensitive receivers at 66A Doncaster Avenue.</p> <p>Any new sound system installed as part of the development will be designed using line array loudspeaker technology and directional sub-woofers that allow the sound to be directed digitally to the location where it is needed, and avoid unnecessary sound spill to other areas.</p> <p>Physical articulation on the back of the grandstands will be maximised where practical in the architectural design to scatter any reflected sound from the sound system. To prevent focusing of sound, the depth of articulation will vary.</p> <p>Noise limits at affected residences similar to those approved for the Future Music Festival 2010 be adopted in order to set noise limits for all event types to be held at Randwick Racecourse (both race day and non-race day events). This noise limit is to apply to events held both on the infield</p>	<p>During operation</p> <p>Prior to occupation</p> <p>Prior to issue of construction certificate</p>

Subject	Commitments	Timing
	<p>and within the Theatre of the Horse. The proposed noise limit criteria are:</p> <p>< LA1,15min 70 dB(A)</p> <p>< LC90,15min 90 dB(C)</p> <p>Noise levels are to be measured at affected residences with the sound level meter set to the 'fast' response setting over any 15 minute period during the event, including any bump in/out phases and sound checks.</p>	
	<ul style="list-style-type: none"> - <u>"When background music is played through the installed sound system within the Grandstand or other buildings (on any level excluding level 4), the doors and windows must be closed after 11pm.</u> - <u>Events using temporary hired sound systems with music for indoor events within the Grandstand or other buildings must have all windows and doors closed when sound systems are in use.</u> - <u>The temporary stage orientation and location for events in the Theatre of the Horse is to be orientated to minimise impact on Location 1 and Doncaster Road properties behind it.</u> - <u>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.</u> - <u>Sound system levels shall be set and verified to comply with the nominated criteria.</u> - <u>Noise measurement/monitoring shall be undertaken for Amplified Outdoor Events when required as per the description in Section 7.3.2.2, including:</u> <ul style="list-style-type: none"> o <u>Outdoor Amplified Events:</u> o <u>Maximum of 60 dB(A) LA1, 5min (Event) and 80 dB(C) LC1, 5min (Event) as measured at the most affected noise sensitive receiver (i.e. typically nearest residential boundary). Note that these limits are for the noise generated by the event only and shall be distinguished between noise from traffic and other sources when required. The limits apply for the entire duration of the event and associated sound checks, etc.</u> o <u>Event end time shall not exceed 23:00</u> o <u>Event limited to maximum duration of 12 hours in length (including sound checks on day of)</u> o <u>Each event allowed 1.0 hour sound check / rehearsal during daytime hours on non-event day (09:00 – 18:00)</u> o <u>Maximum event capacity of 5000 patrons</u> 	<u>During Minor Events</u>

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	<ul style="list-style-type: none"> ○ <u>"Amplified events" is defined to mean all events using either installed sound systems or temporary hired sound systems for audio reproduction</u> ○ <u>Includes all amplified event types, including speech only, functions and music performances</u> ○ <u>Applies to events held anywhere outdoors, including Theatre of the Horse and Infield (but excludes background music on Level 4 terraces) Method of noise level compliance to be assessed by ATC taking into account duration and timing of event, location of event and planned sound system. At ATC discretion, noise monitoring to be undertaken by ATC staff or external consultant as required.</u> <p>- <u>External event operators shall submit an Event Noise Management Plan to the ATC for all Amplified Outdoor Events.</u></p> <p><u>Level 4 Operational Noise Management Plan (excludes other areas):</u></p> <p>- <u>Level 4 (operating under a new liquor licence) will comply with the NSW OLGR standard noise conditions. Notwithstanding, the following procedures will be implemented to assist with the mitigation of noise from its operation on non-race day events:</u></p> <ul style="list-style-type: none"> ○ <u>Closure of the outdoor terraces by 00:00 midnight every night.</u> ○ <u>Signage erected at points of egress informing patrons to respect the neighbours.</u> ○ <u>On nights where large numbers of patrons are expected, a security guard will be placed at the bottom of the central lift directing patrons and informing them to leave in a quiet and orderly manner</u> ○ <u>For large groups, transportation will be arranged prior to the group leaving the premises.</u> ○ <u>Sound system compliance with the OLGR criteria will be certified by a suitably qualified engineer within 30 days of the commencement of night time functions and re-testing will take place every 18 months.</u> ○ <u>All Level 4 sound systems will incorporate rms limiting."</u> 	
Public Safety and Security	<p>A detailed CPTED assessment will be undertaken to further demonstrate how the proposed design achieves the CPTED principles. In particular, the proposal will need to demonstrate compliance with the following CPTED principles:</p> <ul style="list-style-type: none"> ▪ Territoriality ▪ Territorial Reinforcement ▪ Surveillance ▪ Adjacencies ▪ Maintainability. 	Prior to issue of construction certificate

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ESD	The development will be designed, constructed and operated in accordance with the recommendations of Arup's ESD report 003 Issue 3.	Prior to issue of the Construction Certificate, occupation and operation
Utilities Infrastructure	Augmentation of existing electricity infrastructure in accordance with Energy Australia requirements.	Prior to occupation
<u>Temporary Structures</u>	<ul style="list-style-type: none"> All temporary structures will be erected during the days in the lead up to non-race day events, and dismantled and removed from site within the days following any event. All temporary structures are to be designed and constructed in accordance with the relevant provisions of the Environmental Planning & Assessment Regulation 2000 and the provisions of Part B1 and NSW Part H102 of Volume One of the Building Code of Australia 2007. All temporary structures on site will have wind ratings assigned to them. The maximum capacity of each temporary structure or enclosure will be controlled by the BCA. The number and width of exits to any tent, marquee or booth used as a temporary structure will be provided in accordance with the provisions of NSW H102.4 and NSW Table H102.4 of the Building Code of Australia 2007. All temporary structures will be located in the designated zones as identified in Figure 4 of the Urbis 75W Modification Report dated May 2013. 	<u>During Minor Events</u>

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Minor Events and Functions Management Plan (Appendix D to 75W Planning Report)

Australian Turf Club

Royal Randwick Racecourse Minor Events and Functions Management Plan

November 2013



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APPENDICES

Appendix A – Traffic Management Plan

Appendix B – ATC Security Alert & Escalation Plan

Appendix C – ATC Waste Management Plan

Appendix D – Alcohol Management Operations Register

Appendix E – Security & Risk Information

Appendix F – Noise Management Plan

1 Introduction

1.1 Principal Objective and Overview

The redevelopment of the Royal Randwick Racecourse (RRR) Spectator Precinct will have huge benefits for the operations of the Racecourse's business. Paramount to the plans is the community acceptance to the overall impact these changes will have on the surrounding area.

To facilitate the use of the site for minor events and functions in conjunction with existing race day usage, we have outlined a Minor Events and Function Management Plan (MEFMP) which is a concise way to give the community leaders a condensed view of the operational solutions that will minimise impacts on the local community for minor non-race day usage.

The ATC's proactive approach to managing the operations at Royal Randwick Racecourse in a responsible manner extends to its commitment to comply with existing approval conditions.

1.2 Schedule Of Works

- The redevelopment works were aimed directly at the Spectator Precinct and associated infrastructure. The aim of the process was to guide the club in delivering the highest and best use of available space in an integrated fashion with the ambition to improve facilities, increase spectator numbers, improve the spectator experience and diversify the ATC's revenue streams. The redevelopment works included:
 - Extensive renovation of the Queen Elizabeth II Grandstand;
 - Demolition and rebuild of the Paddock Grandstand;
 - Demolition of the Tea House;
 - Newly built parade ring (amphitheatre);
 - Demolition of the Randwick Pavilion;
 - Renovation and extension of the former SWAB building;
 - Landscaping;
 - Stabling Complex;
 - Infrastructure upgrades.

1.3 Randwick Council and its Residents

1.3.1 Primary Goal: Mitigation of Community Concerns

- The primary goal of Royal Randwick Racecourse is enabling the day to day operations to coexist with the local community.
- Providing the framework to both welcome and address community concerns around the racecourse in both operational and social context.
- To ensure equality for the community, Royal Randwick will be required to implement best practice strategies to enable accessibility and discrimination issues to be addressed to the required standards.

1.3.2 Specific Strategies to Reduce the Impact on Neighbouring Residences

- Historically one of the fundamental aspects of community concern regarding Royal Randwick relates to major race day traffic management. Neighbouring streets of the racecourse become significantly congested including Alison Road.
- Coupled with issues of transport are the major race day crowds. The historic site in its current form has restricted means by which to manage large crowd entering and leaving the racecourse. To minimise community impact the racecourse will need to address crowd control from within its own site enabling the on flow to the community to be potentially minimised.
- Event noise control is a common community issue with respect to large scale outdoor public facilities. The racecourse has in recent times addressed the issue of noise spill into the community to the point where minimal complaints have been received. The issue for the ATC will be to ensure the management of this issue will continue with the redeveloped Spectator Precinct.
- The order of events that this Management Plan relates to is significantly less than that experienced on race days and this will assist in minimising amenity these typical potential impacts in a general sense. Notwithstanding, specific strategies and measures employed for these larger events will also be employed for the smaller events to equally ensure an amenity impact is mitigated. The specific strategies for reducing impact on the local community can be summarised as:
 - Traffic management strategies.
 - Noise control.
 - Responsible service of alcohol.
 - Community engagement and complaints.

1.4 Royal Randwick Racecourse Overview

Business Overview	
<i>Type of business</i>	<ul style="list-style-type: none">Royal Randwick Racecourse is primarily known for its legacy of horse racing and the Australian Turf Club. Other business aspects include venue-for-hire, function production and hosting, event promoter, catering, live music events, sporting carnivals, and innumerable events that contribute to the fabric of Sydney social life. Further details can be found under Section 2.7 Site Activities / Events.
<i>Number of staff</i>	<ul style="list-style-type: none">110 permanent staff and 2,000 (approx) temporary staff per year.The above numbers reflect conditions on a Major Race Day which constitute maximum numbers on the site. Further details can be found under Section 2.8 Staffing Management Plan.
<i>Expected number of customers or clients</i>	<ul style="list-style-type: none">FY2010 saw a total of approx 290,000 customers visit Randwick Racecourse on a raceday.The peak maximum capacity of customers on in the Spectator Precinct at any one time is anticipated to be up to 55,000, reflecting numbers on a Major Race Day.FY2011 race day attendance was in the order of 275,000 from 40 race meetings.Non race day activities attract approx 250,000 customers from approx 150-200 events. This is consistent in both FY 2010 and FY 2011.
<i>Hours and days of operation</i>	<ul style="list-style-type: none">Randwick Racecourse is a 24 hour operation, 7 days a week, 365 days a year. While the primary activity occurs during public hours (8am – 12midnight), the completion of one day (resupply of essential stocks) overlaps with the preparation for the next day (cooking, site reinstatement, etc.) resulting in a truly around-the-clock venue. Training work of horses occurs between 4:30am and 8:30amFurther details can be found under Section 2.9 Hours of Operation.

2 Issue Mitigation

2.1 Potential impacts on residents – Traffic and crowd control

Context:

- Provide a description of the Key Issue context within the Royal Randwick Racecourse management framework.

Process and Systems:

- Description of the current management process that is undertaken as part of operations.
- Recommendations from the Traffic Management Plan (TMP) within the Traffic Impact Assessment by Parking and Traffic Consultants will be implemented as part of the MEFMP.
- Parking for all minor non-race day events will be located on site in any one of the car parking areas outlined in the Traffic Impact Assessment and Traffic Control Plan. These include:

Location	Capacity
Spectator Precinct Perimeter (including Centennial Park site)	300 200
Doncaster Carpark	100
Taxiway	80
Busway	160
Racecourse In-Field	3,000

- The parking available within the Spectator Precinct Perimeter and the bus way, up to 840 spaces will be ample for a large majority of smaller events. The methodology for determining the management solution for any particular event is 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 these small events which will involve a minor deployment of car parking attendants and security personnel. With events that are attended by patrons closer to 5,000 in number or where patrons are expected to arrive simultaneously, the use of the infield car park and a greater deployment of car parking attendants and security personnel will occur. Similarly, decisions are also made on how to manage the designated taxi and bus areas.

Security measures

- In addition to parking attendants employed for certain events outlined above, security personnel will be employed to man entrance points in relation to events within the Spectator Precinct and doors in relation to function spaces within the grandstand building.

- Security solutions for each particular event 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 the Minor Events and Function Management Plan.

Bump-in and bump-out management

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

Event	Typical equipment	Bump-in / bump-out details
Consumer event	Exhibition set up, panelling	0600-3 hours after event
Corporate event	Lighting, food, hire equipment	0600-3 hours after event
Entertainment/music event	Staging, hire fencing, seating	0600-3 hours after event
Markets	Food deliveries, small stalls	0700-1 hours after event
University exams	nil	0900-1 hours after event
Functions	Lighting, food, hire equipment	0600-3 hours after event

Management Objectives:

- Provide an understanding of the key management objectives that the ATC are implementing in their management process.
- An example of onsite management solution for a standard event and one demanding greater resourcing is outlined in the table below:

	Standard Small Event	Other Minor Events (up to 5,000 patrons)
Parking area location	Perimeter of Spectator Precinct (including bus way)	Perimeter of Spectator Precinct (except for bus way) and in field car park
Car parking attendants / security personnel and location	Attendant located at Gate 1 – Alison Road entrance	Attendants at each car park entrance – Alison Road, High Street, Doncaster Ave
Taxi operation	Generally via Gate 1, drop and exit via Ascot Street	Designated taxi area in operation with attendants
Busway operation	Not in operation, existing public transport on Alison Road	May be used as a bus drop-off if required for events

Reference Documents:

- Refer to the following Key Issues document references:
 - Traffic Management Plan, see **Appendix A**
 - ATC Security Alert and Escalation Plan, see **Appendix B**

2.2 Noise control

Context:

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

Process and Systems:

- The infrastructure works (2008-09) have led to new ingress and egress facilities being:
 - Dedicated on site taxi pick up/ drop off;
 - Dedicated on site bus pick up / drop off.

These works have enabled 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 depicted in section 1.4.
- During high noise level events specific infrastructure is employed to direct the noise northward over Alison Road into Centennial Park and away from the surrounding residential streets.
- The location and design of the building aims to minimise noise impacts on surrounding residents.
- The use details of each of the two Level 4 west facing terraces are outlined in the table below:

	North Terrace	South Terrace
Proposed patron capacity	110 seated and standing (restaurant)	110 seated and standing
Hours of operation	Terraces closed to patrons after midnight.	Terraces closed to patrons after midnight

- Recommended mitigation measures from ARUP's Acoustics Report will be implemented as part of the MEFMP, see the Noise Management Plan at **Appendix F**.

2.3 Odour Control

Context:

- The waste collection and cleaning of Royal Randwick Racecourse is outsourced to a third party cleaning contractor who have a presence on site.

Process and Systems:

- Refer to ATC Waste Management Plan at **Appendix C**.

2.4 Cleaning and Waste Management Plan

Context:

- 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.

Reference Documents:

- Refer to ATC Waste Management Plan at **Appendix C**.

2.5 Responsible service of alcohol

Context:

- 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.

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:
 - Introduction of ATC Responsible Service of Alcohol Policy - 2004
 - Introduction of the ATC Liquor Harm Minimisation Plan - 2006
 - Active member of the Eastern Beaches Liquor Committee and Accord - ongoing
 - Active member of the Liverpool City Liquor Accord - ongoing
 - Self Imposed Alcoholic Beverage Sale / Transaction Restrictions – 2006 and ongoing
 - Implementation of RSA Monitors - 2007
 - Live CCTV monitoring on Race Days & Special Events – 2008
 - RSA & Liquor Act 2007 Awareness Training Program - 2008
- Additional detailed conditions have been implemented at the racecourse by the ATC including two drinks per person policy, a five hour maximum length package for hirers and no sprits in packages to reinforce the RSA strategy.

Management Objectives:

- 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. The combination of the mass egress of people that have been consuming alcohol at a function posed safety risks on occasions.

Reference Documents:

- Refer to the following Key Issues document references:
 - ATC Responsible Alcohol Management Operations Register (AMOR), refer **Appendix D**.
 - ATC Security Alert and Escalation Plan, refer **Appendix B**.
 - ATC Security and Risk Information, refer **Appendix E**.

2.6 Community engagement and complaints

Context:

- Due to the diverse nature of the business at the ATC there are varying levels of customer needs that require attending to. From race day guests to racecourse members and corporate clients to non race day event managers, there are a variety of expectations to meet.
- Consideration for complaint management also extends outside the racecourse to the local community who are included in our event considerations and planning.

Process and Systems:

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

Management 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.

2.7 Site Activities / Events

Introduction

- The Royal Randwick Racecourse has developed into a multi faceted business accommodating a range of thoroughbred horse racing, equine training, function, conference, convention and exhibition events. Key site activities can be grouped into:
 - Race day events
 - Non Race day events
 - Training
 - Administration
- Royal Randwick Racecourse operates primarily as a thoroughbred horse racing venue which accommodates a number of Group 1, 2 and 3 race meets in a calendar year. The main thoroughbred horse racing emphasis is placed on the autumn and Spring Carnivals although racing forms the primary focuses of the business.
- Royal Randwick Racecourse's Non Race Day events currently accommodate over 11 different event types through their 11 multi purpose venues. The Non Race Day hospitality and event area of the business has grown into a substantial part of the overall business structure.
- Training and stabling is undertaken at the racecourse and is fundamental to the racecourse operations. The ATC also own and operate Rosehill Gardens Racecourse, Canterbury Park and Warwick Farm Racecourse where training and stabling is also undertaken. The ownership and joint management of the racecourses offers the business greater flexibility to meet its equine needs.
- The Australian Turf Club administration offices are located on site at the racecourse. From the ATC offices the equine management, racecourse operations and key contractor management is coordinated. The non race day event management is run by separate offices also located on site at the racecourse.

2.8 Staffing Management Plan

Context:

- The ATC employs and manages varying levels of staff inclusive of approximately 114 permanent staff, numerous casual staff as well as contracted staff namely security and cleaning in order to fulfil on the ATC's general management framework.
- Permanent staff required for daily operations consists of various departments and their daily operations including, administration, finance, marketing, membership, racing and betting, HR and IT. Each department has a specific role to play within the ATC Management framework.
- Flexible racing and non racing events require flexible staffing systems and the predominant use of casual or part time employees. The ATC draws on a pool of casual staff as well as extended services of permanent staff in order to fulfil on event objectives.
- Types of casual employees range from security, operations, catering, cleaning, parking attendants, etc.
- The Convention Centre business and its administration employ a majority of full time employees - approx 32 full time hospitality and events staff.

Process and Systems:

- The ATC's Management software system, EBMS, is used to plan, coordinate and manage events which assist in staffing procedures and processes.
- The ATC's uses a database of casual employees of approximately 1200. This system enables the identification and use of experienced personnel that generally have a pre understanding of the nature of the event and the operation of the venue.
- The ATC implement a staff grading system consisting of 4 different levels ranging from Grade 1 being Junior staff to Grade 4 being Senior Supervisors.
- Various function types will have a staff formula applied to enable the pre management of staffing requirements. Staff to patron ratios that are adhered to include Cocktail 1:30, Standard Dinner 1:25, Pavilion 1:20, Conferences 1:30 and Bars 1:100 (preferably 90).
- The ATC has an appointed Casual Staffing Manager who manages and accesses the casual employee database in order to fulfil on casual staffing requirements.
- Permanent staff members have specific race day duties and are activated for race day events in response to event types. Relevant numbers of casual staff are employed to facilitate the management of the various venue facilities.

- A standard fee/staff calculator is used to manage staffing costs for all race day and non race day events.
- Through the Event Weekly Report, staffing levels and requirements are ascertained as a result of relevant events booked and venue utilisation. Staffing Manager coordinates staff allocations and rosters.
- The ATC implements a WHS induction programme for all contractors and staff in relation to safe work methods and practices within the racecourse framework.
- Detailed Event Orders are produced by Event Managers outlining key event details and forwarded to a distribution list inclusive of staffing managers in order for relevant staffing allocation. This covers appropriate event set up crew, food and beverage staff and managers, ticketing, security, cleaning, kitchen staff as well traffic management personnel. These orders are distributed to Police, Council and other relevant agencies.

