



WHITE CITY REDEVELOPMENT

Plan of Management



Projects & Infrastructure

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Executive Summary

The sport facilities at White City date from around 100 years ago. Prior to that, the site was used as a public amusement park.

Sport, recreation and community activity help create and unite communities - from young families growing up in the suburbs, to teenagers testing their muscles and agility, social groups, adults, and the elderly aiming to maintain or regain their health and fitness levels.

The core of the vision for White City is to continue the proud history of tennis on site as well as provide community, recreation, social and sports facilities for individuals and groups from grass roots level upwards. Football facilities aim to meet FFA standards for Premier League teams, and other facilities will meet relevant industry and operator's standards.

This plan of management has been prepared to accompany the Stage 2 Detailed Development Application for a community multi sports centre and registered club facilities at 30 Alma street Paddington NSW. The Plan aims to provide a clear, concise and practical framework for the sustainable management of the redevelopment and its future facilities.

Implementation of this Plan of Management will require ongoing engagement and planning between Council and all relevant stakeholders to ensure the recommended actions continue to meet the community's changing needs. Implementation of actions in this Plan of Management will be monitored and reported annually. This Plan of Management is intended to be reviewed and updated when required.

1 Introduction

1.1 Background to this Plan of Management

This plan of management has been prepared by Projects and Infrastructure (**P+I**) on behalf of Hakoah Club Limited (the **Club**) and Sydney Maccabi Tennis Club (**SMTC**), (collectively the **Owners**), with inputs from professional consultants in relevant fields, to accompany the Owners' Stage 2 Detailed Development Application for a community multi sports centre and registered club facilities at 30 Alma street Paddington NSW (**White City**, or the **Premises**). In addition, the document sets out a framework for the management of White City during the operation phase.

This plan of management establishes objectives, strategies and actions that identify the means White City employs in the day-to-day management of its various activities.

1.2 Scope of this Plan of Management

This Plan establishes performance criteria for various aspects of the operation of White City having regard to the relevant matters under the Liquor Act 2007, Liquor Regulation 2008 and the Environmental Planning and Assessment Act 1979.

1.3 Purpose of this Plan of Management

The Plan aims to provide a clear, concise and practical framework for the sustainable management of the Premises. As such, this Plan of Management will provide short- and long-term policies, management direction, and performance indicators for periodical review. Operating routines or instructions about how works or actions are to be performed or achieved are not detailed in this document. This approach allows for innovation and flexibility in the implementation of this Plan of Management.

1.4 Objectives of this Plan of Management

Per the Council guide, this document is a written commitment by the applicant, to control the external effects of the operation of licensed Premises on the community, on a day-to-day basis. More specifically, our Plan of Management aims to achieve the following objectives:

- The Premises is properly managed at all times;
- The operation of the Premises does not impact detrimentally upon or detract from the amenity of the neighbourhood;
- Minimise the impacts from activities associated with sports facilities upon residents and the environment;
- Maximise the active and passive recreational opportunities provided by the sports facilities;
- Enhance the contribution made by sports facilities and surrounds to the visual quality;
- Maximise opportunities for the management and use of sports facilities within the Premises; and
- Provide a framework for the sustainable management of sports facilities.

Where there is a conflict between the provisions of this Plan and the objectives, the conflict will be resolved in such a way to best achieve the objectives.

1.5 Statutory Framework

White City operates primarily under the:

- Liquor Act 2007,
- Liquor Regulations 2008,
- Registered Clubs Act 1976, and
- Registered Clubs Regulations 2015
- The Commission for Children and Young People Act 1998 and the Child Protection (Prohibited Employment) Act 1998

1.6 Licence

The type of licence under the Liquor Act 2007 currently held by the Premises is Liquor-Club licence LIQC330019627.

This license has been granted to Hakoah Club Limited (ABN 49000007360685) with the following main terms:

- Allowed trading hours: Monday-Saturday (9am-midnight), Sunday (10am-10pm)
- Normal trading: Good Friday, and Christmas day, and Dec 31st (till 2am New Year's Day)
- The licence cannot be exercised until the Premises are complete and ready to trade
- The Licensee must join and participate in the local liquor accord.

2 Action Plan and Implementation

2.1 Community and stakeholder engagement

Implementation of this Plan of Management will require ongoing engagement and planning between Council and all relevant stakeholders to ensure the recommended actions continue to meet the community's changing needs.

Key to the successful operation of the Premises and the staging of community events is a recognition of strong community engagement and consultation. Community engagement could include:

- Newsletters or notification of events distributed by White City operators.
- Publication of events/games on White City website
- Posters and public information
- Actively participate in the community through a variety of key partnerships,
- Actively participate through sponsorship and employee volunteer opportunities, and
- Support local community organisations, charity groups and sporting associations.

2.2 Monitoring & Reporting

Implementation of actions in this Plan of Management will be monitored through the preparation of annual performance reports, budgets, and capital works programs. It should be recognised however that commencement and completion of the recommended actions in this Plan of Management depends on available resources, funding, and White City's priorities in its annual works program.

Achievement of actions listed in this Plan of Management will be reported in White City's Annual Report.

2.3 Review of this Plan of Management

This Plan of Management is intended to be reviewed and updated when required. It should be updated to reflect changing community and operator priorities and issues, to take into account changes in relevant legislation, and to recognise completed actions. Review of this Plan of Management should also take into account the outcomes of periodic reviews of Owners/Operators' strategic and operational plans.

3 White City Overview

3.1 Location

This Plan relates to the operation of the White City redevelopment located at No. 30 Alma Street, Paddington NSW 2021.

3.2 Ownership and Management

The White City Paddington site is jointly owned by the Hakoah Club Limited and Sydney Maccabi Tennis Club Limited. These entities will be responsible for managing the assets, facilities and activities on the site.

3.3 Heritage and Cultural Significance

White City is located within the Paddington Conservation area and is subject to the provisions of the Woollahra LEP 2014 and the Woollahra DCP 2015.

The Heritage Impact Assessment has been conducted by Urbis and Cottey Parker, both experienced professionals in this area of expertise. Accordingly, the Premises, once completed, will complement the objectives and controls for the Paddington Conservation Area. The Premises retain the historic significance of the site through conservation of the whole Southern Grandstand, and of existing fabric and interpretation, and more importantly, retain the ongoing use of the site for community recreation and public access.

3.4 Premises and Facilities

3.4.1 Overview

White City Paddington delivers unique and exciting indoor and outdoor venues for social, community, education and sports. We expect White City to be the regular focal point for families and individuals from within the Sydney eastern suburbs' community.

In addition to being a pleasant place to meet and socialise, White City delivers a unique range of facilities for community use. These include a new Club building – an exciting, contemporary venue overlooking playing fields and Rushcutters Bay. This building is perfect for Club events and social functions, with Club function space, bar and bistro as well as the infrastructure to support catered Club events. The new Club building includes space for:

- 60-80 seat restaurant
- Function / events space for 280 people in banquet mode or over 450 people in conference / lecture mode
- Multi-use community space ideal for meetings, gatherings, workshops, conferences, education, bridge club etc.

The historic southern stand at White City is being conserved and converted into a multi-use space for gym, health programs and community activity. In addition to gym areas, the new southern stand building includes the following:

- Studio spaces ranging from 30-80 sqm available for community use on a regular basis
- Childcare areas
- Community space opening to Glenmore road

The ground level of the conserved southern stand incorporates a pool deck café / restaurant opening up onto an extensive outdoor including Learn to swim pool, 25m Lap pool, and multi sports hard court area. The outdoor space is also suitable as a venue for periodic outdoor events. The pool deck café, pool and pool deck, should become a social focal point for the local community.

Existing tennis facilities are being renewed and upgraded to include nine all-weather full-sized courts, tennis pro-shop, and ancillary infrastructure to support tennis teaching, coaching, training and tennis club activity. Tennis at White City will continue to be open to the public for coaching, court hire and other events.

3.4.2 Core objectives for White City

Sports and activity

- Encourage, promote and facilitate recreational pursuits in the community involving organised and informal sporting activities and games and;
- Ensure that such activities are managed having regards to any adverse impact on nearby residences.
- Reduce physical health problems, including cardiovascular disease and lower back pain.
- Improve psychological wellbeing through reducing stress, anxiety and depression.
- Increase personal development, self-esteem, self-confidence and sense of achievement through developing skills.
- Intangible psychological benefits such as happiness, enjoyment, satisfaction and spiritual experiences through participation in sport.

Club

- Encourage, promote and facilitate recreational, cultural, social and educational pastimes and activities.
- Provide for passive recreational activities or pastimes for the community including playing of indoors games.

Community

- Sport and outdoor recreation provide a forum for community development and social interaction. Engaging in sport provides people with an opportunity to socialise and build community networks in a relaxed atmosphere.
- Interacting as part of a team can aid individual development as well as broader community development through learning skills such as communication, negotiation and co-operation.

- Sports facilities also have value as informal meeting places which enhance social interaction within our community and may be used as a refuge in times of emergency.
- Encourage public recreation and the physical, cultural, social and intellectual welfare or development of individual members of the public
- Strengthen social bonds at the local community level through involvement of volunteers in recreation and sport, and by local residents meeting each other in recreational settings.
- Help children make friends, increase their sense of belonging and fitting in, limit the amount of time they spend with no direction, work in groups and think of others.
- Maintain and strengthen family relationships by joint involvement in sporting activities.
- Increase social inclusion and connectedness through participation and volunteering.
- Promote appreciation and understanding of people with disabilities and their carers and families through participating in mainstream activities.
- Lessen boredom and the amount of unsupervised leisure time spent by young people which can sometimes lead to the incidence of crime, vandalism and anti-social behaviour. The Australian Institute of Criminology has shown that youth crime can be prevented and the likelihood of re-offending can be reduced by involving young people in sport.

3.5 Summary of Available Facilities

Summary of Available Facilities	Area
Outdoor Facilities	
Open Grass and Landscaped Area	3,472 m ²
Soccer Field	7,924 m ²
Grandstand	260 seats
Multi-purpose hard courts	1,281 m ²
Tennis Courts	9 courts
Clubhouse Building	
Gross Floor Area	2,798 m²
Tuckshop	12
Change rooms and sports related	332 m ²
Acc. WC and Amenities	163 m ²
Restaurant (inc. bar)	153 m ²
Club Prefunction	165 m ²
Community Space	1,060 m ²
Circulation and Balance	914 m ²
Gym Building	
Gross Floor Area	3,092 m²
Change rooms	230 m ²
Acc. WC and Amenities	287 m ²
Gym and Spa	1,038 m ²
Café (indoor and outdoor)	343 m ²
Community Space	756 m ²
Circulation and Balance	438 m ²
Pools	
Learn To Swim Pool	286 m ²
Lap Pool	244 m ²
Pool deck	351 m ²
Parking	
Car	274 spaces
Motorcycle	28 spaces
Bicycle	100 spaces
Tennis Pro Shop	275 m²

3.6 Permitted/Intended Uses of the Premises

Uses of land and facilities covered by this Plan of Management will be subject to demand, assessment of the capacity of the Premises, development consent, and any resolution of the Board of the Owners. Intended uses and the scale and intensity of such use are listed below.

Uses that are within the allowed trading hours per relevant licenses and approval, limited to the physical constraints of the facility and/or to the requirements of the activity include:

- Art and cultural classes and events
- Bridge school
- Casual playing of games or informal sporting activities
- Childcare
- Club activity and events
- Club, security and youth training
- Community and cultural events (fundraising/charity events, special events)
- Community garden
- Court sports
- Dog training and exercise
- Fine art classes
- Fitness and wellbeing programs
- Football, futsal, rugby, small format games (5 a side, etc.)
- Gym, yoga, weights, cardio, stretch, Pilates, etc.
- Hydro therapy, physical therapy, and other therapies
- Licensed bar, bistro and café, including on-site alcohol serving Club events subject to available liquor licence
- Massage and spa
- Mobile food and beverages
- Music
- Natural areas (creeks and bushland)
- Organised sports competitions
- Organised sports training
- Other card games
- Personal training
- Pottery and sculpture
- Public performance or education

- Respite day-care centre
- School athletics carnivals
- School sport and recreation
- School vacation programs and activities
- Storage facilities for sports and community
- Swimming and swim school
- Temporary structures (ie. marquees, tents, stages)
- Tennis club, coaching and training
- Youth programs and events

Daily supporting activities, such as cleaning, security, maintenance, etc. will be carried out on a continuous basis.

4 Operation

4.1 Overview

White City offers a wide range of facilities for the following intended activities:

- Fitness including gym, spa, pools and other fitness activities
- Sports including football, tennis, basketball and other suitable sports: sports facilities can be used for sport, informal recreation, and social/community activities, such as fitness training and related mobile food/beverage vans
- Restaurants, bar and café: Food and beverage facilities will serve prepared snacks, packaged and prepared foods, with non-alcoholic beverages to take away. The food and beverage facilities are to be supportive of the function of sports facilities
- Related and ancillary professional space
- Club building and community space, together with available outdoor and indoor event space, can host a wide range of Club and community events
- Parking

In addition to specific activities, the Premises and facilities can also display internal advertising, where it is supportive of the desired use of the Premises and not visible from the exterior. Advertising material may be placed on the ground and buildings providing it is consistent with State Environmental Planning Policy No. 64 – Advertising and Signage (SEPP 64).