Management Objectives:

- The key objective implemented by the ATC is focussing on assessing the event needs and allocating the appropriate resources to fulfil on event requirements and objectives.
- The ATC breeds a quality culture with a focus on exceptional service which is instilled across all levels of staff. Staff are committed to providing the customer with a quality experience and staffing procedures and management systems are tailored to achieve this objective.
- The ATC employs a balance of experienced and enthusiastic staff to complement a variety of event and race day needs. Staff are skilled across various facets of the business both to understand business operations and provide quality service that can be relied upon.
- Staffing is a large component of the ATC business operations and there is a focus towards achieving optimum staffing levels for cost effectiveness. Specific data and financial performance of events and race days are monitored and analysed to ensure correct staffing levels are maintained.

2.9 Hours of Operation

Context:

- Racecourse hours of operation vary from race days to non race day events and equine training. Race day standard hours of operation are from gates opening at approximately 10.30am – 11.30am (dependant on first race times) to gates closing and all patrons to vacate the premises by 6.45pm.
- As a result of the diverse range of events Royal Randwick hosts hours of operation can be tailored to suit specific event needs. This is also dependant on event space bookings as grandstand and internal venue spaces can be accessed from as early as 6.30am and well into the evening. The ATC operates with 24 hour onsite security which allows for flexible venue access times. To aid in the bump in/out of events, access to certain venues can effectively be 24 hours to fulfil on their event objectives.
- Equine training also starts from very early in the morning. Consideration needs to be given to Equine training when allowing access to the ATC's venues. Equine training is concentrated to the track and infield trainers hut and operate from 4.30am to 8.30am each day. This restricts access to external venues that could possibly impact on the training to outside of these hours.
- Hours of operation/mitigation measures as recommended by ARUP:
 - Outdoor Amplified Events:
 - Maximum of 60 dB(A) LA1, 5min (Event) and 80 dB(C) LC1, 5min (Event) as measured at the most affected noise sensitive receiver (i.e. typically nearest residential boundary). Note that these limits are for the noise generated by the event only and shall be distinguished between noise from traffic and other sources when required. The limits apply for the entire duration of the event and associated sound checks, etc.
 - Event end time shall not exceed 23:00
 - Level 4 terraces closed to patrons after 00:00

Process and Systems:

- The ATC and its venues are operated based on the demands of the business. Hours of Operation are tailored to suit various event types and their function. There is a race day and non race day management structure in place around hours of operation that is implemented to suit both non race day and race day events.
- Control of staff hours / hours of operation relates to the detail planning and management of a specific event. Event planning systems will define and manage event hours of operation through EBMS. The EBMS system is utilised to create specific event orders that include various levels of data that allow for specific operating hour planning. Event details are entered into the system relating to the specific race day or non race day event that indicates venue utilisation and operating hours. This then allows for staffing

requirements and hours to be set in order to operate the event at its optimum level.

- As a result of the data entered into the EBMS system relevant catering services and requirements are established which allows the COPS – Catering Operational Systems to be produced and implemented. These systems specifically relate to event staffing and requirements of those staff in their positions.
- Recommended mitigation measures from ARUP's Acoustics Report will be implemented as part of the MEFMP, see the Noise Management Plan at **Appendix F**.

Management Objectives:

- Incorporating flexibility in hours of operation offers a unique selling point to potential business which will allow for a variety of events to operate at the ATC.
- Communication and relationship management with key staff will need to be implemented and developed with the changing working environment.
- Staffing control systems and clarity of directives given to staff will enable task oriented approach to fulfilling on duties within specified working timeframes. This will in turn have positive effect on controlling expenditure around staffing and labour costs.




APPENDICES

Appendix A – Traffic Management Plan

Minor Event

1. Introduction

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

-  less than 20,000 attendees,
-  parking is available within the in-field car park and out-field areas.
-  events hosted predominantly within the permanent venues.

These events potentially generate insufficient traffic activity to cause a notable impact on the operation of the road network, ie slightly increased volumes at intersections etc, but not sufficient activity to warrant temporary traffic controls. A review of previous events (see Section 2.3) indicates that the majority of minor events involved less than 5,000 people within the site.

2. Event Details

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

3. Other Considerations

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

Occupational Health & Safety - Traffic Control

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

Public Liability Insurance

The ATC has Public Liability Insurance for the Royal Randwick Racecourse

Police

NSW Police are notified of upcoming events through regular PCG meetings

Fire Brigades and Ambulance

An emergency plan is being submitted with this application

Impact on/of Public transport

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

Traffic management requirements unique to this event

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

Heavy vehicle impacts

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

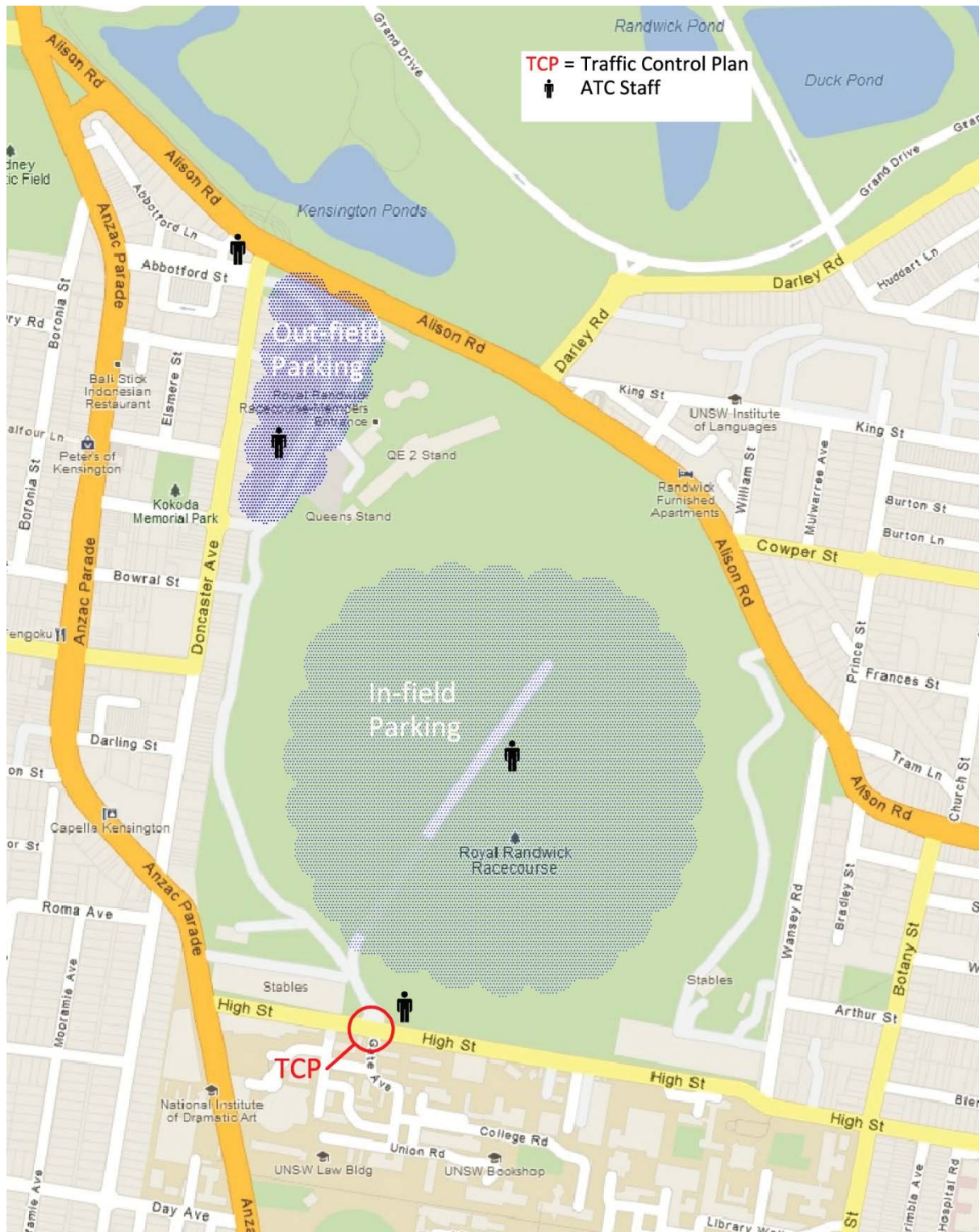
Special event clearways

No special event clearways are required in relation to minor events

Access for local residents, businesses, hospitals and emergency vehicles

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

4. Outline TMP Plan – Minor Event



Event summary

Event Name: Event with less than 20,000 people (Guests)

Event Location: Royal Randwick Racecourse

Event Date: Event Start Time: Event Finish Time:

Event Setup Start Time: Event Packdown Finish Time:

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

Contact names

Event Organiser *

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

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

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

Police

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

Council.....

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

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

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

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

Brief description of the event (one paragraph)

Appendix B – ATC Security Alert & Escalation Plan

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.

ALERT LEVEL: LOW

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

ALERT LEVEL: MEDIUM

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

ALERT LEVEL: HIGH

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

ALERT LEVEL: EXTREME

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

Appendix C – ATC Waste Management 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



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.



GENERAL WASTE

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



Available in 120l and 240l



Available in 660l or 1100l

Stable Waste—(Mon & Thurs)

The material that is collected from the stables will be transported to Davies Rd, Wetherill Park Sorting Facility.



Sorting Facility

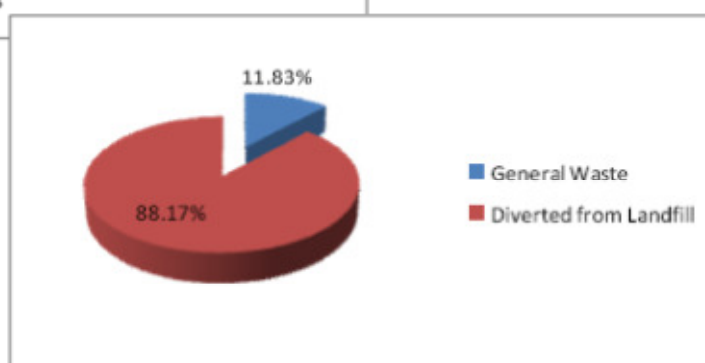
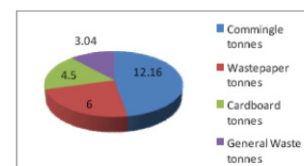
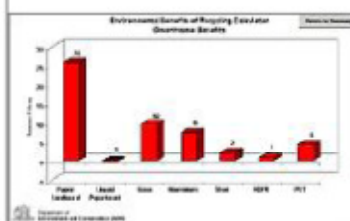
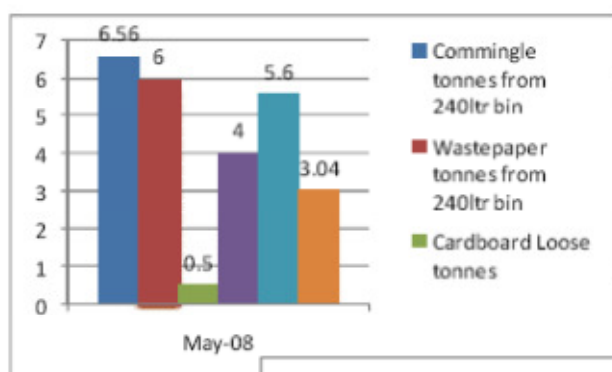
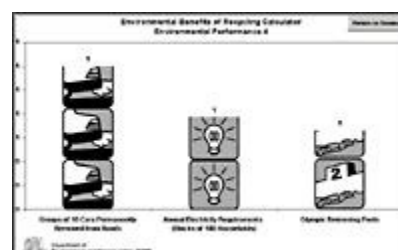
MONTHLY REPORTING

Monthly Reporting

Reports can be generating on a monthly basis, showing how many tonnes were recycled on site and what portion was diverted from landfill.

Dimeo Waste Services has introduced the Environmental Benefits of Recycling Calculator into its reporting. This tool allows you to see through various graphs how well the sites recycling are benefiting the environment. The indicators used in this tool are greenhouse benefits, water and energy savings.

Furthermore, in April we also introduced graphs on how the sites product was captured, how many tonnes were received via each waste stream and what product was diverted from landfill.



FLUORESCENT TUBE RECYCLING

Dimeo Waste Services has recently implemented fluorescent tube and lamp recycling. DWS can supply 4 & 5 foot long tube boxes and Lamp & Globe boxes for mixed lamps and globes for recycling.

Please see attached photographs.



Fluorescent Tube Boxes

Used for recycling 4 & 5 foot
fluorescent tubes



Lamp & Globe Box - mixed

Used for recycling mixed lamps and globes

By products from the Recycling process:

Mercury - is distilled from the separated powders and re-used in the manufacture of dental amalgam.

Aluminium - from the tube ends is separated and then recycled into cast products such as ingot used for foundry application.

Glass - Both from the tube and lamps is separated and recycled into glass wool to help insulate homes.

Phosphor Powder - from the tubes is used in the manufacture of fertilizer products.

Appendix D – Alcohol Management Operations Register

Australian Turf Club

Royal Randwick Alcohol Management Operations Register (AMOR)

This document is to be used in conjunction with:

ATC Staff Handbook

ATC Incident & Emergency Manual

ATC Occupational Health and Safety Management System

ACES Standard Operating Procedures

ACES Employee Handbook

For the information of:

New South Wales Police

NSW Office of Liquor, Gaming & Racing

ATC Staff

Contract Catering Staff

Australian Concert & Entertainment Security (ACES)

Australian Turf Club

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.

Part 1 – Venue Overview

Licensee/ Manager

Licensee/ Manager name	Darren Pearce (Australian Turf Club Limited)
Approved by Casino Liquor and Gaming Control Authority	18 May 2011
Venue telephone number	(02) 9663 8400
Mobile telephone	
Facsimile	(02) 9662 6292
E-mail	dpearce@royalrandwick.com
Website (if applicable)	http://www.royalrandwick.com 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	On site for all race days
Telephone contact	Mobile: 0422 271 555 (02) 9663 8500

Duty manager's name	Lynell Peck
Roster details	Designated Duty Manager in absence of A. Smith
Telephone contact	Mobile: 0419 482 016 (02) 9663 8500

Venue Floor Plan

A copy of the floor plan is kept on the premises. Location:

Security Office – Gate 1 Alison Road.

CEO's Office – Administration Building Level 1

Venue trading hours (timings may vary)

Event	Timings
Food Outlets Open	TBA
Bars Open	TBA
Bars Close - Public	TBA
Bars Close - Members	TBA
Food Outlets Close	TBA
*All timings, including gates open, will be confirmed and detailed in the Operations Plan	

Bars and Service Areas

Name of Area	Leger Lawn			Size:		sq m
Description / Boundary	Leger Temp Bar 1, Leger Temp Bar 2					
Trading Hours	Normal Hours: <i>timings may vary</i>	<u>Open:</u> 1 hour before first race. <u>Closing:</u> Up to 1 hour after last race				
Patron Capacity	3,000					
Access by Minors¹	Minors Area Authorisation:	<u>Yes</u> No	Bar Areas	Yes <u>No</u>		
Safe Staffing Level	Two					
Type of Service	<u>No</u>	Wait Staff:				
	<u>No</u>	Self Serve – <i>describe:</i>				
	<u>Yes</u>	Other – <i>describe:</i>	Bar Service			
	Free Drinking Water²					
	<u>Yes</u>	Available on request:				
	<u>Yes</u>	Self serve – <i>describe:</i>	Water cooler at bar with disposable cups			
		Other – <i>describe:</i>				
	Maximum Drink Purchases per Patron³ <u>Yes</u> No					
	Number per patron:	4 per transaction (2 per transaction from 16:00 hrs)				

Name of Area	Leger Lawn			Size:	602	sq m
Description / Boundary	TOTR Level 1 and 2					
Trading Hours	Normal Hours: <i>timings may vary</i>	<u>Open:</u> 1 hour before first race. <u>Closing:</u> Up to 1 hour after last race				
Patron Capacity	1,200					
Access by Minors¹	Minors Area Authorisation:	<u>Yes</u> No	Bar Areas	Yes <u>No</u>		
Safe Staffing Level	Two					
Type of Service	<u>Yes</u>	Wait Staff:	Level 2 only			
	<u>No</u>	Self Serve – <i>describe:</i>				
	<u>Yes</u>	Other – <i>describe:</i>	Bar Service			
	Free Drinking Water²					
	<u>Yes</u>	Available on request:				
	<u>Yes</u>	Self serve – <i>describe:</i>	Water cooler at bar with disposable cups			
		Other – <i>describe:</i>				
	Maximum Drink Purchases per Patron³ <u>Yes</u> No					
	Number per patron:	4 per transaction (2 per transaction from 16:00 hrs)				

Name of Area	Members Stand Ground Level	Size:	736	sq m		
Description / Boundary	Oaks Lounge – Owners & Trainers Bar					
Trading Hours	Normal Hours:	<u>Open:</u> 1 hour before first race. <u>Closing:</u> 1 hour after last race				
	Temporary Bar Hours:					
Patron Capacity	1170					
Access by Minors¹	Minors Area Authorisation:	<u>Yes</u> No	Bar Areas	Yes <u>No</u>		
Safe Staffing Level	Two					
Type of Service	<u>Yes</u>	Wait Staff:	On allocated race days only within the Dining Room			
	<u>No</u>	Self Serve – describe:				
	<u>Yes</u>	Other – describe:	Bar Service			
	Free Drinking Water²					
	<u>Yes</u>	Available on request:				
	<u>Yes</u>	Self serve – describe:	Taps connected to mains water located on end of bar			
		Other – describe:				
	Maximum Drink Purchases per Patron³ <u>Yes</u> No					
	Number per patron:	4 per transaction				

Name of Area	Members Stand Level 1	Size:	840	sq m		
Description / Boundary	Doncaster Bar, Villiers Bar & 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:					
Patron Capacity	1035					
Access by Minors¹	Minors Area Authorisation:	<u>Yes</u> No	Bar Areas	Yes <u>No</u>		
Safe Staffing Level	Two					
Type of Service	<u>Yes</u>	Wait Staff:	On allocated race days only within the Dining Room			
	<u>No</u>	Self Serve – describe:				
	<u>Yes</u>	Other – describe:	Bar Service			
	Free Drinking Water²					
	<u>Yes</u>	Available on request:				
	<u>Yes</u>	Self serve – describe:	Champagne Bar - Tap connected to mains water located on end of bar Doncaster & Villiers Bar - Water cooler at bar with disposable cups			
	Maximum Drink Purchases per Patron³ <u>Yes</u> No					
	Number per patron:	4 per transaction				

Name of Area	Oaks Lawn Marquee	Size:		sq m
Description / Boundary	Oaks Marquee Bar 1, 2 & 3			
Trading Hours	Normal Hours: <i>timings may vary</i>	Open: 1 hour before first race. Closing: Up to 1 hour after last race		
Patron Capacity				
Access by Minors¹	Minors Area Authorisation:	<u>Yes</u> No	Bar Areas	Yes <u>No</u>
Safe Staffing Level	Two			
Type of Service	<u>Yes</u>	Wait Staff:		
	<u>No</u>	Self Serve – describe:		
	<u>Yes</u>	Other – describe:	Bar Service	
	Free Drinking Water²			
	<u>Yes</u>	Available on request:		
	<u>Yes</u>	Self serve – describe:	Water cooler at bar with glasses	
	Maximum Drink Purchases per Patron³ <u>Yes</u> No			
	Number per patron:	4 per transaction		

Name of Area	Outdoor Event Area	Size:		sq m
Description / Boundary	Infield & Leger Lawn			
Trading Hours	Normal Hours: <i>timings may vary</i>	At gate opening & closing on event completion		
Patron Capacity	40,000			
Access by Minors¹	Minors Area Authorisation:	TBA	Bar Areas	Yes <u>No</u>
Safe Staffing Level	As per event details			
Type of Service	<u>Yes</u>	Wait Staff:		
	<u>No</u>	Self Serve – describe:		
	<u>Yes</u>	Other – describe:	Bar Service	
	Free Drinking Water²			
	<u>Yes</u>	Available on request:		
	<u>Yes</u>	Self serve – describe:	Water cooler at bar with cups	
	Maximum Drink Purchases per Patron³ <u>Yes</u> No			
	Number per patron:	4 per transaction		

KEY POINTS

¹ Minors Area Authorisation - minors are allowed in this area if accompanied by a responsible adult (eg parent/guardian/spouse)

Bar areas - minors are not allowed in this area.