Depending on availability of resources, White City will operate these activities with in-house teams or cooperate with professional third-party operators.

4.2 Membership

Given the leading role taken by Hakoah Club and Maccabi Tennis in the Project, membership of the new White City is expected to be a significant part of the community structure in the future. While open to all, we anticipate a large proportion of members (in all categories), both social and activities based, will come from within the local area.

Memberships will be mostly available as annual enrolments. Trial or longer-term membership types could be added over time as demand increases sufficient to justify the decision. Some of the benefits the members will experience include:

- Access to new facilities
- Reasonable membership pricing
- High quality, state-of-the-art workout equipment
- Clean, safe environment
- Proven systems for member safety, security and use

4.3 Trading Hours

The table below provides the typical hours of operation for the various locations within White City on a day to day basis. The hours are within the approved range of the relevant licenses.

Some or all of the facilities may be closed during public holiday. In such case, notifications will be displayed in the relevant facilities and communicated to members in advance where applicable.

Location	Use/Space/Facility	Monday-Saturday	Sunday
Soccer Field	Sports and community events	7am – 10pm	7am-9.30pm
Multi-purpose hard courts	Sports and community events	6am – 10pm	7am-10pm
Gardens and outdoor spaces	Community gardening & other uses	6am – 10pm	7am-10pm
Tennis Courts		6am – 10pm	10am-10pm
Tennis Pro Shop		6am – 10pm	10am-10pm
Club Building			
Restaurant (inc. bar)	Public, Club, community and events	9am – 12am	10am-10pm
GF, L1 Club		9am – 12am	10am-10pm
L2 and L3 community space		9am – 12am	10am-10pm
Southern Grandstand Building			
Gym and Spa	Public, Club, community and events	5am-10pm	6am-8pm
Pool deck Café		6.30am-12am	6.30am -10pm
Community Space		8am-10pm	9am-1pm
Pools/Pool deck/Hard courts			
Outdoor deck area	Public, Club, community and events	6am – 12am	6am-10pm
Learn To Swim Pool	Swimming lesson, hydrotherapy, exercise	6am-8pm	6am-6pm
Lap Pool	Recreation, swimming lesson, hydrotherapy, exercise	6am-10pm	6am-8pm
Carpark and adjacent areas		Continuous	Continuous
Security	As required	Continuous	Continuous

4.4 Gym and Fitness

Objectives

- To manage Gym operation in a service oriented, secure and professional manner

- To ensure all equipment, flooring and gym facilities are well maintained and meet industry's safety standards
- To provide members with convenient access and satisfaction with a high-quality service

Controls

- Provide prospective members with sufficient information to make informed decisions about joining
- Not use false or misleading advertising or marketing practices
- Offer a range of membership plans with options of pre-payment or periodic billing
- Disclose the full price of all goods and services offered including various fees
- Maintain a high level of cleanliness
- Provide mechanically safe equipment and qualified staff to run fitness programs
- Provide a clear procedure for resolving complaints.

4.5 Pools and swimming school

Objectives

- To manage the pool operation in a service oriented, secure and professional manner.
- To ensure water quality, flooring and other pool facilities are well maintained and meet industry's safety standards
- To provide members with convenient access and a high-quality service

Controls

- Water quality and turnover times at White City swimming pools will comply with guidelines set by the NSW Ministry of Health.
- Chemical concentrations will be automatically monitored and controlled. Pool workers will test chemical concentrations daily to confirm automated equipment is calibrated and working correctly.
- Children under 10 years must be accompanied into the centre by a responsible person over 16 years of age and supervised at all times.
- Evidence of age can be requested as a condition of entry to a facility
- Teachers and/or instructors given charge of students at a White City swimming pool will provide supervision in accordance with supervision requirements set down by the NSW Department of Education and Training.
- Where a child under the age of 10 is identified as abandoned at the pool (i.e. without the required supervision), pool workers will firstly ensure the physical safety of the child and then attempt to contact the parent(s) or legal guardian via phone.
- If a parent is unable to be contacted, refuses to collect the child or does not arrive within 30 minutes, the shift supervisor will contact either the NSW Police Service or Department

of Community Services (DOCS) to arrange the transfer of the child into their custody. The Premises and Facilities Coordinator will be notified immediately.

- Rescue equipment and its locations are to be advised at the seasonal induction to all Workers and Club representatives. All equipment must be serviced by a competent person in accordance with manufacturers' recommendations. The equipment should be checked for correct operation and adequacy prior to or at the opening of the facility each day and recorded on the Daily Maintenance Log.
- White City aims to have staff/contractors all qualified with the relevant qualifications as required or deemed appropriate by industry standards
- All aquatic instruction workers in direct supervision of children will be required to undertake a screening prior to employment. The Commission for Children and Young People Act 1998 and the Child Protection (Prohibited Employment) Act 1998 established the Working with Children Check. The check is an employment screening process designed to reduce the likelihood that unsuitable people will get jobs with children.

4.6 Football field, tennis courts and multi-use hard-surfaced courts

Objectives

- To manage the football field, tennis courts and hard surfaced courts operation in a service oriented, secure and professional manner.
- To maintain a high level of quality and safety standards of the football field, tennis courts and hard surfaced courts.
- To undertake appropriate maintenance activity and service to ensure equally good performance of the field's artificial pitch relative to a natural grass surface, with regard to heat absorption, stormwater absorption and runoff into the Sydney Water stormwater channel and Sydney Harbour. Measures to perform will strictly follow supplier's instructions and may include routines such as regular cleaning and watering.
- To ensure a smooth flow of traffic in the Premises during game days

Controls

- Follow manufacturer's guide on usage, cleaning and maintenance of the synthetic pitch for the football fields as well as of the tennis courts and hard surfaced courts.
- Follow strategy for traffic management as outlined in the separate traffic management plan document

4.7 Restaurants, Bar and Café

Objectives

- To assure that all foods prepared are stored, prepared and served safely to our customers, and
- To ensure compliance with Food Standard Australia New Zealand (FSANZ) Australian Food Standards Code, in particular:

- Standard 3.2.1 of the Australian Food Standards Code – Food Safety Practices & General Requirements,
- Standard 3.2.2 of the Australian Food Standards Code – Food Safety Practices & General Requirements, and
- Standard 3.2.3 of the Australian Food Standards Code – Food Premises and Equipment, and Food Industry Recall Protocol.
- All food and beverage operations on site including the Café will operate as ancillary to the permissible recreational uses, i.e. they are not meant as independent activity, but to facilitate and support core permissible uses including sports and licensed club's activities.

Controls

- Operating staff or business owners employ trained and qualified Chefs,
- Compliance with the requirement to have qualified food safety supervisors on site,
- Independent food safety inspections carried out on a scheduled basis throughout the site to complement the unscheduled local council environmental inspections, and
- Operating staff to have specific food safety plan in place and reviewed annually.
- Targeted customers of the Café shop and the restaurant include the Club members, gym members, and other users coming to the Premises to use the sports facilities.

4.8 Liquor & Alcohol

Objectives

- All service of alcohol must comply with the Responsible Service of Alcohol (RSA) as set out in the Liquor Act 2007, the Liquor Regulation 2008 and any other current relevant legislation
- Provide a responsible service of alcohol management plan and policy,
- Provide a customer friendly and easily assessable liquor self-exclusion program for customers, and
- To contribute to liquor awareness campaigns for the community.

Controls

- All bar service staff and security staff positioned within the licensed areas must have appropriate RSA qualifications
- In-house service of alcohol policy monitored by Duty Managers and frontline employees,
- Liquor & Gaming NSW incident register kept electronically with notifications being actioned by the Duty Manager and the Group Security Manager,
- Third-party compliance inspections carried out quarterly,
- Compliance with the Registered Clubs Act requirements for entry into the Club,
- Trained security personnel assist with monitoring responsible service of alcohol and report to the Duty Manager,

- Security personnel will also be required to patrol public areas to enforce RSA guidelines and
- No alcohol is permitted in White City without a valid liquor licence and/ or approval and it is the responsibility of the various tenants to obtain appropriate licences to support their operations
- A Temporary Event Liquor Licence and/or extension of an existing Liquor Licence are required for all events serving alcohol
- If any patron is identified by staff as approaching an irresponsible level of intoxication, staff will firstly refuse service of alcohol and refer the person to the Bar Manager and / or Security. Persons deemed to be unduly intoxicated or affected by other substances will, subject to Duty of Care responsibilities, be removed from the Premises.

4.9 Tennis, and tennis pro-shop

Objectives

- To continue to enhance the current activity of Sydney Maccabi Tennis Club at White City
- Sydney Maccabi Tennis Club will continue to run the coaching and training program plus court rental operation in a service oriented, secure and professional manner
- Sydney Maccabi Tennis Club will continue to maintain a level of tennis activity plus social and community activity which complements the other activities and values of White City
- The pro-shop will operate as ancillary to the permissible recreational uses, i.e. not a main activity but only to facilitate and support tennis and related permissible uses on site.

Controls

- Sydney Maccabi Tennis Club maintains procedures for club membership, tennis coaching, court hire, and social tennis operation
- Sydney Maccabi Tennis Club have a designated tennis operating team to ensure appropriate and acceptable conduct of tennis at White City, taking care of all matters including daily cleaning and waste disposal of common areas, maintenance of facilities, handling players' requests and other relevant activities.
- The pro-shop will sell tennis-related goods with targeted customers being people coming to the Premises to play tennis.
- Trading hours of the pro-shop follow the same timeframes as those of the tennis courts.

4.10 Multi-functional event space, gardens and other community spaces

Objectives

- To run the event space and community space operation in a service oriented, secure and professional manner
- To ensure the event and community space are well maintained and readily available for scheduled events/functions

- To ensure all events/functions/gatherings occurring at the space take place in an organized and controlled manner

Controls

- The event operation would be led by an experienced event coordinator
- All event activities must be reviewed and approved by the event coordinator
- The event coordinator will make sure all events follow the Premises' specific policy on activities including signage, traffic, noise and other relevant policies.

5 Transport, Parking, and Traffic Management

5.1 Public Transport

Staff at the Premises are encouraged to promote the awareness of patrons of transportation options, particularly about the available public transport in order to assist with the efficient and orderly movement of people away from the Premises

The Premises are well served by public transport linking into the City Rail and bus networks. White City is within easy walking distance (about 450m) of Edgecliff station.

Bus Services

The Site is serviced by 8 bus stops within 400 walking distance of the Site. In this regard, the Site is accessible by a number of bus services operating along New South Head Road, Lawson Street and Gurner Street.

The bus services along New South Head Road are frequent with the follow key bus services:

- Route 200 providing a service every 15-20 minutes during the peak between Bondi Junction and Chatswood.
- Route 324 providing a service every 10-20 minutes during the peak between City Walsh Bay and Watson Bay via Old South Head Road.
- Route 325 providing a service every 30 minutes during the peak between City Walsh Bay and Watson Bay via Vaucluse Road.

The bus services at Gurner Street are also frequent with the follow key bus service:

- Route 389 providing a service every 7 minutes during the peak between Bondi Junction and Pyrmont.

The Site is therefore well serviced by bus services that are accessible and frequent.

Railway Services

TfNSW Guidelines states that train services influence the travel mode choices of areas within 800 metres distance (approximately 10 minutes' walk) of a train station. It is therefore noteworthy that the Edgecliff Railway Station is located approximately 500m to the east of the subject Site. It is serviced by the T4 Eastern Suburbs & Illawarra Line which has services every 3 minutes during the peak hours which allows for a turn up and go service. The Site is

therefore well serviced by a frequent train service that allows frequent access to the City and Bondi Junction.

5.2 Parking

Parking management aims to:

- Manage the Premises' car parks in a service-oriented, secure and professional manner.
- Provide convenient and safe logistics to members and visitors to the Premises

There are two designated parking areas within the boundary of the Premises. Total available car parking is [279] spaces, of which 165 spaces are undercover and 114 on-grade outdoor. The on-grade car park is also accessible via Alma street. This is an outdoor car park which can be used by the patrons.

A small number of spaces will be designated as staff parking, and the balance is available for use by the members/patrons who visits the Premises. Depending on the type of membership taken out, certain members will be entitled to a period of free parking, beyond which a parking fee will be levied. Traffic advice indicates parking capacity should be sufficient to meet the anticipated demand. According to an independent Traffic Report, total of [239] parking spaces is required based on a standard parking assessment, and the provision of 279 parking spaces provides an excess of 40 spaces based on the Council DCP and other general guidelines. W

On-Premises carpark may be managed by an access control system, along with a timed parking scheme that would provide parking to the patrons of the development. The scheme will allow for free parking within a limited time then charged at a reasonable rate. This help to encourage on-site parking by patrons thus reducing the impact on the surrounding road network, while allowing for prevention of the car park being used as a commuter car park for those travelling to the work during the critical AM peak period.

The car park is covered by CCTV cameras and may be actively patrolled 24 hours each day by security officers. There will be adequate external lighting throughout the levels, lift and stairwells.