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 premises³ A limit on the number of drinks purchased by patrons can be imposed as a licence condition

Food Service⁴

Name of Outlet	Leger Cafe
Trading Hours*	From gates opening, until last race at Randwick
Area Serviced	Shannon Lawn, Leger Lawn
Type of Food	Hot ham rolls, hot beef rolls, savouries & soft drinks

Name of Outlet	Members Panini
Trading Hours*	From gates opening, until last race at Randwick
Area Serviced	Members Stand ground floor, Members Lawn, Oaks Lounge
Type of Food	Panini's, savouries & soft drinks

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 Deli
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.**

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)

Registers⁵

RSA Register	Catering Office
Person responsible for updating the Register	Kate Alexander
RSA Register contents	<ul style="list-style-type: none"> • A copy of the licensee's/manager's RSA certificate * • A copy of staff RSA certificates * • <i>Acknowledgement of ATC RSA Policies</i> <p style="text-align: right;">* mandatory</p>

Incident Register	Behind each Bar area
Person responsible for updating the Register	Bar Supervisor
Types of incidents recorded in the Register	<ul style="list-style-type: none"> • Fail to leave • Refuse service because of intoxication • Removal/exclusion of patron/s • Minors • Age verification checks • Change in drink limits • Change of operating times

Managing Patron Behaviour

Preventing intoxication⁶

Checklist	
Low-alcohol beer available	✓ <u>Yes</u>
Non-alcoholic beverages available	✓ <u>Yes</u>
Free drinking water available	✓ <u>Yes</u> (see bars and service areas)
Limit on number of drinks per patrons	✓ <u>Yes</u> (see bars and service areas)
Food available	✓ <u>Yes</u> (see food service)
Procedures are in place to help staff deal with patrons who may be intoxicated	✓ <u>Yes</u> (see procedures for dealing with intoxication incidents)
Staff are trained in these procedures	✓ <u>Yes</u> (see Part 3)

KEY POINTS

⁵ RSA register – Maintaining this register at the venue is a standard licence condition.

Incident register – This is not mandatory unless it is imposed as a licence condition. However, many venues use an incident Register as a management tool. Some liquor accords have introduced incident registers as a harm minimisation initiative.

⁶ The liquor laws require licensees/managers to prevent intoxication on licensed premises. The standard harm minimization licence conditions require low-alcohol beer, non-alcoholic beverages, free drinking water, and food to be available at all times during trading periods.

Procedures for dealing with intoxication incidents

Type of Incident: Intoxicated Person Trying to Gain Access to Premises	
Responsibility	Action To Be Taken
Security Provider	In a non-threatening manner, introduce yourself, inform patron(s) due to their intoxication they are lawfully unable to enter the premises and escort them from the venue.
ATC Staff	Do not approach; inform their supervisor and security of location and description of persons involved.

Type of Incident: Refusal of Service to Intoxicated Person	
Responsibility	Action To Be Taken
Security Provider	Approach the patron(s) in a non-threatening manner, introduce yourself. Inform them that under the law they must leave the premises immediately and escort them from the venue.
Bar & Wait Staff	Inform their Supervisor/Security. Do not refuse them out right, delay service until security is on site so the patron is able to be removed. Ensure you take note of a description of what they are wearing and who they are with and direction they go, if the patron moves on before arrival of security.

Type of Incident: Removal of Intoxicated Person From Premises	
Responsibility	Action To Be Taken
Security Provider	Approach the patron(s) in a non-threatening manner & introduce yourself. Inform them that under the law they must leave the premises immediately and escort them from the venue.

Type of Incident: Failure to Leave	
Responsibility	Action To Be Taken
Security Provider	Inform Supervisor/Control Room, inform the patron(s) who you are and why they are being asked to leave the premises and that under the law they are required to leave the venue. If they object, let them have their say. If they are still to be removed, inform them again that they are required by law to immediately leave the venue. If again they refuse to leave or continue to argue their eviction, you are to say <i>"Is there anything I can say to convince you to abide by my lawful request to leave these premises immediately?"</i> If the patron still refuses to leave the venue, you are to say <i>"You are committing an offence, the police will be called and may take action"</i> Police support is then to be requested to deal with a Failure to Quit.
NSW User-pay Police	Attend location on request for support, if unable to obtain voluntary compliance, issue a 'Failure to Leave' infringement, and remove from venue.
Security Provider (without User-pay Police)	Inform Supervisor/Control Room, inform the patron(s) who you are and why they are being asked to leave the premises and that under the law they are required to leave the venue. If they object, let them have their say. If they are still to be removed, inform them again that they are required by law to immediately leave the venue. If again they refuse to leave or continue to argue their eviction, you are to say <i>"Is there anything I can say to convince you to abide by my lawful request to leave these premises immediately?"</i> If the patron still refuses to leave the venue, 'Reasonable Force' is to be used to remove patron from the venue.

Type of Incident: Identifying a RSA high risk group/individual	
Responsibility	Action To Be Taken
Security Provider	Inform supervisor/control room. Approach in a non-threatening manner and identify yourself. Explain the requirement for behaviour and responsible drinking and that the ATC takes a 'zero tolerance' approach to intoxication, anti-social and disorderly behaviour.

Type of Incident: Failure of patron to produce valid ID	
Responsibility	Action To Be Taken
Security Provider	If a patron fails to produce a valid ID upon request, they are to be considered as a minor. If not with a responsible adult they are not permitted entry or to remain on the premises. Bar staff are to
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 staking is not tolerated due to it encouraging rapid and irresponsible drinking. Patron(s) are to be escorted from the venue if deemed approaching intoxication.
Bar & Wait Staff	Patron is not to be served and, inform supervisor and security of location and description.

Type of Incident: Glassing	
Responsibility	Action To Be Taken
Security Provider Bar & Wait Staff	<ul style="list-style-type: none"> ▪ Call for Police, First Aid Support ▪ Provide first aid as required ▪ Determine the location and perimeter of the scene. ▪ Prevent access to the scene. ▪ Secure the scene by placing a person to guard the area. ▪ Ask if anyone can identify the assailant/s who glassed someone. ▪ Request any witnesses to stay on the premises until police arrive – if they can't or won't, record all witnesses' particulars where practical. ▪ Leave and do not touch any items associated with the act of violence, such as weapons, broken glass, blood and so on. ▪ Do not clean up or interfere with crime scenes, such as moving furniture. (Interfering with evidence may constitute an offence, leaving you liable to prosecution, and/or result in the closure of the premises). ▪ Record all information into your incident register ASAP. (Make sure names, security numbers, specific tasks and/or involvement of each staff member are recorded.) ▪ Provide all records in the incident register to police. ▪ Make direct and personal contact with the Local Area Commander or delegate and advise the Commander or delegate of the incident. ▪ Comply with all directions given by the Commander or delegate to preserve or keep intact the area where the act of violence occurred.

Preventing underage drinking

Checklist	
Proof of age ID checks are in place in the venue	✓ <u>Yes</u> (complete table below)
Staff check ID for all patrons who look 25 years or younger	✓ <u>Yes</u>
Staff are trained in ID checking procedures	✓ <u>Yes</u> (see Part 3)
ID checking devices are in place (e.g. blacklight)	✗ <u>N/A</u>
Minors Area Authorisation and bar area signs are displayed in relevant areas	✓ <u>Yes</u>
Signs about the secondary supply offence are displayed in all bars	✓ <u>Yes</u>
Staff are trained to recognise situations when second parties may be supplying liquor to minors	✓ <u>Yes</u>
Procedures are in place to help staff deal with suspected second party supply incidents	✓ <u>Yes</u>

Checking Proof of Age ID ⁷		
Location of Checking	Responsibility	Action to be Taken
All Entry Points	Security Provider	All persons believed to be under the age of 25 years are to produce valid ID.
All Public Area	Security Provider	All persons believed to be under the age of 25 years are to produce valid ID.
All Bar Areas	Bar Staff	All persons believed to be under the age of 25 years are to produce valid ID before service

Procedures for dealing with underage drinking issues and incidents

Suspected Fraudulent Proof of Age ID	
Type of Incident	Action to be Taken
Altered proof of age ID	Report to Supervisor/Security, Police to be advised
No proof of age ID	Report to Supervisor/Security, person to be treated as a minor, removed from venue with due consideration to duty of care.
Unacceptable proof of age ID	Report to Supervisor/Security, person to be treated as a minor, removed from venue with due consideration to duty of care.

Dealing With Suspected Second Party Supply Incidents ⁸		
Type of Incident	Responsibility	Action to be Taken
Supplying a minor	Security Provider	Matter is to be referred to User-Pay Police to take action. Person is to be removed from venue.
Supplying Intoxicated Person	Security Provider	Both persons are to be removed from venue

KEY POINTS

⁷ Acceptable proof of age documents – NSW Proof of Age Card (until December 2008), Driver's licence, Passport, NSW Photo Card (or equivalent interstate/overseas documents)

⁸ It is against the law for anyone to supply alcohol to a minor on licensed premises

Liquor Promotions⁹

Type/name of regular promotion	TBA – Prior to each race day promotional activities will be advised in the Race Day Operations Plan
Area where promotion occurs	
Day and time of promotion	Day Time
Approved by	
Promotion details	

UNDESIRABLE PROMOTION OF LIQUOR

- The promotion is likely to have a special appeal to minors because of the use of designs, names, motifs or characters in the promotion that are, or are likely to be, attractive to minors.
- The promotion is indecent or offensive.
- The promotion involves the provision of liquor in non-standard measures or the use of emotive descriptions or advertising that encourages irresponsible drinking and is likely to result in intoxication.
- The promotion involves the provision of free drinks, or extreme discounts or discounts of a limited duration, that creates an incentive for patrons to consume liquor more rapidly than they otherwise might.
- The promotion otherwise encourages irresponsible, rapid or excessive consumption of liquor.
- Drinking games

KEY POINT

⁹ The Harm Minimisation conditions imposed on liquor licences include a requirement to run liquor promotions in accordance with the *New South Wales Liquor Industry's Code of Practice for the Responsible Promotion of Liquor Products* – a copy of the code is available from our website www.olgr.nsw.gov.au – liquor (see extract below)

Part 3 – Patron Education/Awareness

NOTE – If the venue is a liquor accord member, this information may be recorded under Part 7.

Underage Drinking	
Location	Type of Activity
ATC Website	Outlines ATC's policy and requirements towards underage drinking
Bar Counters	Bar Runners
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	Bar Runners
Within venue	Large Screen display of <i>RSA policy</i>

Failing to Leave the Premises	
Location	Type of Activity
Entry Points	Signage – ' <i>No Excuse</i> ' posters
Within venue	Signage – ' <i>No Excuse</i> ' posters, Large Screen display of <i>No Excuse</i> poster

Safe Transport	
Location	Type of Activity
ATC Website	Outlines transport options and to discourage drink driving
Entry Points	Signage, VMS boards, Signage, Venue attendance

Drink Spiking	
Location	Type of Activity
Bar Areas	Signage
Within Venue	Security personnel and bar staff trained to be aware of possible drink spiking

Part 4 – Security and Safety/Amenity of the Neighbourhood

Venue Security Patrols¹⁰

Name of security company	Australian Concert & Entertainment Security
ABN	16 002 990 794
Principal	Andrew Tatrai
Telephone contact	Mobile: Landline: (02) 9699 7711
Email	racecourses@acesecurity.com.au
Website (if applicable)	http://www.acesecurity.com.au

Area serviced	Entry Point's
Condition of licence?	Yes <u>No</u>
Minimum safe security level	Four
How is security deployed?	Teams of two are allocated area of responsibility and control by a Area Supervisor
Day and time of patrolling	60 mins prior to gates opening until venue is clear

Area serviced	Public Lawn Areas
Condition of licence?	Yes <u>No</u>
Minimum safe security level	Four
How is security deployed?	Teams of two are allocated area of responsibility and control by a Area Supervisor
Day and time of patrolling	30 mins prior to gates opening until venue is clear

Area serviced	Members Grandstand
Condition of licence?	Yes <u>No</u>
Minimum safe security level	Two
How is security deployed?	Teams of two are allocated area of responsibility and control by a Area Supervisor
Day and time of patrolling	30 mins prior to gates opening until venue is clear

Area serviced	TOTR
Condition of licence?	Yes <u>No</u>
Minimum safe security level	Two
How is security deployed?	Teams of two are allocated area of responsibility and control by a Area Supervisor
Day and time of patrolling	30 mins prior to gates opening until venue is clear

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	External Members 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	9 days
Location where records are retained	ATC Server

2. Camera location	Entry Points
Condition of licence?	Yes No
Areas covered by camera	Gate 1, Plaza Turnstiles, Infield Turnstiles, Doncaster Walk
Camera recording?	Yes No
How and in what format?	JPEG formatted avi
Length of time recordings retained	10 days
Location where records are retained	ATC Server

3. 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	10 days
Location where records are retained	ATC Server

4. 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	8 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	Mobile Security Provider Community Patrol	Observe and request User-pay Police assistance
Doncaster Avenue – Ascot St	User-pay police deployment	Conduct police duties as required
Alison Road	Security Provider Community Patrol	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 responded. User-pay police deployed to external areas
Litter	New State Cleaning	Pre-event inspection of local area, post inspection and clean.

KEY POINT

¹³ Maintaining contact with neighboring residents will help to identify any problems before they escalate. When issues do arise, it is important they are dealt with quickly and in a way that benefits both parties.

Part 5 – Staff Training ¹⁴

Checklist	
Staff Meetings are Held Every	Weekly and pre race day briefing
Staff Receive Information About	<ul style="list-style-type: none"> ✓ Liquor Laws ✓ RSA ✓ Venue and Security Operating Procedures ✓ Local Liquor Accord Initiative ✓ ATC Policy and procedures
Staff Have Access to Recourses	<ul style="list-style-type: none"> ✓ Liquor and Gaming Bulletin ✓ OLGR Press Releases ✓ OLGR Industry Updates ✓ Alcohol Management Operations Register ✓ ATC RSA Alcohol & Liquor Harm Minimisation Strategy ✓ ATC RSA Compliance Folder

Staff training about venue procedures and other information outlined in this register

Topic	Instructions Issued	Issued to	Date issued
Staff Responsibilities	<ul style="list-style-type: none"> • Be fully brief prior to start of shift • Do not serve intoxicated persons or allow patrons to become intoxicated • Request proof of age • Know the drink limits • Serve all alcoholic beverages open • Monitor patron consumption rates • Assess patron before service • Alert Supervisor and Security to all concerns 	Bar & Wait Staff	27 Feb 2012 5 Mar 2012
Intoxication	<ul style="list-style-type: none"> • Meaning and signs of intoxication • Maintain situational awareness of patrons your area • Report all persons believed to be intoxicated to Supervisor / Security. • Intoxicated patrons are to be evicted from the venue by security or Police if available. • No shots or doubles are to be served • Report patrons with a rapid consumption rate, so early intervention can be conducted 	Security, Bar & Wait Staff	27 Feb 2012 5 Mar 2012
Proof of age checks	<ul style="list-style-type: none"> • To be conducted for all persons believed to be under the age of 25 years. • 3 forms of accepted ID are drivers licence, passport and NSW Photo card. • All proof of age ID is to be valid, have a photo and date of birth. • When checking ID check for security features • Be aware of any flaws that may indicate a fake 	Security, Bar & Wait Staff	27 Feb 2012 5 Mar 2012

Topic	Instructions Issued	Issued to	Date issued
Drink Spiking	<ul style="list-style-type: none"> • Don't assume patron is drunk • Request 'First Aid'/call an ambulance • Apply first aid as required • Secure patron's drink • Don't let them leave with an unknown person • Ask for photo ID • Record details 	Security, Bar & Wait Staff	27 Feb 2012 5 Mar 2012
Second party sales	<ul style="list-style-type: none"> • Maintain situational awareness of patrons your area • Report patrons suspected of second party sale to Supervisor/Security 	Security, Bar & Wait Staff	27 Feb 2012 5 Mar 2012
Anti-social behaviour in vicinity of venue	<ul style="list-style-type: none"> • Staff are to observe & report. User-pay police are to be requested to attend 	Security, Bar & Wait Staff	27 Feb 2012 5 Mar 2012
Safe transport options	<ul style="list-style-type: none"> • STA arrangements for bus travel from venue • Taxi rank locations • Free parking arrangements 	Security, Bar & Wait Staff	27 Feb 2012 5 Mar 2012
Drink Staking	<ul style="list-style-type: none"> • Maintain situational awareness of patrons your area • Report patrons suspected of drink stacking to Supervisor/Security 	Security, Bar & Wait Staff	27 Feb 2012 5 Mar 2012
Failure to Leave	<ul style="list-style-type: none"> • Inform control room • Inform patron they are lawfully required to leave the venue • If not compliant inform them that Police will be called and may take action • Call for Police support • If user –pay police are not rostered, a security removal squad is to use '<i>reasonable force</i>' 	Security	27 Feb 2012 5 Mar 2012
Minors on Licensed Premises	<ul style="list-style-type: none"> • Minors are allowed however must always be accompanied by a responsible adult • Minors are not permitted to be served at the bar area, including if only purchasing a non- alcohol beverage • Report all unaccompanied minors to Supervisor/Security 	Security, Bar & Wait Staff	27 Feb 2012 5 Mar 2012
A Responsible Adult	<ul style="list-style-type: none"> • A parent, step-parent or guardian • The minor's spouse or de facto • For time being in <i>loco parentis</i> 	Security, Bar & Wait Staff	27 Feb 2012 5 Mar 2012

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	SSGT Brad Gray
	Telephone	0402 285 673
	Email	gray1bra@police.nsw.gov.au
OLGR liaison officer	Contact name	Mark Bessant
	Telephone	(02) 9995 0391
	Email	mark.bessant@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 Accord¹⁷

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 E – Security & Risk Information

Australian Turf Club

Royal Randwick

Security & Risk Information

This document is to be used in conjunction with:

ATC Staff Handbook

ATC Incident & Emergency Manual

ATC Occupational Health and Safety Management System

NSW Police Operational Orders

ACES Standard Operating Procedures

ACES Employee Handbook

For the information of:

New South Wales Police

Fire & Rescue New South Wales

Ambulance Service New South Wales

Australian Concert & Entertainment Security (ACES)

Medical Personnel

ATC Security & RSA Monitors

Office of Liquor, Gaming & Racing

Australian Turf Club

Security & Risk Information

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1. Event - Summary

Event specific to be included

2. Medical

Two-way Radio Code: Code Orange

Call-sign: First Aid

Date	Name	Mobile	Two-way Radio	
	Dr John Saxon	0414 999 063	√	Channel 3
	Dr John Saxon	0414 999 063	√	Channel 3
	Dr John Saxon	0414 999 063	√	Channel 3

3. Ambulance Access Points

Introduction

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

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.
- Public Grandstand & 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.

Areas of Access

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

Limitations

- Main access to infield car-park
- Tunnel



Access Point 4 – Gate 17 (Bowral Lane)

Location

- Doncaster Avenue Bowral Lane

Areas of Access

- Ledger Lawn
- First Aid Room
- Grandstands
- Race Day Stalls
- Main Drive

Limitations

- Pedestrians access
- Contractor vehicle access
- Padlocked during day, Security required to unlock



Access Point 5 – Track Proper

Location

- Ledger Lawn

Areas of Access

- Randwick Track
- Kensington Track
- Infield
- Training tracks

Limitations

- Access via Access Point 3 or 4

Access Point 6 – Gate 10 (Wansey Road)

Location

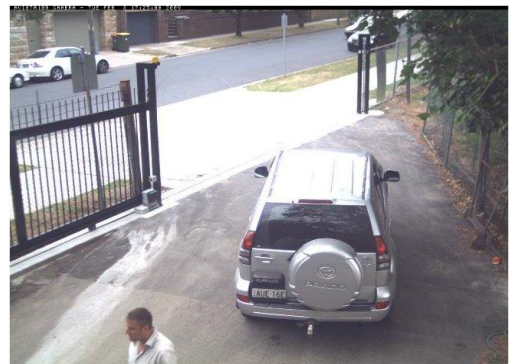
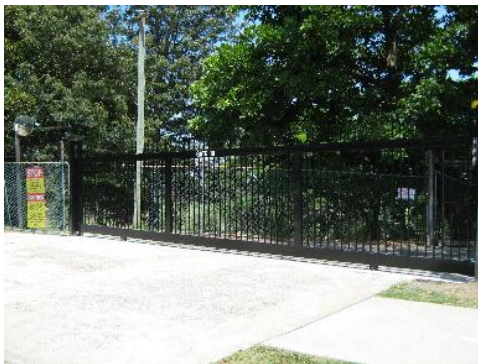
- Wansey Road

Areas of Access

- Infield
- Training tracks

Limitations

- Infield only



Access Point 7 – Gate 8 (Alison Road)

Location

- Alison Road

Areas of Access

- Infield
- Training tracks

Limitations

- Infield only



4. Neighbourhood Helpline

The ATC has established a Neighbourhood Helpline to allow the local community a means of communicating issues or concerns during the Sydney 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 / Event
Neighbourhood
Helpline
9663 8500**

5. ATC Nominated First Aiders

ROYAL RANDWICK NOMINATED FIRST AIDERS CONTACT LIST

Location	Name	Extension
Administration Building	Dianne Parker	543
	Brad Ryan	552
	Darryl Jeffery	525
	Peter McWalter	488
Catering Office	Linda Buchanan	510
	Adam Smith	407
	George Mullen	503
	Virginia Trimmis	400
	Shane Brady	434
Racecourse	Colin Glover	0438575029
	Richard Kimpton	417
	Tony Cullen	0425202026

ROYAL RANDWICK FIRST AID CABINETS

Building	Location
Administration Building	Racing Office
	Level 1 Printing Area
	Level 2 Kitchenette
Racecourse	Oaks Kitchen
	Security Office
	Equine Pool
	Carpenters Workshop

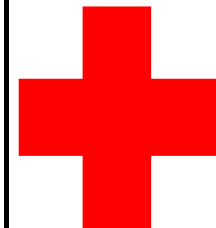
AUSTRALIAN TURF CLUB



**Nomination First Aiders
First Aid Kit Locations**
20 March 2012

Designated First Aiders are highlighted in Yellow

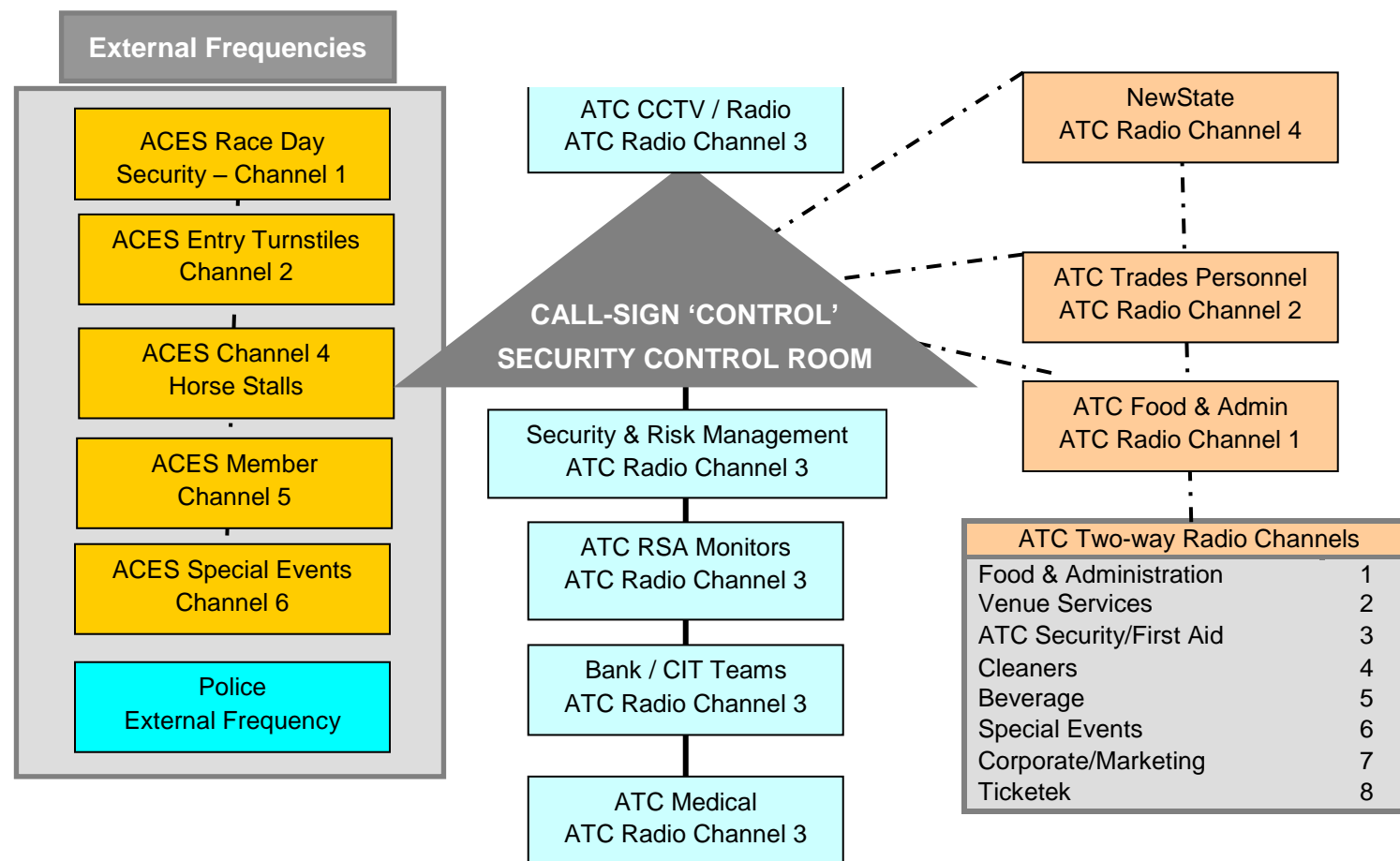
1. Confirm that no further danger exists to casualty
2. Request appropriate First Aider to attend scene
3. Remain with casualty until First Aider in attendance
4. Complete 'online' Incident Report



6. Contact Details

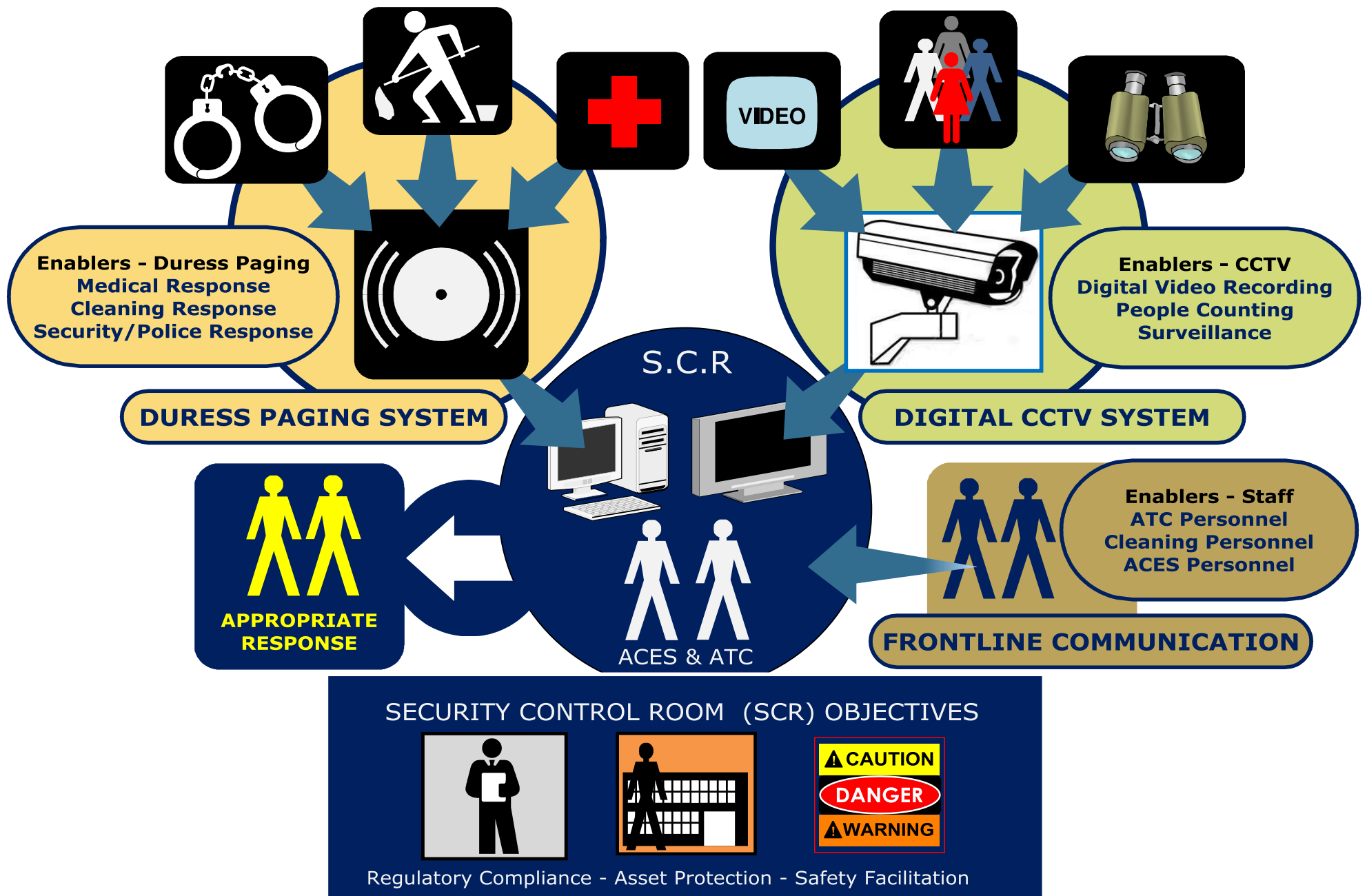
COMPANY / STALKEHOLDER	NAME	OFFICE TEL	MOBILE
ATC CEO / Licensee	Darren Pearce		0408 973 113
ATC Executive – Event Operations	Lynell Peck		0419 482 016
ATC GM Security & Risk	Shane Brady	Ex: 434	0409 513 039
ATC Security & Risk Manager	Dennis Mitchell		0418 966 206
ATC GM Operations & Events	Adam Smith		0422 271 555
ACES Security Manager	Tanya Hollis		0402 969 996
ATC Security – Gate 1	ATC Security	Ext: 442	0419 223 660
Top of the Rise	Matthew Sharman	9663 8512 Ex: 512	0409 593 483 0414 191 373
ATC Reception		Ex t:400	9663 8400
Police Commander	Supt. Gavin Dengate		0418 971 751
Police Traffic	SSgt Bill Green		0421 635 788
Police Forward Commander	Chief Insp. David McBeath		0439 990 395
Police Room (Logistics)	14 Apr - SSgt. Rick Farrell 21 Apr – Sgt Holmes 28 Apr – SSgt Rick Farrell	9663 8434	0425 372 463
EBLAC Duty Officer	14 Apr – A/Insp Cullen 21 Apr – Insp James 28 Apr - Insp Brown	9349 9299	0411 260 639
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	Ray Carroll	9245 1327	0411 407 425
Taxi Control		9020 2325	
Combined Towing		9319 3434	
UNSW	Security Control Room	9385 6000	
Stuart (Construction Zone)	Multi-Plex		0401 523 395

7. Communication Structure



Call-signs		Radio Codes	
Shane Brady	SITE 1	CASH IN TRANSIT	CODE SILVER
Dennis Mitchell	SITE 2	MEDICAL	CODE ORANGE
Tanya Hollis	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		

8. Security Control Room Operations



9. Security Control Room - Objectives



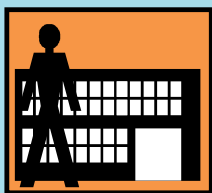
1. Regulatory Compliance

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

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

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

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



2. Asset Protection

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

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



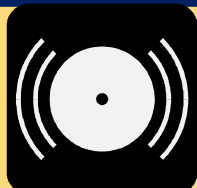
3. Safety Facilitation

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

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

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

10. Security Control Room - Enablers



1. Duress Paging System

The facility's IP based Duress Paging system allows a system of alert/alarm style communication that cannot be obstructed. The duress pendants are issued to all permanent bars, receptions (raceday and non-raceday), temporary bars and points of sales within the facility.

Each duress pendant is equipped with three alert options:



Security / Police Alert

On activation the dedicated PC within the SCR received the alert and location. This alert requires the operator to acknowledge the alert. Simultaneously nominated management also receives the alert via mobile telephone SMS. The SCR is to ensure via two-way radio that an appropriate response has been dispatched. The SCR is to further evaluate and monitor the applicable area via the CCTV system.



Cleaning Alert

On activation the dedicated PC within the SCR received the alert and location. This alert requires the operator to acknowledge the alert. Simultaneously nominated cleaning management also receives the alert via mobile telephone SMS. The SCR is to ensure via two-way radio that an appropriate response has been dispatched.



Medical Alert

On activation the dedicated PC within the SCR received the alert and location. This alert requires the operator to acknowledge the alert. Simultaneously nominated medical personnel also receives the alert via mobile telephone SMS. The SCR is to ensure via two-way radio that an appropriate response has been dispatched. The SCR is to further evaluate and monitor the applicable area via the CCTV system.



2. CCTV

The facility's IP based surveillance (CCTV) system consists 12 digital cameras clusters. In addition the system is equipped with people counting technology within the Member's Grandstands. In each room there are entrance cameras which are linked (networked) to a series of density cameras, which estimate crowd numbers. The networked cameras exchange information and allow a real time display of the number of persons within the room. This allows the measurement and data recording of the number of persons in the room at any one time but also the pedestrian traffic entering and leaving at each entrance. This information is available in real time or as statistical data for later reference.

VIDEO

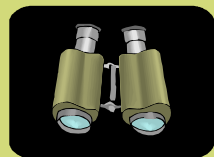
Image Recording / Retention

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



People Counting

The real time count of each room's current occupancy is displayed for the CCTV Operator. The operator must monitor this display to ensure that the maximum 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.

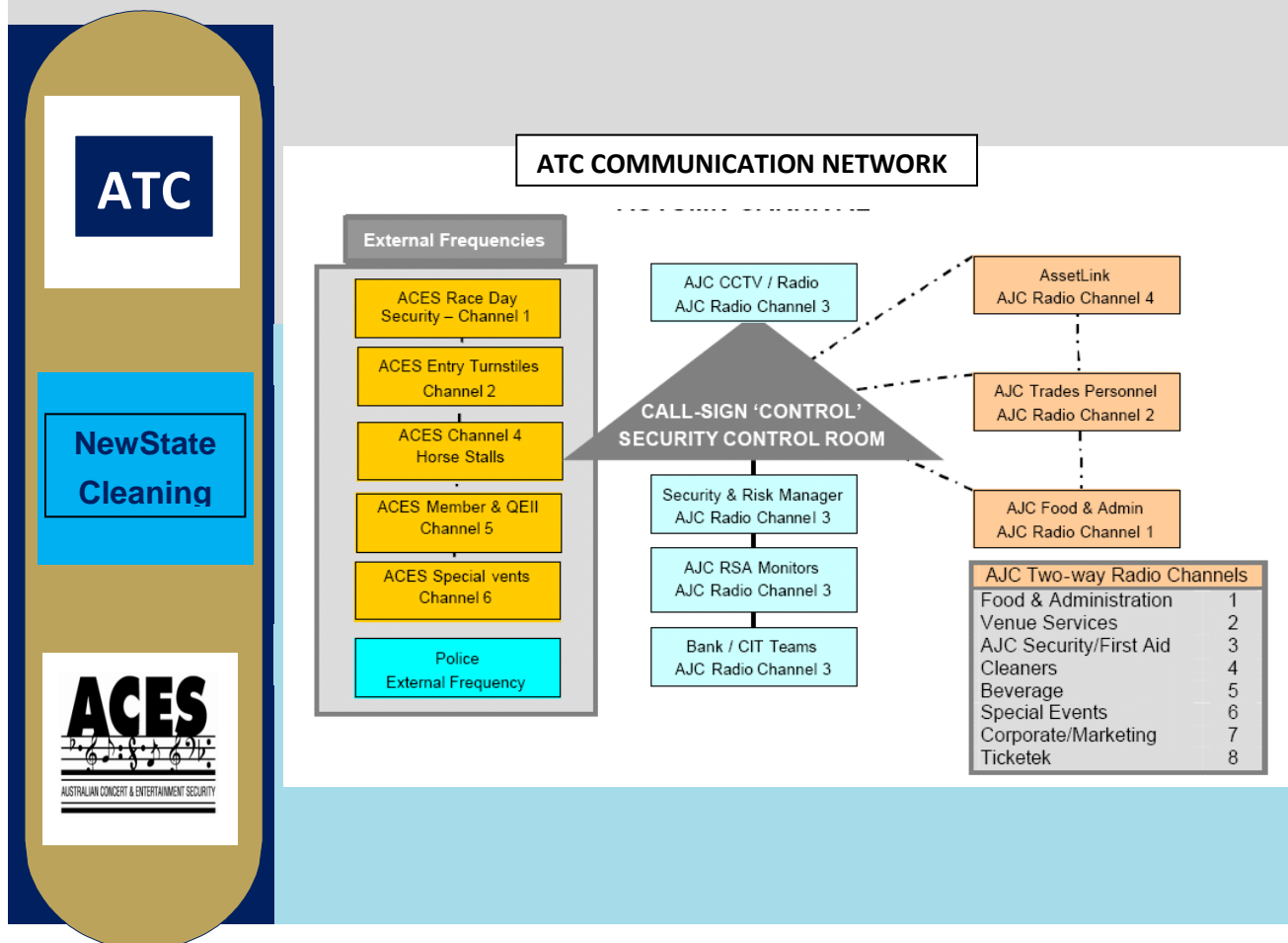


3. Frontline Communication

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.




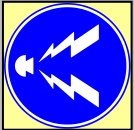

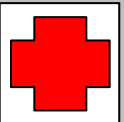
11. Surveillance Camera Network – 12 Clusters



12. Emergency Response Team Structure



13. Emergency Evacuation

EMERGENCY MANAGEMENT	
	<p>In the event of an emergency evacuation please follow the instruction of your Supervisor and area warden.</p> <p>Assembly point is as follows:</p> <ul style="list-style-type: none"> Area A – Doncaster Lawn – see Precinct Map. <p>FLOOR PLANS DETAILING EMERGENCY EQUIPMENT & EXIT ROUTES ARE DISPLAYED WITHIN ALL LEVELS/AREAS OF THE FACILITY</p>
	<p><i>Alert Alarm = “BEEP, BEEP, BEEP”</i></p> <p>Should the EWIS alert tone sound you will hear BEEP, BEEP, BEEP.</p> <p>Action Required: All Wardens to respond utilizing WIP where possible</p> <p>Event Attendees: No Action required</p> <p>Action: All Wardens to respond</p> <p>Chief Warden: Contact ATC Electricians & Security</p> <ul style="list-style-type: none"> - Instruct to access the Main Fire Control Panel (Owners Lounge) - Obtain specific details of alert - Dispatch personnel to investigate & report findings
	<p><i>Evacuation Alarm = “WHOOOP, WHOOOP, WHOOOP”</i></p> <p>Should the EWIS evacuation alarm sound you will hear WHOOOP, WHOOOP, WHOOOP.</p> <p>Action: All personnel evacuate via the nearest exit and proceed to the emergency assembly point</p> <p>Wardens: Assist and control the evacuation process/procedure and report to the Chief Warden via the WIP where possible</p> <p>Chief Warden: Liaise with emergency services, Account for staff and event attendees</p>
	<p><i>Medical = Code Orange</i></p> <p>First Aid Location: Playground – Next to Gate C</p> <p>Automated External Defibrillator Location: Pavilion – Oaks Room</p>

14. Precinct Map

Event Specific - to be include

15. Fire Safety

IN CASE OF FIRE / EMERGENCY

R

REMOVE PEOPLE FROM IMMEDIATE DANGER AND CONTINUALLY ASSESS THE SITUATION.

Do not put yourself at risk (keep yourself and others safe)
Do not block Exits and Exit Paths

Stay Low



A

ALERT PEOPLE IN IMMEDIATE VICINITY OR AREA OF THE EMERGENCY.

Dial 000 and ask for the Emergency Services (Fire Brigade).



C

COMPARTMENTISE (CONFINE THE PROBLEM)

Close doors behind you if safe to do so.
Close windows if safe to do so.



E

EVACUATE

EXTINGUISH the fire if trained and if safe to do so.



Operating a Fire Extinguisher

Fire extinguishers should only be used if safe and if trained to do so.