The car park is the access point for all deliveries to the Premises and will be utilised by heavy vehicles. At times the lower entry gates to the car park are locked during trading times to prevent people from parking their vehicle and leaving the Premises without using any of the facilities, and Patrons using any of the Premises' car parks do so under the terms and conditions of the car parks.

5.3 Traffic Management Plan

The purpose of this section is to establish principles and identify measures to manage the transport impacts associated with the Premises. The transport and traffic principles for the Premises consider the measures to manage visitor movements to, from and within the Premises. Also, White City aims to create a pedestrian-friendly environment, responding appropriately to both typical operation and to manage numbers of visitor movements to the buildings.

We support the establishment of a traffic management plan for the morning and afternoon school peak periods on Alma street, including any application by Sydney Grammar for a School Crossing Supervisor.

The existing road (Alma St Extension) and access arrangement for the Sydney Grammar School as is currently provided will remain. We do not propose any change to the current circumstance even during construction.

Public safety and security in the Premises must be maintained always and all logistical activities undertaken must be managed by competent staff utilising adequate safety and security controls to manage risks to the public and patrons of White City. These controls will include the requirement to provide vehicle spotters, traffic marshals to manage road closures and egress, lighting, safety equipment and temporary closures of areas within the site, that do not unnecessarily impact access to the Premises. When required, emergency vehicle access and emergency response egress would take priority within the Premises

A Transport Management plan has been developed which also deals with ways to satisfy the higher parking demand and traffic flows generated on weekends by soccer matches as specified in the Council's Stage 1 Concept DA consent conditions.

Refer to the separate traffic management plan document for more details. The negative impacts of increased traffic and parking problems relating to sporting events are also relevant to the goal to increase the use of sustainable transport options. Sporting participants are encouraged to use alternative transport options such as walking, cycling public transport and car-pooling to access sports facilities.

5.4 Access and Egress

The section relates to the access and egress of people within the Premises and their paths of travel to each of the various tenancy locations.

Pedestrians and vehicle can access and exit the Premises from Alma Street. There is an exit-only driveway onto Glenmore road. There is an additional pedestrian access – exit route via a gate at the eastern edge of the conserved southern grandstand onto Glenmore road and via a pedestrian entry into the conserved southern stand building itself. In addition, there is a pedestrian route from Edgecliff station to the site.

White City is being designed to adequately reflect the needs of all attendees including those with a disability and will comply with AS 1428.1 Design for Access and mobility, providing equitable and dignified access to people with mobility, vision hearing or intellectual disabilities.

Key considerations for ensuring access include:

- Access to White City and its facilities must be maintained for emergency vehicles and/or owners/tenants of properties requiring access.
- The specific needs for disabled occupants must be addressed and appropriate evacuation measures implemented to ensure all occupants can be safely evacuated.

- A minimum width must be maintained for egress paths for pedestrians always. The width is to be determined following finalisation of the detailed designs.
- Foyers and fire assembly gathering areas should not be blocked or significantly reduced to allow free flow to fire exits and egress from tenancies within the Premises.
- Authorised vehicles left in the Premises may be removed

5.5 Wayfinding and Signage

All facilities should use signage that details acceptable patron behavior, and other safety rules. Safety signs should be compliant with current industry standards and be displayed in a prominent location containing information that is appropriate for the nature of activities conducted at the facility.

Wayfinding and signage strategies for White City will use and apply the City of Sydney Wayfinding Strategy and Legible Sydney Design Manual to guide visitors to the site.

The wayfinding and signage solution for White City will project a cohesive image, contributing to the smooth functioning of the Premises, directing people to proper areas and away from restricted areas and enhancing the aesthetic aspects of a space.

The Premises signage will include general signage, egress, access and emergency signage in and around the facilities including front-of-house and back-of-house areas including associated security, safety and compliance signage. It will be integrated with operators' signage and the commercial obligations associated with sponsorship, branding and/or naming rights.

Informative and interpretative digital displays, finger boards, and other types of signage blades are proposed to be incorporated in the Premises to assist the public understanding of the history, development and significance of the Premises.

The signage system will incorporate flexibility for potential adaptation of the signage during or after its installation to support community and Club events. These will be managed by the Premises Manager in a cohesive and un-cluttered manner.

6 Security Management

6.1 General Security Strategies

White City is committed to protecting visitors, employees, property, assets, reputation and customers from potential risks by implementing appropriate strategies to deal with threats and risks, both immediately and in the long term.

Number of security staff: the plan is to have a minimum of two security officers to cover the Premises' general security needs as required, and if necessary, on a continuous basis. Security for events and games will be catered for separately on an as-needed basis.

The security strategy for the Premises considers the measures to manage larger numbers of visitors when events are conducted within the buildings. The recommended protective security strategies considered for White City include:

- Develop a comprehensive set of security policies and procedures through close collaboration with security specialist;
- Maintain security lighting within the boundaries of the site;
- Layering security based on the type and use of the space (public, semi-public, semi-private, and private);
- Securing loading docks and vehicular entry ways;
- Reducing the opportunity for illegitimate vehicular access;
- Managing event access using temporary barriers and control methods;
- Having access to a security monitoring centre (or equivalent) on or off site for the central command and control of the Premises security systems and operations including patrols;
- Security and other staff will be appropriately trained and/or accredited with Responsible Service of Alcohol (RSA) and deployed in accordance with the provision of the Liquor Act and licence of authority;
- Security training sessions to be conducted on site or off site;
- Provide security awareness training to staff;
- Implement ticket security measures to prevent unauthorised access to events;
- Armed cash-in-transit company deliver and collect cash, and
- Other security strategies as appropriate.

6.2 Electronic Security Strategy

The recommended electronic security strategies considered for White City include:

- CCTV surveillance throughout to provide coverage of all vital areas for live monitoring and incident review/investigation.
- Electronic access control throughout to reduce opportunity for trespass, theft, and misuse of space.
- Intruder alarms to monitor commercial and sensitive areas outside of normal working hours.
- Managing physical keys through an electronic key management system.
- Providing a duress/help point system throughout the Premises for emergency communications by patrons and staff in case of a security incident.
- Providing an IP based intercom system for the Premises, and
- Implementing an overarching security management system to provide a central point of control and interface with the Premises electronic security systems.

7 Patron Management

7.1 General Patron Management

Given its many facilities, we estimate the daily number of patrons within White City in a no event, no game day can range from 150 to 400 people including visitors, members of the Club, Maccabi Tennis guests and members, Gym, Pool and Learn to swim pool visitors.

On peak days there may be both functions being held, and major football games taking place, although not simultaneously. The number of visitors over a 24-hour period could exceed 1000 people. Patron management therefore is a critical part of the security strategy for White City.

During the operating phase, the following controls will be implemented, along with other appropriate measures to ensure a high level of security, safety and the smooth management of the various activities taking place on site:

- Members entering must show a valid membership card;
- All visitors over 18 years to the Club must sign in;
- All patrons will be held subject to all laws, rules and regulations of the Liquor Act and Registered Clubs Act as well as the Club's Constitution;
- The entire site will be designated as non-smoking;
- Prior to any event and game, the coordinator will work with security to establish and implement an appropriate security plan. Additional security personnel and technical solutions will be employed to ensure a smooth handling of larger groups during the event. Additional signage and instructions may also be employed to guide visitors to the event and amenities locations.
- White City will establish a maximum number of patrons to be permitted on site at any particular time given the capacity of the relevant area or facilities, nature of event, and assessment of operational or security risk. Each circumstance will be separately assessed having regard to conditions at that time.
- Patron behaviour within and outside of the Premises will be monitored and controlled by the security arrangement in place at that time.
- White City will establish and maintain a detailed policy and guide on dealing with violence, criminal, or anti-social behaviour as part of its overall security strategy and promote an understanding of security and safety among staff and patrons.

7.2 Patron safety and risk management

Risk management aims to provide a safe environment for players, spectators, casual and other users of White City facilities and land.

Maintenance work will be undertaken in a proactive manner through regular, scheduled site visits, clean-ups and inspections in recreation areas. Inspections of sportsgrounds and courts

will take place to ensure playing surfaces are level and safe for use. Whenever possible, defects will be addressed on site and attended to in order to ensure safety for members and the community.

Temporary seating and equipment will be situated at a safe distance from the sidelines of an activity. Electrical equipment brought onto the premises should be tested.

Insurance obligations of hirers will be stated in agreements from a casual hire arrangement to a lease or licence. Seasonal hirers must take out or subscribe to a Public and Products Liability insurance policy.

At the outset of any agreement and each year of a continuing tenure, evidence of current insurance cover must be provided by hirers. Sporting groups must provide evidence of adequate and current sport accident/injury insurance which provides cover to club members or participants, and only registered members of the club may participate in events.

Personal Fitness Trainers must provide valid documentation detailing their registration and accreditation, as well as valid public liability insurance.

All facilities will have necessary communication systems to enable the appropriate warning or notification of staff and facility patrons such as two-way radios, whistles, etc.

8 Light and Noise Management

8.1 Noise Attenuation

The Premises Manager will oversee the implementation of noise management principles within the Premises operations. The Premises Manager will undertake annual reviews of the performance of the noise management policy and procedures for the Premises.

The Premises Manager will also manage the ongoing liaison between regulators such as the City of Sydney Council, NSW EPA, and the Police to help coordinate resources and resolve ongoing noise problems efficiently and effectively.

All tenants, hirers and service providers to the Premises will be required to demonstrate they have undertaken appropriate risk assessments and planning before undertaking activities within the Premises. They must demonstrate that they have appropriate noise management controls, monitoring and communication systems in place for the activities they undertake within the Premises.

A review of the performance of the noise management approaches will be undertaken in response to noise incidents and /or complaints in consultation with the tenant, hirer, service providers and the Premises Manager.

Certain community events may need to submit a Noise Management Plan to the Premises Manager for approval prior to the event, outlining:

- Program (confirming activities planned and times for all activities)
- Confirmation of predicted noise levels (front and back of House)
- Sound system design, loudspeaker orientations/locations and installation, and any other sound management overlay (such as enclosures or barriers)
- Noise monitoring proposals and personnel contact information for those with responsibility for managing noise levels
- Noise within the Premises will be managed at, the source, in the transmission path and at noise receiver(s), where:
- The assessment and design of noise control strategies will be reviewed when there are proposed changes to the facility design or operational use of the Premises, and in accordance with statutory planning requirements.

Controlling noise at the source is the preferred method of noise management within White City. Approaches to be taken to manage noise at the source should include/ consider:

- The procurement and selection of noise-efficient technology for plant and equipment used within the Premises.
- Conditions in contractual agreements with tenants, hirers and service providers requiring compliance with the Premises goals, planning and operational criterion.

- Establishing standard operating procedure to control the noise related aspects of the installation and operation of plant and equipment to be used within the Premises. When required noise muffling and/or sound barriers must be used to contain the noise of equipment or plant.
- Fit out of commercial Premises should consider the use of additional sound-absorptive materials and barriers to reduce the risk of sound transmission, reflection and vibration.
- Ensuring a noise risk assessment and mitigation is undertaken as part of the procurement and planning of event, and activities within the Premises, which also considers alternative programming or the way in which the activity is undertaken to control and mitigate unacceptable noise.
- Noise management protocol will be established for both the restaurant/bar and also the function space in the Club. In the event that amplified music is being played in the evening, a protocol will be established to ensure external doors and windows are shut at 10pm. This includes the sliding doors to the terrace from the Club function room which will be closed if there is music/music above a specified level.
-

Noise measurement may be used to actively monitor noise within the Premises, particularly during peak activity periods for the Premises, such as when whole-of-Premises events are programmed. This monitoring will also inform and support the annual review of noise management policy and procedures for the Premises.

There will be a 15kmh limit on the vehicle ramp to Glenmore road. Due to its geometry, vehicles will be travelling slowly such that there is unlikely to be any meaningful noise impact to surrounding properties from vehicles using the ramp.

8.2 Lighting

Advances in technology mean that high quality lighting can be used while at the same time minimising impact of lighting overspill on adjoining residents and, in some cases, reducing energy consumption. The standards applied will take into account the needs of both sports facility users and surrounding residents (AS 2560 – Guide to Sports Lighting, and AS 4282 Control of the obtrusive effects of outdoor lighting). The lux levels (levels of illuminance) to be provided at each site are determined on a case-by-case basis, as requirements depend on the type of sport and level of competition or training played and the actual size of the sports facility. This standard includes recommended maximum light levels at boundaries of surrounding properties and of each luminaire. In addition to the effects on nearby residents, the effects of sports-ground lighting on road users and transport signaling systems are included in the standard.

Negative impacts of sportsground floodlighting can be reduced using various methods. Restrictions on the frequency of use and hours of operation are applied.

Light impact from headlights from vehicles on the exit ramp is unlikely to be significant given the last 8m of ramp is essentially level, and there is unlikely to be upward canted headlights from this portion of the ramp. The geometry of the ramp and walls on each side mean

headlights only face onto Glenmore Road at the completion of the ascent, on the level portion of the ramp. The stage 2 development application is accompanied by a Light Spill Assessment.