P

PULL THE PIN - Break seal and test extinguisher

A

AIM AT BASE OF FIRE - Ensure you have means of escape

S

SQUEEZE THE OPERATING HANDLE - Discharge the agent

S

SWEEP FROM SIDE TO SIDE - Completely extinguish the fire

Using Fire Extinguishers

1. Ensure that you use the correct extinguisher
2. Always keep an emergency exit behind you
3. Stay low to avoid the effects of smoke / heat
4. Direct Extinguisher stream at base of flames
5. Move stream in a side to side, sweeping motion
6. If no longer able to control, retreat and close door



AUSTRALIAN TURF CLUB

First Attack Fire Fighting



29 AUG 2011

Initial Actions:

1. Remove person/s in immediate danger
2. Raise the Alarm
3. Decide on Action
4. Select the Correct Equipment for class of fire
5. Remember safe working practices



16. General Information

STAFF CHECK IN		
	STAFF BREAKS	CATERING <ul style="list-style-type: none">▪ <u>ATC catering staff check in</u> will take place in the Playground, between Gate B and C.▪ <u>Agency catering staff check in</u> will take place in the Playground, between Gate B and C.
		VENUE SERVICES <ul style="list-style-type: none">▪ Venue Services / Customer Service Staff check in will take place in the Playground, between Gate B and C.
		SECURITY <ul style="list-style-type: none">▪ Security Staff check in will take place within the Security Office, Gate 1 (adjacent to Alison Road).
		CLEANERS <ul style="list-style-type: none">▪ NewState Staff check in will take place in the NewState office within the AC Trades sheds.
		POLICE <ul style="list-style-type: none">▪ User-pay Police check in will take place in the Gate 1 Security Office.
STAFF INFORMATION		
	STAFF PARKING	<ul style="list-style-type: none">▪ The staff lunch room will be located in the Playground area.▪ Staff must smoke in the designated smoking area which is located within the playground..
		<ul style="list-style-type: none">▪ 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

Public Bars

There is a **(4) drink limit per person** in every public bar, with the only exclusion being bottles of Moët & Chandon and Dom Pérignon.

Members Bars

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

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

- No alcohol to be served to patrons under the age of 18yrs old.
- Refusal of service to patrons showing signs of intoxication.
- Ensuring patron behaviour doesn't adversely impact on the experience of other patrons.
- Ensure all RSA incidents are correctly logged in RSA Registers in conjunction with Bar Supervisors.
- All products must be served open, in accordance of our liquor licence.

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 <ul style="list-style-type: none"> - Substantial meals, hot roast meals, gourmet sandwiches, pies and a variety of pastries.
	TOILETS	<p>Toilets are located in the following areas:</p> <p>Members:</p> <ul style="list-style-type: none"> ▪ Ground floor, southern end of the Oaks Lounge. ▪ First floor, northern and southern ends. ▪ Temporary toilets are located at the rear of the Official stand <p>Public:</p> <ul style="list-style-type: none"> ▪ Randwick Pavilion. ▪ Additional temporary toilets are located behind the Pavilion (adjacent the Playground). <p>Special Needs Toilets:</p> <ul style="list-style-type: none"> ▪ Champagne Bar ▪ Ground floor, Official Stand. ▪ Horse Stall Lawn. ▪ Randwick Pavilion.
	MEDICAL	<ul style="list-style-type: none"> ▪ The Medical room will be in operation 30 mins before gates open until patrons clear of venue. ▪ Located in the Playground next to Gate C. 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 TICKETS	<ul style="list-style-type: none"> ▪ Please note the Derby Room only allows Plastic Card Members Ticket. ▪ Members guest tickets are available for purchase from the General Office in the Main Administration Building and <u>can only be purchased by an ATC Member.</u>
	CIGARETTES	<p>Cigarettes are <u>ONLY</u> available for purchase from:</p> <ol style="list-style-type: none"> 1. Owners & Trainers Bar 2. Octagonal Bar
	ATM'S / EFTPOS	<p>ATMS are located:</p> <ul style="list-style-type: none"> ▪ In the Breezeway underneath the QE11 stand. ▪ Rear of Official Stand (Members only). ▪ Between the TOTR and Day Stalls ▪ Octagonal Bar
	INFO BOOTH	<ul style="list-style-type: none"> ▪ Information booth located in the Plaza adjacent to the Doncaster Lawn. <p>Items for sale:</p> <ul style="list-style-type: none"> ▪ Race books, Royal Randwick Pens, Panadol, Ponchos and a

		variety of remedies.
	SMOKING	<ul style="list-style-type: none"> Smoking is permitted in any outdoor area. Cigarettes are only available for purchase from fixed bars and are not for sale from food outlets or temporary bars.
PROMOTIONS / ACTIVITIES		
		<ul style="list-style-type: none">
		<ul style="list-style-type: none">

17. Event Map

To be included

18. Transport Map



19. Security Operational Orders (OPORD)

References

- A. NSW Liquor Act 2007
- B. NSW Liquor Regulations 2008
- C. Sydney Carnival 2012 Security & Risk Handbook
- D. Royal Randwick Site Map
- E. ACES Security Roster's
- F. User- Pay Police Roster's

1. Situation

Patrons

- It is expected that crowd's of up to 45,000 could attend an event at Royal Randwick. 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 event.

Drug Operation

- EBLAC is likely to conduct a drug detection operation on the event day.

Security Personnel

- **ATC Security** - TBA.
- **ACES Contracted Security** – Manning TBA. Security operatives will be deployed by ACES during each day IAW the security roster.
- **User-Pay Police** – User-paid police will be deployed during each major event
 - 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

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

3. Execution

General Outline - 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 overt foot patrols will be conducted by ACES Security and user-pay police along Doncaster Ave and Alison Rd. Extra toilets and signage will be positioned at Gate 1, and 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			

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 ACES/Police radio operators of any potential incidents.
- Inform Site 1 and Site 2 of all incidents that may require police involvement.
- Inform First aid of any incidents that may require medical assistance.
- Inform AssetLink of cleaning issues
- Monitor all incidents in camera view from start to finish.

Contracted Security.

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

ACES external foot patrol

- External foot patrols along to provide a presence in the local community and report anti-social behaviour.

Crowd Control Police.

- Provide a continuous uniformed presence.
- Respond to calls for police assistance from ACES 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 ACES 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

- ACES Security External Patrol – IAW Patrol Plan, patrol Western side of Doncaster Ave.
- 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, however there are ample facilities provided to purchase alcoholic drinks. The patron must dispose of the alcohol or return it to their vehicle, if available. 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 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. 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.

- **External foot patrol identifying anti-social behaviour or groups** –Report all occurrences to the radio room. ACES Security Guards are not to approach large groups, they are to ensure their own safety and call for police assistance if required. Photograph all damage. User pay police will conduct their policing duties as required.
- **Identifying members of a protest group** - Inform Supervisor/Control Room of situation and request an ATC representative and Police support. Do not allow access, inform them that Management has been informed and wishes to speak to them. ATC Senior Management and the NSW Police will deny entry IAW the ATC policy.
- **Patron losing consciousness** - Do not assume they are drunk. Call for First Aid Support on Channel 3, provide first aid until medical help arrives.
- **First Aid/Medical Emergency** – Apply first aid, Change to Channel 3 and request medical support, remain with casualty until medic support arrival, complete incident report.

For Radio Medical Support Request state:

- Casualty Location
- Details of injury
- Level of support required
- **Community Hotline Complaint** – Take details of complainant. If complaint is of a public order or neighbourhood disturbance, relay the ATC security, callsign '*Control*', on Channel 3

20. 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 Assistant Security and Risk Manager.

Definition

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

1.0 General Requirements

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

1.1 Supervisor

- Conduct a detailed inspection of your area and report all known OH&S 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 'E1' for all authorized 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 ACES and ATC management with regard to any queries or issues that may arise as appropriate.

1.2 Entry Point Operative

- 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.
- Confiscate these items in a professional manner and take them to the Catering office for collection next business day.
- 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.

1.3 Removal Teams

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

1.4 Public Lawn Roamer Teams

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

1.5 Public Roamer

- Engage in conversation with large groups early in the day with regards to behaviour and course rules.
- 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.
- Ensure no glass is allowed on viewing decks.
- 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 recorded with all the details in your notebook.

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 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 course 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 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.

1.9 Function Security

- Report to function Manager and introduce your self
- Ensure you are aware of patron entry requirements (i.e. tickets/wrist bands)
- Introduce your self 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
- Ensure glassware is not taken onto outside viewing decks
- Do **NOT** leave your position without informing the function manager.

1.10 Community Patrol

- Conduct your duties in accordance with General Requirements.
- Provide a security presence along Doncaster Avenue.
- Monitor high risk groups egressing from the venue
- Report all forms of anti-social behavior
- Report any cleaning issues
- Do not approach groups, report and monitor

21. Procedures – Failure to Leave Licensed Premises

Failure To Leave Handling Procedure

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.

22. Procedures – Lost Child

Lost Child Procedure

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.

23. Procedures – Found Child

Found Child Procedure

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 assistance from same gender as child
- Do not carry or touch the child
- If you can get the parent's name, use the p.a. system to locate the parent.
- If you are unable to get the parent's name, use the p.a. system to give a general description of the child - age, clothes, hair colour, etc
- A parent / guardian responding to the announcement is required to produce identification
- If you are unable to locate the child's parents within 30 minutes, contact the police.

24. Event Risk Assessment

INTRODUCTION

The following risk assessment and the sources of risk are specific for the event. 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 AS4360:2004* has been adopted as the preferred Risk Management methodology. This constitutes the accepted national standard of measurement.

RISK CONSEQUENCE & LIKELIHOOD

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

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

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

RISK ASSESSMENT MATRIX

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

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

RISK REGISTER

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

GENERIC SOURCES OF RISK	SPECIFIC SOURCES OF RISK	LIKELIHOOD	CONSEQUENCE	LEVEL OF RISK
Liquor Act & RSA Non-compliance	Permit Intoxication	C	2	Medium
	Service Intoxication	C	2	Medium
	Under 18 Supply	D	2	Low
	RSA Signage	D	2	Low
Crowd Dynamics	Overcrowding	E	4	High
Fire	Actual	C	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 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	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 F – Noise Management Plan

Australian Turf Club

**Randwick Racecourse Non-Race
Day Events**

Acoustic Assessment

REP

Issue 3 | 15 November 2013

This report takes into account the particular instructions and requirements of our client.

It is not intended for and should not be relied upon by any third party and no responsibility is undertaken to any third party.

Job number 229386-00

Arup
Arup Pty Ltd ABN 18 000 966 165


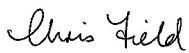
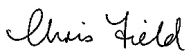

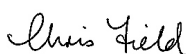
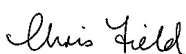
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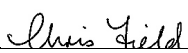
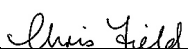
Document Verification

ARUP

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Appendices

Appendix A

Octave-Band Noise Logging Results

Appendix B

Noise Management Plan

1 Executive Summary

Arup Acoustics has been engaged by the Australian Turf Club (ATC) to undertake a more detailed acoustic assessment and provide a report that considers in greater detail the items requested by the Department of Planning and Infrastructure (DoPI) from their letter to the ATC to support the Section 75W modification application regarding non-race day events and uses.

This acoustic assessment has investigated the issues associated with potential noise impact to neighbours surrounding Randwick Racecourse in relation to the use of the Spectator Precinct for non-race day events.

This assessment is to support the Section 75W modification application regarding non-race day events and uses for minor events with up to 5000 patrons. The usage modification does not require changes to the originally approved design or construction of buildings and associated plant.

Level 4 will be operating under a new liquor licence and is to comply with the standard NSW OLGR criteria at all times.

Unamplified Outdoor Events and Amplified Indoor Events in all areas excluding Level 4 are expected to comply with modified NSW OLGR criteria by implementing the recommended mitigation strategies in Section 7.4.

These measures shall also be incorporated into the ATC Non-Race Day Functions and Event Management Plan, in addition to the proposed Noise Management Plans included in Appendix B.

Dedicated noise criteria have been proposed for Amplified Outdoor Events (excluding Level 4) that reflect the current ATC operations are summarised by the overall event noise limits as follows:

- Maximum of 60 dB(A) $L_{A1, 5\text{min (Event)}}$ and 80 dB(C) $L_{C1, 5\text{min (Event)}}$ as measured at the most affected noise sensitive receiver (i.e. typically nearest residential boundary)

Reference must be made to Section 7.3.2.2 for the full requirements of the proposed noise criteria for Amplified Outdoor Events.

2 Introduction

The redevelopment of the Randwick Racecourse Spectator Precinct has seen the Queen Elizabeth II grandstand refurbished and a new Paddock grandstand constructed to be one new stand including a basement level, a new parade ring (Theatre of the Horse) behind the grandstands and landscaped areas.

The ATC has run non-race day events for many years under the Randwick City Council LEP provisions for events up to 5,000 patrons. The ATC has an exceptional track record of running such events and has experienced minimal complaints from surrounding residents as a result of its professional management of noise from the site. The ATC does not see the mix of events significantly changing from what has historically been run at the Royal Randwick site.

The restaurant and bar space (including outdoor terraces) on Level 4 of the grandstand however will be a different use to what has typically been operated historically. It will be operated by a third party operator trading under their own new liquor licence for that specific area of the site.

The site overlay below shows the entire racecourse site with the spectator precinct location on site near the intersection of Alison Road and Doncaster Avenue.



Figure 1: Spectator Precinct site overlay (shown in blue with red outline)

2.1 Scope of Assessment

Arup Acoustics has been engaged by the Australian Turf Club (ATC) to undertake a more detailed acoustic assessment and provide a report that considers in greater detail the items requested (listed below) by the Department of Planning and

Infrastructure (DoPI) to support the Section 75W modification application regarding non-race day events and uses.

The proposed usage modification does not require changes to the originally approved design or construction of buildings and associated plant.

Note that this report does not address the potential for hosting events with greater than 5,000 patrons. It is understood that events of such would be subject of separate assessment and approval by the NSW Department of Planning.

This report responds to the Acoustic Impacts as outlined in Schedule 1 out of the letter from the DoPI to the ATC regarding their Section 75W Application (MP10_0097) MOD 2. The Schedule 1 Acoustic Impacts include four points for consideration as reproduced below:

- The potential worst case scenario acoustic impacts on surrounding residential properties / receivers as a result of the various types of non-race day events, and the proposed members restaurant / bar and terrace.
- Consideration of acoustic impacts in line with the noise criteria set by the NSW Office of Liquor, Gaming and Racing (OLGR), applicable to licensed premises.
- Detailed mitigation measures and noise levels to address any acoustic impacts on adjoining properties, including further consideration of revised operation hours for different events / functions responsive to the potential noise risk associated with the type of function / event and time during the day / week.
- Clear recommendations for an Operational Noise Management Plan to cover all aspects of noise emission from the site and to comply with all relevant Australian Standards. It is suggested that this Plan should cover the different kinds of non-race day events, based on acoustic size and risk, as well as patron numbers (i.e. indoor / outdoor / amplified music, etc).

3 Method

3.1 Assessment Strategy

There are a wide range of different event types that have historically been held at the site and are proposed to continue to be held on non-race days, as summarised in Section 3.2.

Whilst the current ATC operations have given rise to minimal complaints and reflect the existing management practices, the assessment has reviewed the existing operations and considers the potential worst case scenario acoustic impacts on surrounding receivers as a result of the different types of non-race day events and use of the Level 4 restaurant and bar terraces.

To address the DoPI's matters the preference was to obtain real measured results rather than use theoretical predictions where possible.

The strategy employed for the acoustic assessment has been to identify the main potential venue locations and then to assess a range of typical and practical noise source types from each location, both amplified and unamplified. Differentiation was made between use of the lower-power installed public address sound systems and areas where larger-power temporary hire sound systems may be used. In this way, a flexible and wide range of potential event types were accounted for without having to specifically define each precise event under consideration.

This assessment strategy resulted in a matrix of scenarios with four locations and three different amplification scenarios as summarised in the following table.

Event Location	Amplified Speech or Background Music (typically from installed sound systems)	Amplified Music / Entertainment (typically from louder temporary hire sound systems)	Unamplified (based on talking from a nominated crowd size)
Level 4 Terraces			
Infield (near centre)			
Theatre of the Horse			
Indoors (Grandstand)			

The assessment includes consideration of acoustic impacts in line with the NSW Industrial Noise Policy (INP) where relevant and also with standard noise criteria set by the NSW OLGR for licensed premises. The assessment with respect to the OLGR criteria was requested by the DoPI despite this noise condition not currently being in place at Randwick Racecourse as part of their existing liquor licence.

To assess against the OLGR criteria required new octave band noise logging measurements to be obtained for one week. The site is large and has different levels of traffic flow adjacent to different boundaries, so four monitoring locations

spread around the entire racecourse site boundary were selected. These locations captured the different background noise conditions indicative of the entire site.

To improve accuracy of the noise impact assessment, Arup undertook an additional site visit to perform measurements of different sound sources (speech, music, pink noise) from the newly installed sound reinforcement systems on the Level 4 terraces and in the Theatre of the Horse instead of modelling them in a purely theoretical manner.

3.2 Non-Race Day Event Types

It is understood that based upon existing operations a variety of amplified and unamplified events are undertaken within the Infield and Spectator Precinct including the Grandstands, Theatre of the Horse and associated outdoor area. The ATC has identified such events as follows.

3.2.1 Outdoor Events

Outdoor events include the continued use of the grounds surrounding the buildings for various events and functions on non-race days. A summary of possible events includes:

- Consumer event up to 5,000 patrons per day (up to 10 days, plus set up and dismantle)
- Corporate event up to 5,000 patrons per day (up to 5 days duration, plus set up and dismantle)
- Entertainment/music events up to 5,000 patrons per day
- Markets up to 5,000 patrons per day (up to 5 days duration, plus set up and dismantle)
- University exams up to 5,000 per day (1-14 days per semester)
- Small functions including weddings and parties

3.2.2 Indoor Events

Indoor events include the continued use of the buildings within the Spectator Precinct for various events and functions on non-race days (noting that use of buildings within the spectator precinct is approved for race days under the existing approval MP10 0097).

The type of indoor events in the Spectator Precinct will remain unchanged and includes:

- Private and corporate dinners
- Luncheons
- Cocktail parties and formals
- Conferences and general meetings
- Exhibitions and expositions
- Additional use of Level 4 Grandstand, to be operated by an experienced third party trading under a new liquor licence, including the following:

- A members restaurant and bar with outdoor terrace that is accessible only to members (ATC membership an essential component), guests and event patrons (110 person capacity for outdoor terrace)
- A restaurant accessible to the public with outdoor terrace (110 person capacity for outdoor terrace)
- Trading hours will be in accordance with a new liquor licence for the area (anticipated to be up to 2am Monday – Saturday, up to midnight on Sunday) in keeping with the existing liquor license hours.

4 Ambient Noise Survey

An ambient noise survey was conducted by Arup between 7 August 2013 and 16 August 2013. This survey involved both unattended (logging) and attended measurements. Measurements were undertaken in accordance with AS1055.1-1997 – *Acoustics – Description and Measurement of Environmental Noise. Part 1: General procedures.*

4.1 Purpose of the Noise Surveys

The purpose of the noise surveys was to identify potential noise-sensitive receivers in the vicinity and to measure existing ambient noise levels in octave bands at these representative noise sensitive receiver locations around the site.

Octave band noise logging was carried out to assist in setting appropriate noise criteria when assessing the impact of non-race day events on the surroundings. This was done particularly to enable assessment against the standard noise conditions put in place by the NSW OLGR for licensed premises which requires octave band data.

4.2 Equipment

The equipment used for the ambient noise survey is detailed in Table 1. All equipment holds a current NATA calibration certificate and was checked for calibration before and after each set of measurements. No significant drift in calibration occurred during the measurements.

Table 1 – Equipment used to conduct the noise survey

Manufacturer and Model	Description of Equipment	Serial No.
ARL Ngara – Location 1	Type 1 noise logger	878107
ARL Ngara – Location 2	Type 1 noise logger	8780d7
ARL Ngara – Location 3	Type 1 noise logger	8780d0
ARL Ngara – Location 4	Type 1 noise logger	878060
Brüel and Kjær 2250	Type 1 sound level meter	2449851
Brüel and Kjær 4231	Sound level meter calibrator	2136569

4.3 Methodology

Long term noise monitoring equipment was set up to log measurements of 15 minutes duration, and logged the L_{Aeq} , L_{A10} , L_{A90} , L_{Amax} and L_{Amin} parameters, as well as octave-band levels. Noise monitoring occurred at four locations generally between 7 August and 16 August 2013.

Attended noise measurements at each monitoring location recorded octave band and one-third octave band noise levels for a duration of 15 minutes and recorded the L_{Aeq} , L_{A10} , L_{A90} , L_{Amax} and L_{Amin} parameters. The sound level meter was located on a tripod approximately 1.5 m above the ground. Subjective assessments of the existing noise environment were noted by the equipment operator at the

time of measurement. Attended noise measurements were undertaken on 7 August 2013, 14 August 2013 and 16 August 2013. The attended measurements were used to validate the unattended logged noise measurements.

Meteorological conditions during the survey periods were mostly suitable for robust noise measurements. Rain periods were recorded during the logging period, and affected measurements were removed from the logging results. Seven days of unaffected data were obtained.

4.3.1 Measurement Locations

Four noise loggers were installed at representative noise sensitive receiver locations around the racecourse site boundary.



Figure 2 – Noise logger locations

The closest noise sensitive receivers to the new Spectator Precinct are the proposed residences at 66A Doncaster Avenue, sharing the western site boundary of the Racecourse.

It should be noted however that Transport New South Wales is likely to compulsorily acquire this site to construct a Light Rail Vehicle (LRV) Stabling and Light Rail Maintenance yard. The Light Rail Vehicles will be accessing the yard until 1am and will recommence services at 5am. We assume maintenance operations will continue between these times. The Environmental Impact Statement for this facility is expected to be exhibited from mid November 2013.

4.4 Ambient Noise Monitoring Results

From the 7 days of robust noise logging, average levels for each 15-minute period over one day (24 hours) at each location were calculated. The overall A-weighted L_{90} and L_{10} levels are shown in Figure 3 to Figure 6.

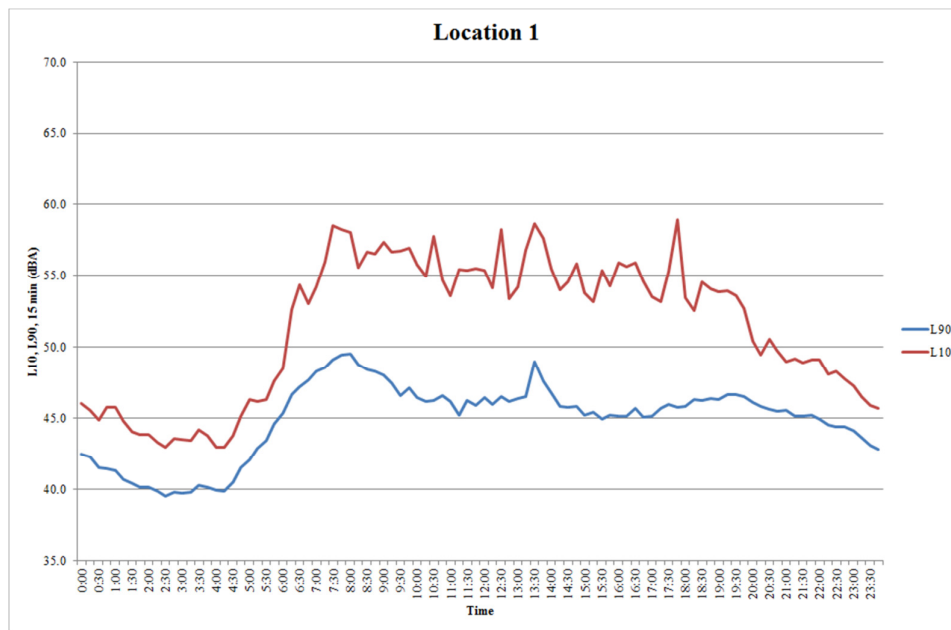


Figure 3 – Location 1 average L_{A10} and L_{A90} levels.

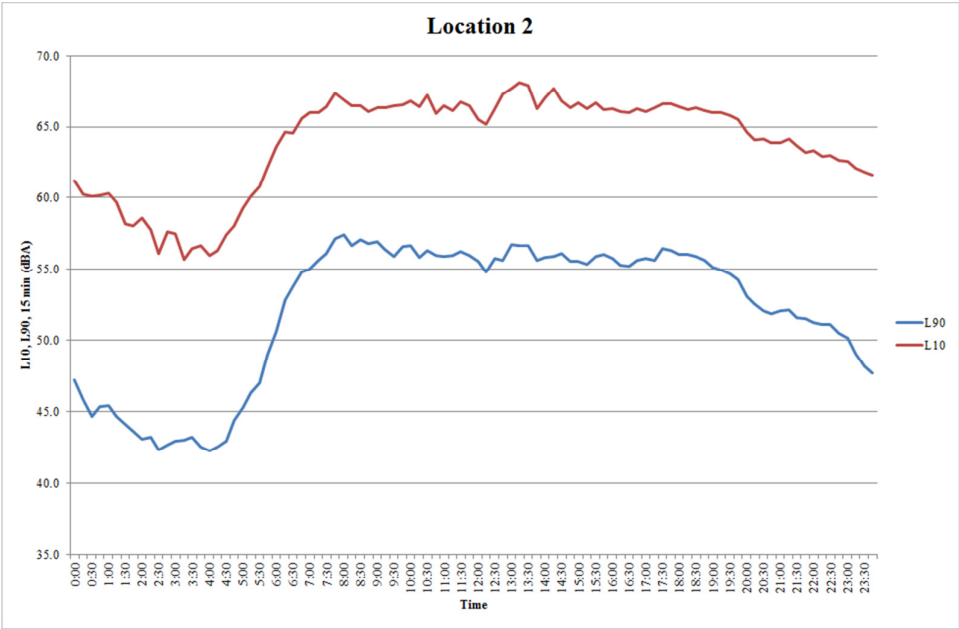


Figure 4 – Location 2 average L_{A10} and L_{A90} levels.

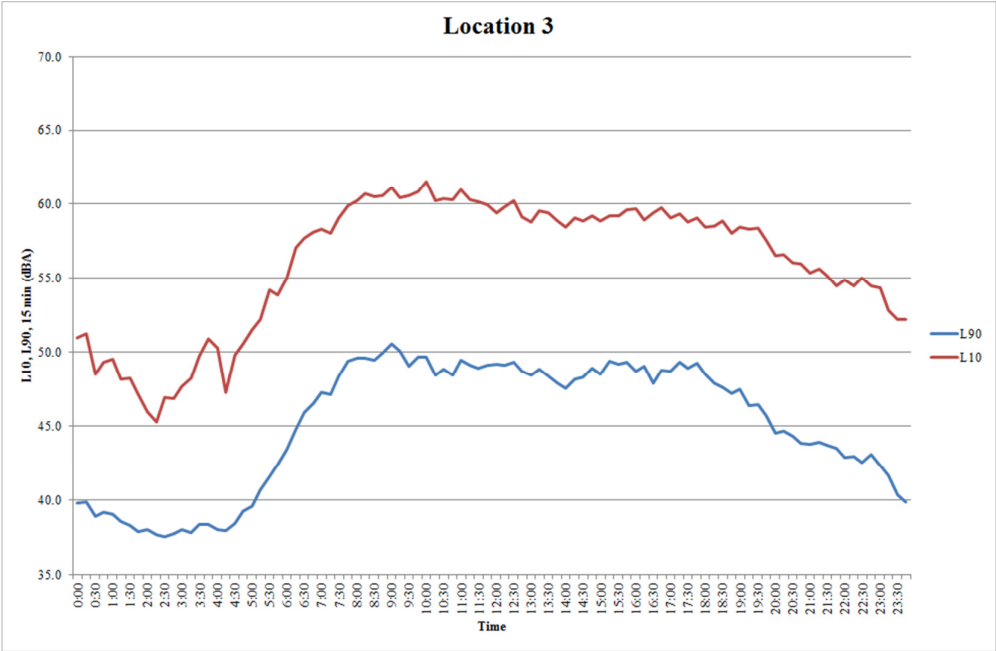


Figure 5 - Location 3 average L_{A10} and L_{A90} levels.

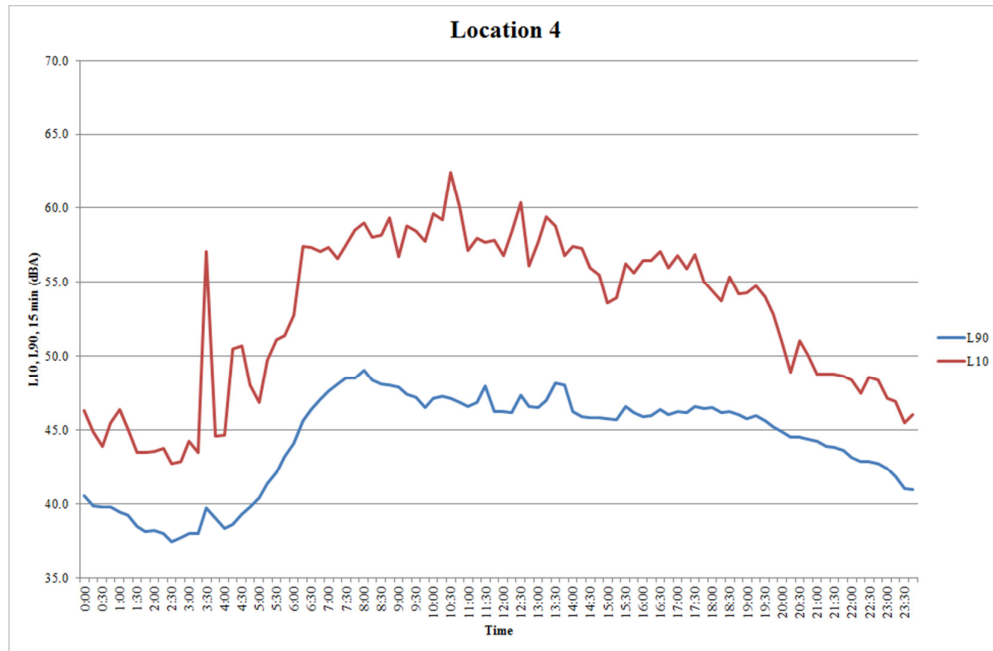


Figure 6 - Location 4 average L_{A10} and L_{A90} levels.

All of the above graphs indicate the ambient L_{10} level from road traffic throughout the day and early evening periods is significantly greater than the background level.

The relevance of the ambient noise levels results reveals that the most sensitive period in relation to noise impact is in the EPA designated night time period.

Appendix A summarises the 15-minute average octave band levels over the 24-hour period.

5 Installed Sound System Testing

To improve accuracy of the noise impact assessment, Arup undertook site measurements in the afternoon on 5 September 2013 of different sound sources (speech, music, pink noise) from the newly installed sound reinforcement systems on the Level 4 terraces and in the Theatre of the Horse. This was done instead of modelling them in a purely theoretical manner to assess potential impact to the neighbouring residential area.

Sound level measurements and audio recordings were first undertaken within the relevant venue locations with the sound pressure levels set to the desired “typical” operating level by an ATC representative.

The corresponding noise levels were then measured at the nearest site boundary (noise monitoring Location 1) to help assess impact and/or determine the acoustic propagation transfer function between the two points.

All measurements were carried out during time intervals when background noise was typical and had no significant noise event occurring (e.g. airplane flyover, lawnmowers).

The equipment used is detailed in Table 2. The sound level meter and calibrator hold current NATA calibration certificates. The sound level meter was checked for calibration before and after the set of measurements. No significant drift in calibration occurred during the measurements.

Table 2 – Equipment used to conduct the sound system measurements

Manufacturer and Model	Description of Equipment	Serial No.
Brüel and Kjær 2250	Type 1 sound level meter	2449851
Brüel and Kjær 4231	Sound level meter calibrator	2136569
SoundField ST350	B-format microphone and preamp	0170 & 0245
Sound Devices 744T	Digital 4 channel recorder	460305023000
JBL Eon 515XT	Powered directional loudspeaker	VTP1124-03279
Apple iPod	Music and speech playback device	YM720410VQT
Neutrik Minirator MR1	Pink noise signal generator	N1839

5.1 Test Signals

5.1.1 Music

A popular pop/rock dance music track with a strong beat and wide frequency range was selected as representative and typical of background and foreground music as well as concert level music. The full length of the track was used for all tests.

- Artist: Lady Gaga
- Song: Applause
- Album: ARTPOP (2013)
- Song Length: 03:30 (min:sec)

The L_{10} frequency spectrum of this track is as follows:

Table 3 – L_{10} frequency spectrum of music track, normalised to 0 dB @ 63 Hz

63 Hz	125 Hz	250 Hz	500 Hz	1k Hz	2k Hz	4k Hz	8k Hz
0.0	-5.8	-9.1	-7.6	-3.6	-4.2	-8.5	-11.9

5.1.2 Speech

A near-anechoic speech sample track containing a conversation between three male voices was selected as representative of typical speech that may occur through a microphone as part of a presentation or announcement.

- Title: *New Yorker: Out Loud* podcast from July 7 2012, “David Remnick on Bruce Springsteen”
- Length Used: 3 minutes (from 12:13 – 15:13)
- Source:
http://feeds.newyorker.com/services/rss/feeds/newyorker_outloud.xml

The L_{10} frequency spectrum of this track is as follows in Table 4.

Table 4 – L_{10} frequency spectrum of speech track, normalised to 0 dB @ 500 Hz

63 Hz	125 Hz	250 Hz	500 Hz	1k Hz	2k Hz	4k Hz	8k Hz
-20.6	-3.1	-0.4	0.0	-7.8	-11.9	-13.9	-15.8

5.1.3 Pink Noise

A pseudo-random pink noise generator was used to generate a pink noise test signal containing equal energy in all octaves from 20 Hz – 20 kHz (i.e. a ‘flat’ frequency response).

All pink noise tests lasted for 1 minute in duration and the source level was set as loud as each sound system would allow without clipping, limiting, or other distortion of the signal.

The pink noise tests were used to measure a more robust transfer function between the source and receiver locations by obtaining a higher signal to noise ratio at the receiver than was obtained with the music and speech track measurements. This aimed to minimise the impact and contribution to the measurement from ambient background noise at the receiver location.

5.2 Level 4 East Terrace

The pertinent results of the measurements conducted with the installed sound system on the Level 4 East Terrace are as follows.

The following sound pressure levels were listened to and agreed by the ATC to be considered typical background music levels. These measurements were taken at 1.5 m above the terrace floor level when located on-axis and directly below one of the (6) six ceiling loudspeakers.

- Background Music
 - 74 dB(A) L_{eq}
 - 77 dB(A) L_{10}

The final acoustic propagation transfer function to a receiver at Location 1 obtained from pink noise measurements when using the installed ceiling speaker sound system is provided as follows. This measurement has been corrected to account for low signal-to-noise ratios in octave bands where required.

Table 5 – Acoustic transfer function from Level 4 terrace to Location 1 site boundary

Transfer Function to Location 1 Site Boundary							
63 Hz	125 Hz	250 Hz	500 Hz	1k Hz	2k Hz	4k Hz	8k Hz
-42.4	-42.4	-42.5	-35.1	-44.6	-47.3	-49.4	-54.0

5.3 Theatre of the Horse

5.3.1 Installed Sound System

The pertinent results of the measurements conducted with the installed sound system in the Theatre of the Horse are as follows.

The following sound pressure levels were listened to and agreed by the ATC to be considered typical foreground music and speech levels. These measurements were taken at 1.5 m above the ground level (i.e. the back/top row – without seats) around the outer/top ring of the Theatre of the Horse. They were taken at a position between the Theatre of the Horse and site boundary monitoring Location 1 and it was also a point located on-axis and directly in front of one of the column loudspeakers. The column loudspeakers are mounted at the sunken parade ring level (below ground level), aiming up at an angle toward the back rows.

- Background Music
 - 71 dB(A) L_{eq}
 - 73 dB(A) L_{10}
- Speech
 - 67 dB(A) L_{eq}
 - 70 dB(A) L_{10}

The final acoustic propagation transfer function obtained from pink noise measurements is provided as follows. This measurement has been corrected to account for low signal-to-noise ratios in octave bands where required.

Table 6 – Acoustic transfer function from installed sound system in Theatre of the Horse at rear of stands to Location 1 site boundary

Transfer Function to Location 1 Site Boundary (dB)							
63 Hz	125 Hz	250 Hz	500 Hz	1k Hz	2k Hz	4k Hz	8k Hz
-16.1	-16.2	-16.2	-18.3	-17.0	-17.9	-22.4	-30.9

5.3.2 Temporary Sound System

The pertinent results of the measurements conducted with a portable and directional sound system in the Theatre of the Horse are as follows.

These tests simulated the type of hired sound system that may be used for a louder and larger amplified event than the installed system can accommodate, potentially with recorded or live music or speech.

Two different potential stage locations (“end-fire” and “side-fire”) were evaluated to determine whether the reflections and sound propagation pattern of the directional speakers resulted in different noise levels measured at the site boundary Location 1. The JBL Eon 515XT loudspeaker was placed on a speaker stand at a height approximately 2 m above the sunken ground level.

The final acoustic propagation transfer function obtained from pink noise measurements is provided as follows. This measurement has been corrected to account for low signal-to-noise ratios in octave bands where required.

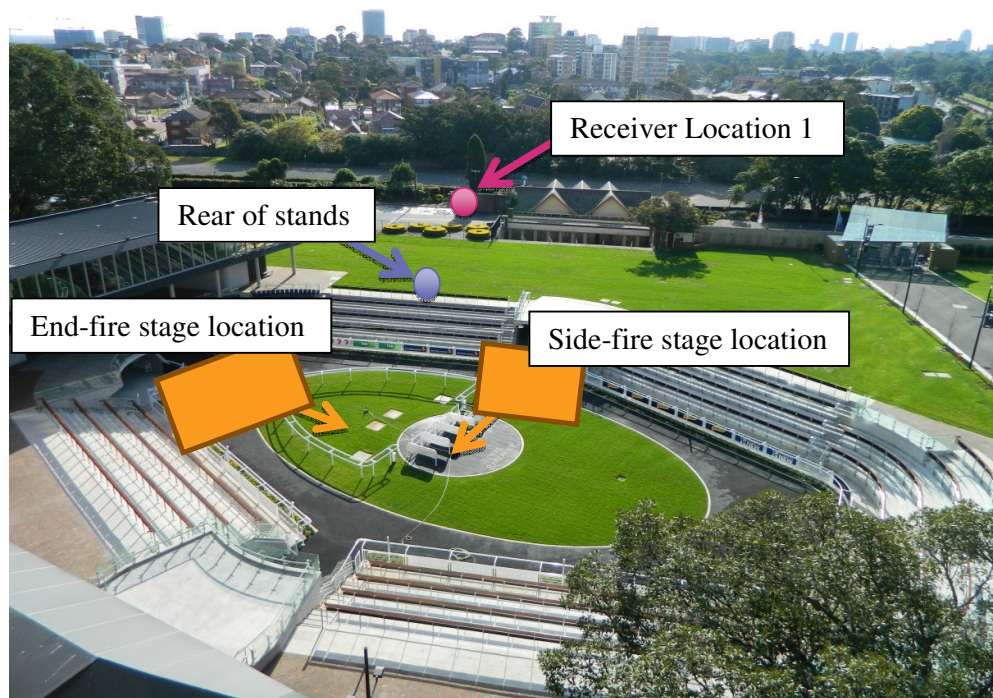


Table 7 – Acoustic transfer function from temporary hired sound system in “end-fire” configuration at Theatre of the Horse to Location 1 site boundary

Measurement Location	End-fire Transfer Function to Location 1 Site Boundary (dB)							
	63 Hz	125 Hz	250 Hz	500 Hz	1k Hz	2k Hz	4k Hz	8k Hz
Rear of stands	-14.1	-17.4	-22.8	-25.6	-25.6	-25.6	-23.6	-25.6
2m from speaker (on-axis)	-22.6	-32.1	-42.6	-49.2	-56.9	-55.6	-55.6	-61.8

Table 8 – Acoustic transfer function from temporary hired sound system in “side-fire” configuration at Theatre of the Horse to Location 1 site boundary

Measurement Location	Side-fire Transfer Function to Location 1 Site Boundary (dB)							
	63 Hz	125 Hz	250 Hz	500 Hz	1k Hz	2k Hz	4k Hz	8k Hz
Rear of stands	-15.8	-15.8	-14.8	-14.5	-12.4	-11.8	-12.2	-15.2
2m from speaker (on-axis)	-24.7	-32.3	-41.2	-42.5	-45.1	-42.5	-45.0	-53.2

6 Acoustic Predictions

6.1 Infield Events

Calculations have been undertaken to assess potential acoustic impacts events on the race-track infield. Noise from patrons on the infield areas (unamplified events), amplified speech and amplified music have been assessed.



Figure 7 – Approximate depiction of source location for infield events

6.1.1 Patron Noise (unamplified events)

Given the variability associated with patron noise, there are inherent limitations in being able to accurately predict noise impacts from such activities. Nonetheless, predicted noise levels are considered worst case and have been based on the following:

- Provision for 5000 patrons in the infield area
- 50% patrons talking simultaneously in a 'raised voice' with typical spectra
- The nearest distance to the monitoring Locations 1 to 4 on the site boundary

- Barrier attenuation from the grandstand to monitoring Location 1
- Atmospheric attenuation

Predicted worst case noise levels at each monitoring location from patron activity on the infield area are summarised in Table 9.