The following aspects of a lighting design may assist in the control of light spill:

- The level of illuminance provided is site specific, but does not exceed the requirements for the specific type and level of sport played
- As lighting technology is improving, so is the control of light spill. Beam types, aiming angle, and possibly LED lights can all be selected to reduce obtrusive lighting
- The colour of light poles will be chosen to minimise negative impacts. Poles that have sky as a backdrop are galvanised (silver in colour) to blend with the sky, whereas poles with vegetation as a backdrop are best coloured black,
- AS 4282 states that “Where possible, advantage should be taken of the shielding which may be provided by trees, earth embankments, spectator stands or other existing physical features”.
- If required, louvres or shields will be fitted to floodlights to minimise light spill.

9 Waste Management

It is intended that the Waste Management Plan for White City will be developed in consultation with relevant authorities, consultants, tenants and Premises stakeholders prior to its finalisation and prior to occupation.

White City is committed to minimising waste generated from its operation and will work with tenants and hirers to ensure the proper disposal of all waste generated.

There is a separate Site Waste Minimisation and Management Plan prepared by a professional consultant for White City which has outlined all aspects of the waste management plan, including the following disciplines and other relevant practice to achieve the plan's goals:

- General rubbish storage and removal arrangements including hours of pick up;
- Bottle storage removal arrangements including hours of pick up; and
- Premises wide waste education initiative, including updating signage and tenant workshops.

10 Flood Water Management

White City is in a flood-prone zone, with large areas being under water in any event greater than a 1-in-5 event. Our approach is predicated by an appreciation that the site is flood prone and operates as an overland storage in major wet weather event and will always be so.

The redevelopment has been designed with the following objectives in mind:

- To ensure no great displacement of flood water than is currently the case.
- No damage to buildings or vehicles in wet weather events
- Risk to people is minimised and actively managed
- To have a strong signage and warning system in place for people to take caution in protecting themselves and their belongings (including cars) in the event of floods.

A Flood Management Report has been prepared by BG&E professional flood consultants which details the site's flood holding capacity and measures to undertake to achieve the abovementioned goals. The approach balances the need to minimise the risk in respect of displacement of cars, with the (greater) need not to displace water in a major flood event. Depth velocity graphs showing flow rates and depth across the site in various specified conditions are included in the report and form the basis for the recommendation to avoid the risk of vehicle mobilisation.

Technical advice supports the approach and the management plan is central to risk mitigation. The Flood Management Plan includes the provision of:

- Monitoring devices - One or more stream gauges in the water channel, plus a rain gauge. Monitoring rainfall, flow, and rate of change in stream level. A Scada system is recommended. The system will be designed and established in collaboration with Water Resources, and the Bureau of Meteorology (BoM), and linked to both.
- Warning System – SMS, on site signage, and aural alarms - In the event critical parameters (rainfall, or rate of rise, or absolute level) are exceeded, appropriate warnings will be issued to occupants and regular visitors to the site.
- Link to SES – The system will link with SES. Documented under the Flood Management Plan and Plan of Management.

Options being considered for the water level / rainfall sensors in the Rushcutters Creek Channel include pressure sensor (limited range) or gas tank pressure system. Advice will be sought from BoM and Water Resources in the selection of equipment.

From a Management perspective, having a second exit from the site, via the Glenmore Rd ramp is an advantage in preventing a rush to the exits.

11 Workplace Health and Safety

11.1 General Compliance

The Premises will have the following general compliance in place with regard to workplace health and safety:

- All workers, including employees, contractors & volunteers will comply with relevant regulations, policies and procedures at all times.
- Contractors conducting work on White City's facilities will provide insurance and policies and procedures are to be clarified at the time of engagement.
- All incidents are to be reported, investigated and addressed in accordance with White City's procedure.
- Ensuring that all employees, commercial partners, resident companies, presenting partners, commercial tenants, venue hirers, event operators, contractors and suppliers are aware of their responsibilities with respect to safety legislation and our policies.
- Complying with all relevant safety laws, standards and codes of practice.
- Maintaining a documented occupational health and safety system with procedures for identifying, assessing and controlling workplace hazards so far as is reasonably practicable and in accordance with relevant codes of practice, as may apply.
- Implementing and continuously improving safe systems of work.
- Requiring safe work practices from our co-workers, including commercial partners, resident companies, presenting partners, commercial tenants, venue hirers, contractors and suppliers.

11.2 Electrical Safety

To ensure the safe operation of electrical equipment, the following must be followed:

- Electrical System is to comply with requirements of AS3000 equipotential bonding all metal objects with any dimension over 100mm in areas likely to be wet and contacted.
- Electrical equipment will be tested and tagged as per AS/NZS 3760 for safety and compliance;
- Any faulty electrical items, the area will be isolated, and the fault immediately reported;
- Any dangerous electrical outlets or switches, the area will be isolated and the fault immediately reported;
- Any power blackouts that are caused by other than a disruption in supply to the Facilities must be immediately reported;

11.3 Chemicals

To ensure safe handling of chemicals, the following must be followed:

- Always refer to the manufacturer's instructions for handling, usage and disposal
- Use correct personal protection clothing and equipment, e.g. face mask, respirator, gloves, boots, overalls, apron as instructed
- Storage of all chemicals should be done properly
- All decanted chemicals must be in containers that are clearly labelled if they are to be stored.
- Use a clean, dry and impervious scoop (not wood) when transferring chemicals.
- For manual chemical addition always dissolve or dilute the chemical in plain tap water.
- Water should not be added to chemical. Add chemicals to water.
- Where chemicals are added to a pool manually, add the dissolved chemical into the deep end of the pool when the pool is not open to the public, allowing adequate time to circulate.
- Skin, eyes or clothing that have come in contact with chemicals should be immediately washed with copious quantities of fresh water.
- Other references include AS3780-2008 the storage and handling of corrosive substances.
- Cleaning products held on site will be stored in accordance with manufacturer's instructions.

11.4 First Aid and Oxygen

The First Aid room must remain clear at all times and not used as a storeroom. All equipment must be ready for any emergency

The First Aid Kit should be regularly restocked by a competent person.

Oxygen resuscitation equipment is to be provided sufficient to enable bag/valve/mask resuscitation and oxygen therapy for adults and children. It is essential that this equipment meets Australian Standard requirements and is regularly maintained and serviced and the appropriate documentation is maintained.

Oxygen Equipment must be stored upright in a clean, dry ventilated location free from dust, oil, grease, heat, sand and readily accessible to trained workers e.g. the Emergency Equipment Station.

All relevant qualifications must remain current and the operators must be accredited to use the specific oxygen equipment held on site.