Table 9 - Noise levels from patron activity on infield area

Receiver	dB(A)	Octave Band							
		63 Hz	125 Hz	250 Hz	500 Hz	1k Hz	2k Hz	4k Hz	8k Hz
Receiver 1 (500m)	29	29	27	30	30	22	13	0	0
Receiver 2 (290m)	51	43	43	48	51	46	41	31	11
Receiver 3 (585m)	44	37	37	42	44	39	32	18	0
Receiver 4 (500m)	46	38	38	44	46	41	35	22	0

6.1.2 Amplified Speech

Predicted noise levels for amplified speech in the centre infield area have been based on the following:

- Speech spectra as show in Table 4
- Loudspeaker level set to produce 70 dB(A) at the rear of the new grandstand
- The nearest distance to the monitoring Locations 1 to 4 on the site boundary
- Atmospheric attenuation
- Barrier attenuation from the grandstand to monitoring Location 1
- Directivity of a typical loudspeaker system, based on the system facing towards the grandstand

Predicted worst case noise levels at each monitoring location from patron activity on the infield area are summarised in Table 9.

Table 10 – Noise levels (L_{10}) from amplified speech on infield area

Receiver	dB(A)	Octave Band							
		63 Hz	125 Hz	250 Hz	500 Hz	1k Hz	2k Hz	4k Hz	8k Hz
Receiver 1 (500m)	50	37	53	53	50	39	32	24	14
Receiver 2 (290m)	63	42	60	63	63	56	52	50	52
Receiver 3 (585m)	55	35	53	55	55	47	42	37	22
Receiver 4 (500m)	63	43	61	63	63	55	50	46	36

6.1.3 Amplified Music

Predicted noise levels for amplified music in the centre infield area have been based on the following:

- Music spectra as shown in Table 3

- Speaker level set to produce typical concert noise level of 90 dB(A) at the rear of the new grandstand
- The nearest distance to the monitoring Locations 1 to 4 on the site boundary
- Atmospheric attenuation
- Barrier attenuation from the grandstand to monitoring Location 1
- Directivity of the speaker system, based on the system facing towards the grandstand.

Table 11 - Noise levels (L_{10}) from amplified music in infield area

Receiver	dB(A)	Octave Band							
		63 Hz	125 Hz	250 Hz	500 Hz	1k Hz	2k Hz	4k Hz	8k Hz
Receiver 1 (500m)	66	77	69	63	62	63	58	49	38
Receiver 2 (290m)	84	82	76	73	75	79	79	75	75
Receiver 3 (585m)	74	75	69	66	67	70	69	61	45
Receiver 4 (500m)	83	83	77	74	75	79	77	71	60

6.2 Theatre of the Horse Events

6.2.1 Patron Noise (unamplified events)

Given the variability associated with patron noise, there are inherent limitations in being able to accurately predict noise impacts from such activities. Nonetheless, predicted noise levels are considered worst case and have been based on the following:

- Provision for 1000 patrons in the Theatre of the Horse area
- 50% patrons talking simultaneously in a 'raised voice' with typical spectra
- The nearest distance from the centre of the sunken ground level Theatre of the Horse to the monitoring Location 1 on the site boundary
- Barrier attenuation due to the sunken seating arrangement
- Atmospheric attenuation

Predicted worst case noise levels at each monitoring location from patron activity on the infield area are summarised in Table 12.

Table 12 - Noise levels from patron activity in the Theatre of the Horse

Receiver	dB(A)	Octave Band							
		63 Hz	125 Hz	250 Hz	500 Hz	1k Hz	2k Hz	4k Hz	8k Hz
Location 1	49	42	42	47	49	43	37	28	16

6.2.2 Amplified Speech (installed sound system)

The predicted noise levels for amplified speech (verified against measurements) using the installed sound system within the Theatre of the Horse have been based on the following:

- Speech spectra as shown in Table 4
- Sound system set to produce noise levels as presented in Section 5.3.1
- Measured acoustic transfer function to Location 1 as presented in Section 5.3.1 (Table 6)

Predicted noise levels at the Location 1 site boundary from amplified speech are summarised in Table 13.

Table 13 - Noise levels from amplified speech in the Theatre of the Horse (using installed sound system)

Receiver	dB(A)	Octave Band							
		63 Hz	125 Hz	250 Hz	500 Hz	1k Hz	2k Hz	4k Hz	8k Hz
Location 1	54	51	53	60	51	44	38	33	22

6.2.3 Amplified Foreground Music (installed sound system)

The predicted noise levels for amplified foreground music (verified against measurements) using the installed sound system within the Theatre of the Horse have been based on the following:

- Music spectra as shown in Table 3
- Sound system set to produce noise levels as presented in Section 5.3.1
- Measured acoustic transfer function to Location 1 as presented in Section 5.3.1 (Table 6)

Predicted noise levels at the Location 1 site boundary from amplified foreground music are summarised in Table 14.

Table 14 - Noise levels from amplified foreground music in the Theatre of the Horse (using installed sound system)

Receiver	dB(A)	Octave Band							
		63 Hz	125 Hz	250 Hz	500 Hz	1k Hz	2k Hz	4k Hz	8k Hz
Location 1	56	63	60	57	50	50	49	42	29

6.2.4 Amplified Music (temporary hired sound system)

The predicted noise levels for amplified music using a temporary hired sound system within the Theatre of the Horse have been based on the following:

- Music spectra as shown in Table 3
- Sound system set to produce typical concert noise level of 100 dB(A) at a distance of 2 m from the loudspeaker (on-axis)
- Two different stage locations/configurations, “end-fire” and “side-fire”
- Measured acoustic transfer functions from each stage configuration to Location 1 at the site boundary as presented in Section 5.3.2 (Table 7 and Table 8)

Predicted noise levels at the Location 1 site boundary from amplified music are summarised in Table 15.

Table 15 - Noise levels from amplified music in the Theatre of the Horse (using temporary hired sound system)

Stage Configuration	Receiver	dB(A)	Octave Band							
			63 Hz	125 Hz	250 Hz	500 Hz	1k Hz	2k Hz	4k Hz	8k Hz
End-fire	Location 1	52	76	61	47	42	38	39	35	25
Side-fire	Location 1	57	74	61	49	49	50	52	45	34

As observed by analysis and comparison of the results in Table 15 (also refer to Table 7 and Table 8), the “end-fire” stage location facing toward Alison Road results in an overall 5 dB(A) reduction in the noise level at the Location 1 site boundary.

This overall reduction is due to large ~10 dB reductions in mid and high-frequency octave bands that are in mainly due to increased speaker directivity at high frequencies and from reduced reflections off the rear of the grandstand to Location 1 when using the “end-fire” configuration. The reflections off the grandstand back to Location 1 are stronger in the “side-fire” configuration.

Note however that the low frequency octave bands do not show much difference between the two stage configurations because low frequency sound is less directional and not as impeded by barriers.

From a subjective listening assessment on site, the difference between the two stage configurations is noted to be audible and the “side-fire” orientation is preferred because it results in a reduced noise impact.

6.3 Indoor Grandstand Events

6.3.1 Patron Noise (unamplified events)

Given the variability associated with patron noise, there are inherent limitations in being able to accurately predict noise impacts from such activities. Nonetheless, predicted noise levels are considered worst case and have been based on the following:

- Provision for 1000 patrons in the indoor Grandstand area at ground level (dual height space)
- 50% patrons talking simultaneously in a 'raised voice' with typical spectra
- The nearest distance from the rear ground level Grandstand to the monitoring Location 1 on the site boundary
- Atmospheric attenuation
- Surface area of glazed wall elements
- Indoor reverberant field with typical reverberation time
- Two scenarios – doors open / closed
- Typical transmission loss of open door/window
- Typical transmission loss of 6 mm single glazing

Predicted worst case noise levels at each monitoring location from patron activity on the infield area are summarised in Table 16.

Table 16 - Noise levels from patron activity in the Grandstand (indoors)

Door / Window Condition	Receiver	dB(A)	Octave Band							
			63 Hz	125 Hz	250 Hz	500 Hz	1k Hz	2k Hz	4k Hz	8k Hz
Open	Location 1	35	27	26	32	34	30	25	16	3
Closed	Location 1	15	19	16	18	14	5	7	0	0

6.3.2 Amplified Speech (installed sound system)

The predicted noise levels for amplified speech using the installed sound system within the indoor ground level of the Grandstand have been based on the following:

- Speech spectra as shown in Table 4
- Sound system set to produce speech noise levels similar to those presented in Section 5.3.1 (70 dB(A) L₁₀)
- The nearest distance from the rear ground level Grandstand to the monitoring Location 1 on the site boundary
- Atmospheric attenuation
- Surface area of glazed wall elements
- Two scenarios – doors open / closed
- Typical transmission loss of open door/window

- Typical transmission loss of 6 mm single glazing

Predicted noise levels at the Location 1 site boundary from amplified speech are summarised in Table 17.

Table 17 - Noise levels from amplified speech in the Grandstand (indoors, using installed sound system)

Door / Window Condition	Receiver		Octave Band							
		dB(A)	63 Hz	125 Hz	250 Hz	500 Hz	1k Hz	2k Hz	4k Hz	8k Hz
Open	Location 1	31	28	30	37	30	21	15	13	5
Closed	Location 1	15	20	20	23	9	0	0	0	0

6.3.3 Amplified Background Music (installed sound system)

The predicted noise levels for amplified background music using the installed sound system within the indoor ground level of the Grandstand have been based on the following:

- Music spectra as shown in Table 3
- Sound system set to produce background music noise levels similar to those presented in Section 5.2 (77 dB(A) L_{10})
- The nearest distance from the rear ground level Grandstand to the monitoring Location 1 on the site boundary
- Atmospheric attenuation
- Surface area of glazed wall elements
- Two scenarios – doors open / closed
- Typical transmission loss of open door/window
- Typical transmission loss of 6 mm single glazing

Predicted noise levels at the Location 1 site boundary from amplified speech are summarised in Table 18.

Table 18 - Noise levels from amplified background music in the Grandstand (indoors, using installed sound system)

Door / Window Condition	Receiver		Octave Band							
		dB(A)	63 Hz	125 Hz	250 Hz	500 Hz	1k Hz	2k Hz	4k Hz	8k Hz
Open	Location 1	38	25	27	28	31	33	33	24	7
Closed	Location 1	17	17	17	14	11	8	14	0	0

6.3.4 Amplified Music (temporary hired sound system)

The predicted noise levels for amplified music using a temporary hired sound system within the indoor ground level of the Grandstand have been based on the following:

- Music spectra as shown in Table 3

- Sound system set to produce typical indoor music noise levels of 95 dB(A) L₁₀
- The nearest distance from the rear ground level Grandstand to the monitoring Location 1 on the site boundary
- Atmospheric attenuation
- Surface area of glazed wall elements
- Two scenarios – doors open / closed
- Typical transmission loss of open door/window
- Typical transmission loss of 6 mm single glazing

Predicted noise levels at the Location 1 site boundary from amplified speech are summarised in Table 19.

Table 19 - Noise levels from amplified music in the Grandstand (indoors, using temporary hired sound system)

Door / Window Condition	Receiver		Octave Band							
		dB(A)	63 Hz	125 Hz	250 Hz	500 Hz	1k Hz	2k Hz	4k Hz	8k Hz
Open	Location 1	52	52	46	43	44	48	46	40	30
Closed	Location 1	31	44	36	28	23	22	28	15	5

6.4 Level 4 Grandstand Terraces

6.4.1 Patron Noise (unamplified events)

Calculations have been undertaken to assess potential acoustic impacts from patron activity on the two outdoor Level 4 Grandstand restaurant terraces facing Doncaster Avenue.

Given the variability associated with patron noise, there are inherent limitations in being able to accurately predict noise impacts from such activities. Nonetheless, as the subject area was not in use at the time of this assessment (being in the fit out phase) predicted noise levels have been based on the following:

- Provision for each terrace to accommodate up to 110 patrons
- 50% patrons talking simultaneously in a 'raised voice' with typical spectra
- The nearest distance to the site boundary at monitoring Location 1 from each terrace individually, with no shielding
- The modelled 'room acoustic' characteristics and geometry of each terrace, including the consideration for absorptive characteristics of people in the terrace and the size of the opening above the balcony barrier railings to the environment

Worst case noise levels at site boundary Location 1 from patron activity on the balconies are predicted to be in the order of those presented as follows.

Table 20 – Predicted patron noise levels at the Location 1 site boundary

Operating Condition	dB(A)	Octave Band							
		63 Hz	125 Hz	250 Hz	500 Hz	1k Hz	2k Hz	4k Hz	8k Hz
West terrace alone	35	29	27	32	35	30	25	19	7
East terrace alone	34	27	26	31	34	28	24	17	4
Both terraces simultaneously	38	31	30	35	38	32	27	21	9

6.4.2 Background Music

The predicted noise levels for amplified background music using the installed ceiling speaker sound systems within each of two Level 4 Grandstand restaurant terraces have been based on the following:

- Music spectra as shown in Table 3
- Sound system set to produce measured background music noise levels as presented in Section 5.2
- The quantity of loudspeakers in each terrace (6 each)
- Measured acoustic transfer function to Location 1 as presented in Section 5.2 (Table 5), including provision for small change in distance between each terrace from Location 1

Predicted noise levels at the Location 1 site boundary from amplified background music are summarised in Table 21 and Table 22

Table 21 - L_{eq} noise levels at receiver Location 1 from amplified background music in the L4 terraces

Operating Condition	dB(A)	Octave Band (L_{eq})							
		63 Hz	125 Hz	250 Hz	500 Hz	1k Hz	2k Hz	4k Hz	8k Hz
West terrace alone	41	29	31	32	42	34	31	22	9
East terrace alone	40	28	29	30	41	33	30	20	6
Both terraces simultaneously	43	31	33	34	45	36	33	24	10

Table 22 – L_{10} noise levels at receiver Location 1 from amplified background music in the L4 terraces

Operating Condition	dB(A)	Octave Band (L_{10})							
		63 Hz	125 Hz	250 Hz	500 Hz	1k Hz	2k Hz	4k Hz	8k Hz
West terrace alone	44	31	33	34	45	38	35	26	12
East terrace alone	43	30	32	33	44	36	34	24	9
Both terraces simultaneously	46	34	35	37	47	40	37	28	14

7 Assessment of Acoustic Impacts

7.1 Assessment Criteria

7.1.1 NSW OLGR Noise Criteria (Level 4)

The NSW OLGR has a standard noise condition contained on the Liquor Licence for licensed premises. For recent licences issued by the OLGR the noise conditions are not imposed but can be added to the licence in response to community complaints. The OLGR standard noise condition is summarised below:

- The L_{A10}^* noise level emitted from the licensed premises shall not exceed the background noise level in any octave band centre frequency (31.5 Hz – 8 kHz inclusive) by more than 5 dB between 07:00 am and 12:00 midnight at the boundary of any affected residence.
- The L_{A10}^* noise level emitted from the licensed premises shall not exceed the background noise level in any octave band centre frequency (31.5 Hz – 8 kHz inclusive) between 12:00 midnight and 07:00 am at the boundary of any affected residence.
- Notwithstanding compliance with the above, the noise from the licensed premises shall not be audible within any habitable room in any residential premises between the hours of 12:00 midnight and 07:00 am.

* L_{A10} is the average maximum deflection of the noise emission from the licensed premises.

The OLGR standard noise criteria above are appropriate and are automatically required to be complied with for the new use activities on Level 4 of the grandstand, being subject to a new liquor licence.

7.1.2 Modified OLGR Noise Criteria (Excluding Level 4)

For the purpose of numerical assessment of noise level predictions against logged background noise levels, Arup has interpreted the standard criteria presented in Section 7.1.1 to follow general EPA noise assessment procedures to mean the following:

- $L_{10, \text{event (15min)}}$ shall not exceed the $L_{90, \text{ambient (15min)}}$ + 5 dB, in each octave band, between 07:00 am and 12:00 midnight
- $L_{10, \text{event (15min)}}$ shall not exceed $L_{90, \text{ambient (15min)}}$, in each octave band, between 12:00 midnight and 07:00 am
- The L_{10} level is the sound level exceeded for 10% of the measurement duration.

Based on noise monitoring results of the existing background noise at the four locations around Randwick Racecourse (refer to Section 4), Arup identified many 15 minute time intervals at each location where the standard OLGR criteria in Section 7.1 are exceeded by the existing ambient L_{10} noise levels as a result of

traffic and are thus not considered to be appropriate to be applied in this assessment for all time periods.

Whilst ATC experience has found there are no noise issues with daytime activities Arup recommend a slight modification to the standard OLGR criteria be applied for assessment of noise from Randwick Racecourse non-race day events. This modification is considered by Arup to be in line with the intent of the NSW OLGR standard criteria and the areas of the site it shall apply to are to be used as they have been historically.

The modification to the OLGR criteria to be applied between 07:00 am and 12:00 midnight is as follows, where “ambient” is defined to mean the noise levels in the absence of the event noise and “event” is defined as the noise produced by the event.

- Standard OLGR criteria to apply in all octave bands where:
 - $L_{10, \text{ambient}} < L_{90, \text{ambient}} + 5 \text{ dB}$
- Modified criteria to apply in all octave bands where:
 - $L_{10, \text{ambient}} > L_{90, \text{ambient}} + 5 \text{ dB}$
- Modified limiting criteria for applicable octave bands is defined as:
 - $L_{10, \text{event}}$ shall not exceed $L_{10, \text{ambient}}$

7.1.3 Industrial Noise Policy Limiting Criteria

The following Table presents the project specific noise limiting criterion for each time period as established previously for the original DGR acoustic report for the Spectator Precinct project.

The INP criteria are only considered appropriate for assessment of the indoor events occurring during the appropriate time periods. This includes events on the Level 4 terraces but does not include other events held outdoors.

Table 23 - Project Specific Noise Level, dB L_{Aeq}

Noise Sensitive Receivers	Period	Day of the Week	Time Period	Limiting Criterion
Residential Receivers	Day	Monday – Saturday Sunday, Public Holidays	7:00am – 6:00pm 8:00am – 6:00pm	54
	Evening	Monday – Sunday	6:00 pm - 10:00 pm	45
	Night	Monday – Saturday Sunday, Public Holidays	10:00 pm - 7:00 am 10:00 pm - 8:00 am	41

7.2 Assessment Summary

A summary of the results from the assessment of the noise predictions for different event types (refer to Section 6) against the relevant modified OLGR and INP criteria is presented in Table 24.

The modified OLGR criteria have been based on the measured background noise level octave bands using 15-minute intervals as presented in Appendix A.

Table 24 – Summary of acoustic assessment against criteria

Venue	Event Type	Modified NSW OLGR (L10 octaves)				NSW INP (dBA Leq) at Location 1		
		Times Ranges that Comply				Day	Evening	Night
		Location 1	Location 2	Location 3	Location 4	07:00 - 18:00	18:00 - 22:00	22:00 - 07:00
L4 Terraces	Talking - 1 Terrace Only (110pax event)	n/a	n/a	n/a	n/a	✓	✓	✓
	Talking - Both Terraces (110pax each terrace, 220pax total)	n/a	n/a	n/a	n/a	✓	✓	✓
	Background Music - 1 Terrace Only	n/a	n/a	n/a	n/a	✓	✓	✓
	Background Music - Both Terraces	n/a	n/a	n/a	n/a	✓	✓	✗
Theatre of the Horse	Talking (1000pax event)	07:00 - 20:00	n/a	n/a	n/a	n/a	n/a	n/a
	Installed System - Foreground Music	Never	n/a	n/a	n/a	n/a	n/a	n/a
	Installed System - Amplified Speech	Never	n/a	n/a	n/a	n/a	n/a	n/a
	Hired System - Stage Facing Alison Road - Amplified Music Concert	Never	n/a	n/a	n/a	n/a	n/a	n/a
	Hired System - Stage Facing Grandstand - Amplified Music Concert	Never	n/a	n/a	n/a	n/a	n/a	n/a
Infield	Talking (5000pax event)	Always	07:00 - 22:45	07:00 - 00:00	07:00 - 22:00	n/a	n/a	n/a
	Hired System - Amplified Music Concert	Never	Never	Never	Never	n/a	n/a	n/a
	Hired System - Amplified Speech	07:00 - 19:45	Never	07:30 - 11:30	Never	n/a	n/a	n/a
Grandstand Indoors	Talking (1000pax event) - Windows/Doors Open	Always	n/a	n/a	n/a	✓	✓	✓
	Talking (1000pax event) - Windows/Doors Closed	Always	n/a	n/a	n/a	✓	✓	✓
	Installed System - Background Music - Windows/Doors Open	07:00 - 23:15	n/a	n/a	n/a	✓	✓	✓
	Installed System - Background Music - Windows/Doors Closed	Always	n/a	n/a	n/a	✓	✓	✓
	Installed System - Amplified Speech - Windows/Doors Open	Always	n/a	n/a	n/a	✓	✓	✓
	Installed System - Amplified Speech - Windows/Doors Closed	Always	n/a	n/a	n/a	✓	✓	✓
	Hired System - Amplified Music - Windows/Doors Open	Never	n/a	n/a	n/a	✓	✗	✗
	Hired System - Amplified Music - Windows/Doors Closed	07:00 - 00:00	n/a	n/a	n/a	✓	✓	✓

Note that the noise levels have not been assessed at Locations 2 – 4 for event types where Location 1 was determined to be the worst-case and dominant noise sensitive receiver. In these instances, where Location 1 has been shown to comply, Locations 2 – 4 will also comply with the criteria.

7.3 Recommended Criteria

The criteria set out in this section relate to the current operations and experience of the ATC in minimising noise impacts of event operations of up to 5000 persons. The recommended noise criteria are different for the Level 4 grandstand space.

Table 25 – Summary of recommended noise criteria

Event Location / Type	Noise Criteria
Level 4 (including indoor area and outdoor terraces)	Standard NSW OLGR criteria, refer to Section 7.1.1
Unamplified Outdoor Events and Amplified Indoor Events (excluding Level 4)	Modified OLGR criteria, refer to Section 7.1.2
Amplified Outdoor Events (excluding Level 4)	<p>Maximum of 60 dB(A) $L_{A1, 5min}$ (Event) and 80 dB(C) $L_{C1, 5min}$ (Event) as measured at the most affected noise sensitive receiver.</p> <p>Refer to Section 7.3.2.2 for full requirements.</p>

7.3.1 Level 4 Grandstand

Level 4 of the grandstand, including terraces, is a new type of use on the site and will be operated by an experienced operator. It will be trading under conditions of a new liquor licence for this area specifically and it is recommended that the standard NSW OLGR noise criteria are to be complied with at all times.

The relevant criteria are presented in Section 7.1.1. Based on assessment of the noise predictions in Section 6.4, Arup expect the limiting criteria can be complied with through implementation of the Level 4 Operational Noise Management Plan included in Appendix B.

7.3.2 Remainder of Royal Randwick Racecourse Site (All Areas Excluding Level 4)

7.3.2.1 Unamplified Outdoor Events and Amplified Indoor Events

Based on the times of compliance and exceedance shown in Table 24, the modified NSW OLGR criteria in Section 7.1.2 are considered appropriate and are to be applied for all non-race day events at Randwick Racecourse except for those on Level 4 and outdoor amplified events as defined in Section 7.3.2.2.

7.3.2.2 Amplified Outdoor Events

The nature of outdoor events occurring at the Racecourse have been managed by the ATC and as a result of such operations and attendance to the few complaints that have occurred the typical amplified outdoor events shown in Table 24 may technically exceed the modified OLGR criteria at times but cannot be effectively monitored due to traffic noise. In line with the historical precedent of successfully running these types of events on the site at maximum levels below that permitted for concert type events Arup recommend that the following criteria be applied to these less frequent event types.

Outdoor Amplified Events:

- Maximum of 60 dB(A) $L_{A1, 5\text{min (Event)}}$ and 80 dB(C) $L_{C1, 5\text{min (Event)}}$ as measured at the most affected noise sensitive receiver (i.e. typically nearest residential boundary). Note that these limits are for the noise generated by the event only and shall be distinguished between noise from traffic and other sources when required. The limits apply for the entire duration of the event and associated sound checks, etc.
- Event end time shall not exceed 23:00
- Event limited to maximum duration of 12 hours in length (including sound checks on day of)
- Each event allowed 1.0 hour sound check / rehearsal during daytime hours on non-event day (09:00 – 18:00)
- Maximum event capacity of 5000 patrons
- “Amplified events” is defined to mean all events using either installed sound systems or temporary hired sound systems for audio reproduction
- Includes all amplified event types, including speech only, functions and music performances
- Applies to events held anywhere outdoors, including Theatre of the Horse and Infield (but excludes background music on Level 4 terraces)
- Method of noise level compliance to be assessed by ATC taking into account duration and timing of event, location of event and planned sound system. At ATC discretion, noise monitoring to be undertaken by ATC staff or external consultant as required.

7.4 Mitigation Measures

The ATC mitigation measures to address impacts on adjoining properties are set out below. These measures shall be incorporated into the ATC Functions and Event Management Plan for Randwick Racecourse, in addition to the proposed Noise Management Plans included in Appendix B.

- When background music is played through the installed sound system within the Grandstand or other buildings (on any level excluding level 4), the doors and windows must be closed after 11pm.
- Events using temporary hired sound systems with music for indoor events within the Grandstand or other buildings must have all windows and doors closed when sound systems are in use.

- The temporary stage orientation and location for events in the Theatre of the Horse is to be orientated to minimise impact on Location 1 and Doncaster Road properties behind it.
- 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. Sound system levels shall be set and verified to comply with the nominated criteria.
- Noise measurement/monitoring shall be undertaken for Amplified Outdoor Events when required as per the description in Section 7.3.2.2.
- External event operators shall submit an Event Noise Management Plan to the ATC for all Amplified Outdoor Events.

Appendix A

Octave-Band Noise Logging Results

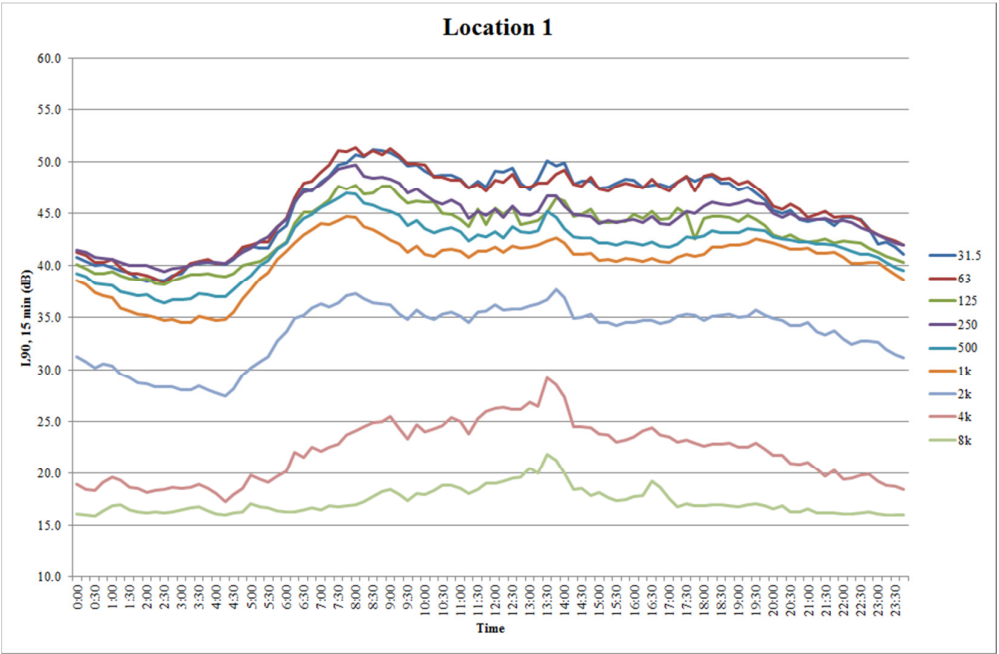


Figure 8 – Location 1 octave-band results

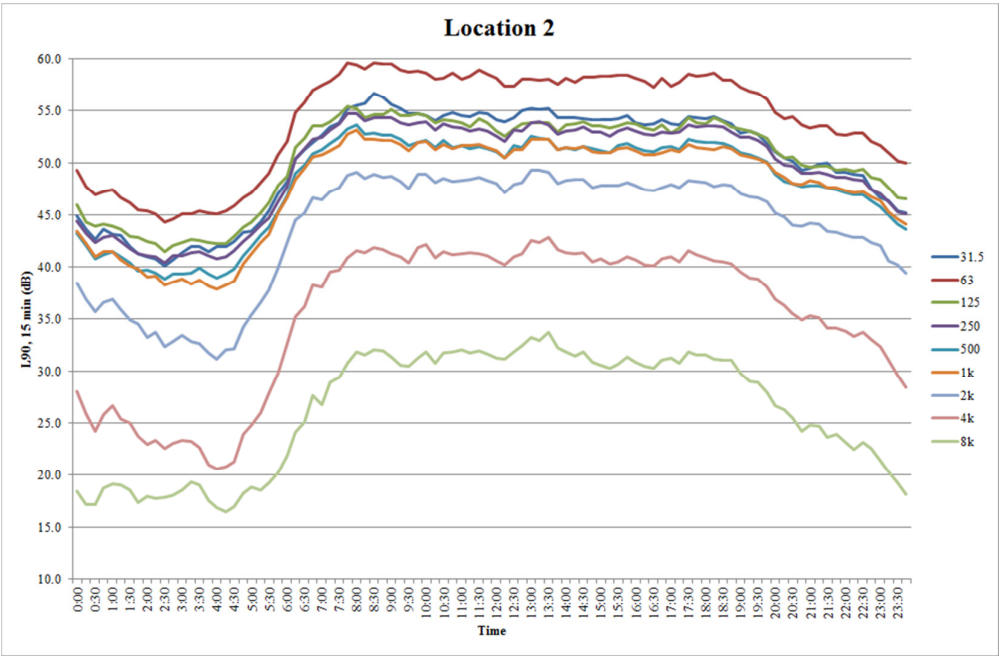


Figure 9 - Location 2 octave-band results

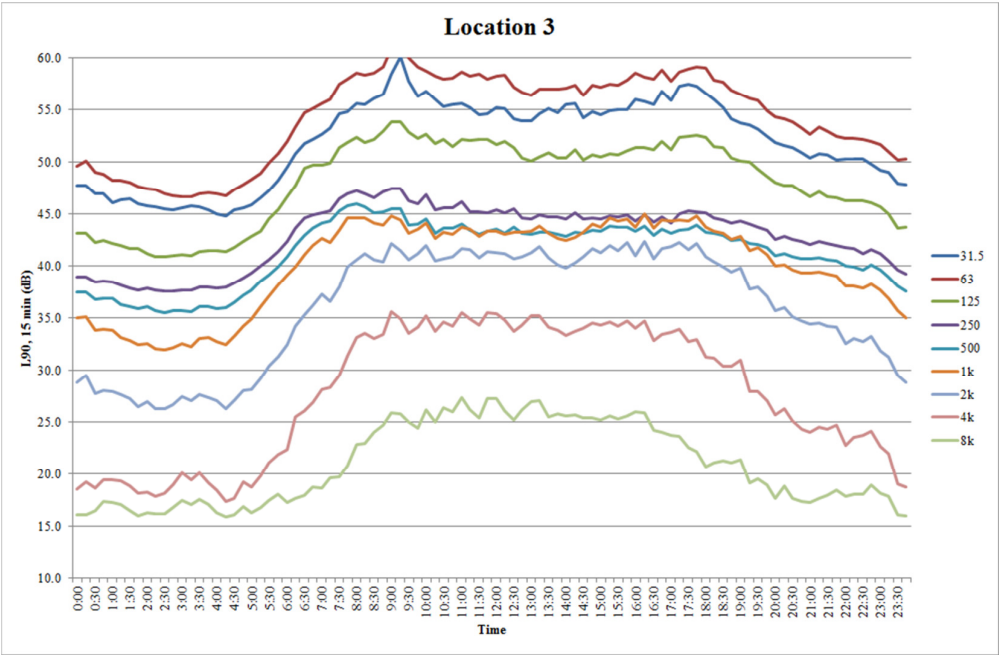


Figure 10 - Location 3 octave-band results

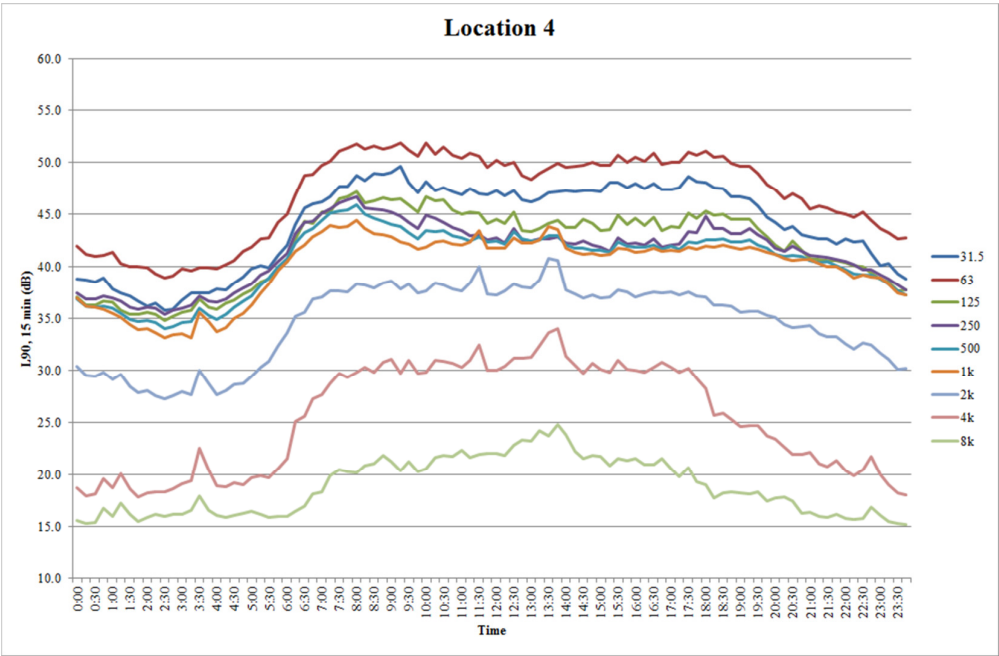


Figure 11 - Location 4 octave-band results

Appendix B

Noise Management Plan

B1 Noise Management Plan

The management strategies listed below, in addition to the noise criteria and recommendations included within the *Non-Race Day Acoustic Assessment* report (particularly Section 7), shall be included in and form an important and dedicated Noise Management section of the overall event management plan.

This noise management plan comprises of three elements and external event providers are required by the ATC to submit an Event Noise Management Plan prior to the event that considers the following items:

- Preventive management – details of mitigation of noise impact prior to the event such as stage orientation, barriers, sound limitation devices, etc. and effective community consultation before the event.
- Reactive management – noise monitoring and mitigation in real time, use of trigger levels set below limits, modes of communication between monitors and operators, complaints handling in real time and communication modes between complaints handling and operators.
- Review – assessing the performance of:
 - community consultation,
 - monitoring,
 - mitigation,to inform the development and implementation of recommendations that will improve performance over time (continuous improvement).

Operational Noise Management Plan (excluding Level 4):

1. Noise level compliance measurement/monitoring shall be undertaken when assessed by the ATC to be required for Amplified Outdoor Events (as defined in 7.3.2.2 of the *Non-Race Day Acoustic Assessment* report).
2. Any exceedance of the recommended noise criteria (as defined in 7.3.2.2 of the *Non-Race Day Acoustic Assessment* report) will trigger the management strategies identified below to ensure further exceedances are negated.
3. Based on specific event type and location, if the ATC assess an event to be of higher-risk for noise exceedance, then consideration will be given to providing noise monitoring at multiple locations.
4. Select an appropriate site location for events, with an aim to minimise noise impact.
5. Select the optimal orientation of events and hired sound system equipment or stages to minimise noise impact.
6. All sound amplification equipment to be used is to be installed, maintained and operated in such a way as to minimise the noise impact on residential premises or other sensitive receivers.
7. Select appropriate temporary hire sound systems, where the major noise controls are the selection and placement of loudspeakers. It is preferable to take advantage of digitally steerable line array and cardioid subwoofer speaker technologies that can help better contain sound within audience areas. Each speaker should be pointing downwards and directed inwards towards the

ground where the activity is occurring. With this arrangement, the likelihood for noise from the sound system to spill out of the venue into adjacent neighbourhoods is lessened. Sound system compressors and rms limiters must be used to prevent maximum noise levels from being exceeded, regardless of volume controls or short term spikes in the stage source content. All external sound systems are required to have rms limiters to control the system levels. Peak limiters for speaker/amplifier protection are not accepted as a substitute for rms limiters.

8. Noise Management conditions to be included in contractual agreements, such as venue hire agreements, to help avoid or minimise noise impacts and to enforce compliance with noise limiting criteria. Sound bonds may be considered to be imposed on event clients to commit the client to respond immediately to ATC or relevant acoustic consultant directives to alter noise emissions, or risk forfeiture of the sound bond.
9. Following 'quiet' work practices, such as requiring trucks to turn engines off rather than idle for long periods.
10. Include noise mitigation strategies and quiet work practices in ATC staff and contractors orientation and inductions.
11. Erection of signage, for example, having signs reminding event patrons and contractors to consider neighbours and be quiet when leaving events during night time periods.
12. Keeping nearby neighbours informed of a planned noisy event by distributing a notice say seven days prior to its staging. Its duration and the reasons for the event, along with a contact number for the event manager and a complaints hotline should be communicated. Any other information that describes measures to mitigate noise and to maintain reasonable levels of amenity should also be included. Neighbours are often more accepting and tolerant of temporary noise if they have been consulted and know when and why the event is happening, and how long it will last.
13. Facilitating proactive communication with neighbours for community consultation purposes. Informal approaches are often preferable and may include resident meetings, email and postal register, information on the ATC website, event newsletters with information on upcoming events in addition to specific event-related letter drops..
14. Establish internal procedures to receive and manage neighbourhood noise complaints in a consistent and transparent manner, with a view to acting on the complaint as quickly as possible.
15. Instructing sound engineers to keep the low-frequency (i.e. bass) noise down.
16. Develop comprehensive security, egress, and traffic management plans for different event types and locations. These should aim to minimise noise impacts by minimising the time and quantity of people left lingering around after an event, particularly if near to residential boundaries. This is typically when louder intoxicated or other anti-social behaviour can increase. Security guards should assist patrons in leaving quietly and avoiding passing through the nearby residential areas where possible. All sound systems should include a level limiter (or compressor) so that levels can be locked down. Performers and sound engineers should be advised that sound limiting will be used and settings are not to be tampered with.

17. The production manager and sound engineers should be briefed on the importance of maintaining appropriate acoustic levels.
18. Procedures should be implemented to allow for a quick reduction of the sound levels from all sound systems / stages if required. The directors / production manager should ensure that sound engineers reduce sound levels when instructed.
19. A report containing the results of any noise monitoring, any complaints and the noise control measures should be produced for reference within a reasonable time period post event. It should also include whether or not there has been compliance or non-compliance with the relevant noise criteria, including reasons for any breaches. Times and details of any occasions where a breach of the relevant noise criteria should be included and also what measures were implemented to prevent the breach from reoccurring.
20. Complaint hotlines should be active during Amplified Outdoor Events where there is a risk of infringing controls including bump in and out, and for a period of days after larger events to address any unresolved complaints. The complaints register should keep a record of the following:
 - the date and time of the complaint;
 - the method by which the complaint was made;
 - any personal details of the complainant which were provided by the complainant or, if no such details were provided, a note to that effect;
 - the nature of the complaint;
 - the action taken by the ATC or event organiser in relation to the complaint, including any follow-up contact with the complainant; and
 - if no action was taken by the organiser, the reasons why no action was taken.
21. The operation of the events should be in accordance with the noise criteria and recommendations identified in Section 7 of the *Australian Turf Club Randwick Racecourse Non-Race Day Events Acoustic Assessment* (written by Arup, dated 5 November 2013).

Level 4 Operational Noise Management Plan (excludes other areas):

Level 4 (operating under a new liquor licence) will comply with the NSW OLGR standard noise conditions.

Notwithstanding, the following procedures will be implemented to assist with the mitigation of noise from its operation on non-race day events:

- Closure of the outdoor terraces by 00:00 midnight every night.
- Signage erected at points of egress informing patrons to respect the neighbours.
- On nights where large numbers of patrons are expected, a security guard will be placed at the bottom of the central lift directing patrons and informing them to leave in a quiet and orderly manner
- For large groups, transportation will be arranged prior to the group leaving the premises.

- Sound system compliance with the OLGR criteria will be certified by a suitably qualified engineer within 30 days of the commencement of night time functions and re-testing will take place every 18 months.
- All Level 4 sound systems will incorporate rms limiting.