Mobile defibrillator equipment is available at all sites for adults and children. Use of equipment will require appropriate training and manufacturers guidelines are to be followed e.g. pink Infant/Child key is required if the patient is under 25kg or 8 years old. Defibrillators

are to be checked daily to ensure the green light is blinking. Batteries to be changed every 4 years or as per used by date. Pads need replacing after use and or before used by date.

11.5 Fault Reporting and Repair

It is the responsibility of all workers and users to report all hazards which includes defects, safety issues and maintenance requirements as soon as they are identified. This should be done by reporting all hazards to the relevant supervisor on site who is to inspect the item/area to ensure the hazard is isolated and sign posted.

The supervisor is to then isolate the area and place necessary signage to warn people. If the fault cannot be resolved, the hazard is to be reported to the facility Manager who will take further necessary actions.

11.6 Risk Management

The objective is to manage risks at all levels within the organisation and operate effectively and efficiently while meeting the required standards of accountability, compliance and transparency.

White City classifies its risks within three categories:

- Strategic,
- Financial, and
- Operational Compliance.

The risk management process is aligned to the Australian/New Zealand Risk Management standard AS/NZS ISO 31000:2009, and consist of the following key components:

- Establishing the context,
- Risk assessment,
- Risk treatment, and
- Risk recording and monitoring.

11.7 Incident Responses

In the event of an incident, workers in the immediate area are required to respond with these actions:

- Protect your health and safety.
- Protect the health and safety of others.
- If necessary, provide first aid to any injured person and/or call emergency services 000.
- Without risk to self and if trained to do so, make a dangerous area safe and or isolate area to minimise risk of further injury or damage.

- Notify the facility Manager of the incident and complete the Incident Report Form before leaving the site.
- The site must not be disturbed further until it is confirmed that the incident does not require notification to a regulatory authority.

11.8 Incident Reporting

The facilities Manager must be notified immediately of any incidents outlined in the New South Wales Work Health and Safety Act 2011 Section 35 defines a notifiable incident as:

- Death of a person, or
- A serious injury or illness of a person requiring hospitalisation, or
- A dangerous incident

In the event of a notifiable incident the facilities Manager must inform Senior Management and HR immediately if they believe a notifiable incident has occurred. Senior Management in consultation with HR will make a determination on notification requirements and ensure that appropriate notification occurs.

An Incident Report Form is to be completed by employees for any injury, illness, damage or near miss occurring to them or where a notifiable incident has occurred at one of our facilities, to commence the investigation process.

11.9 Emergencies

The definition of an emergency varies from incident to incident (or an emergency response event), but typically involves any unplanned activity that causes death or significant injury, disrupts operations, causes physical or environmental damage, threatens the reputation of the event or significantly decrease the revenues associated with an event. They may include:

- Crowd crush
- Fire and/or explosion
- Flood
- Severe weather
- Earthquake
- Civil disturbance
- High risk work
- Terrorist threat
- Medical emergency
- Biological or chemical incidents
- Communications failures, etc.

All facilities must have emergency procedures and plans developed specifically for hazards at each site. In the event of an emergency the Emergency Action Plan is to be followed.

All staff undertaking operations at White City facilities will be required to have a site induction to include, Emergency Action Plan, location of rescue equipment, first aid supplies and fire extinguishing equipment.

Induction is to include group consultation with Pool workers to discuss trigger points for mass evacuation, identify disabled attendees who may require assistance for evacuation and to ensure appropriate number of qualified supervisions is available. All unit representatives are to ensure all persons under their control leave the area quickly and in an orderly manner.

The contact number for emergencies is 000 (triple zero). White City to have their own Customer Service's number during operating hours and 24-hour Emergency Service number to receive notification of emergencies.

Emergency Evacuation Plan

The future Emergency Evacuation Plan will be developed in consultation with tenants, City and Government Authorities such as City of Sydney, Fire and Rescue NSW, NSW Police and NSW Ambulance. It will consider the risk and measures for the operations of WBACP and its tenancies and include consideration for mass evacuation to manage larger numbers of visitors when events are conducted within the buildings, or to facilitate a response to city and Premises wide threats including fire, terrorism and/or civil unrest. As part of the plan the following clear and concise information should be included:

- Emergency Services Information Package
- Contact details for key personnel who have specific roles or responsibilities under the emergency plan, for example the Premises and tenancy management, security personnel, fire wardens, floor wardens, first aid officers and marshals (traffic/crowd).
- Contact details for local emergency services, for example police, fire, ambulance, water / air rescue, traffic management and hospital.
- Site Plans (clear and unambiguous) of the facility illustrating:
 - Site boundaries
 - Normal entrances and exits to the site
 - Emergency entrances to the site
 - Internal roadways
 - Fire Safety Equipment (e.g. boosters, hydrants, sprinklers, fire hose reels, fire/emergency control centres, PPE for site personnel etc.)
 - Water supplies (e.g. street mains and hydrants, static water supply)
 - Main electrical switchboards (isolation points)
 - Main gas supply valve/s (isolation points)
 - Other critical isolation valves (e.g. hazardous chemical pipes, stormwater and other containment systems such as bunds).

12 Complaints handling system

The objective is to provide visitors, customers and community members with a variety of mechanisms that enable them to give feedback on their experience of White City, and having issues raised addressed in a timely manner by the appropriate person. As such, the following measures will be applied at the Premises along with any future policy to be applied to promote a friendly and sustainable operation at White City:

- Complaint forms collected electronically and monitored for repeated issues,
- Additional training provided in areas of customers service as result of complaint,
- Front line staff are aware of complaint handling processes,
- Complaints and all supporting documentation provided during the investigation are accepted in a number of formats, including written letters, emails, phone calls and in some cases front line staff are available and able to translate should there be complaints from members and guests whose first language is not English, and
- Staff who are handling complaints are empowered to either resolve the complaint or be aware of and have access to the person who can resolve the issue.
- Calls to the Premises Management Office would be logged by the Premises Manager.
- Written complaints are welcomed via the email and postal addressed specifically developed to support the Premises.
- The complaints handling procedure would form part of the Complaints Management System for the operations.

13 Property Maintenance and Capital Improvements

Buildings will be kept in a clean and serviceable state. Improvements to buildings will occur as budgetary limitations allow.

All major plant, equipment and building faults should be reported to Facility Manager immediately after being discovered. The most appropriate form of repair will then be discussed with Facility Manager. If equipment is broken by direct use by workers, an incident report must be filled out and returned to Facility Manager.

If regular maintenance provided by Facility Manager for any reason lapses, Facility Manager should be notified to correct the problem. Regular inspections of plant should be carried out each day to ensure that no visible problem areas are arising. Monthly inspections of plant and building must be carried out monthly using the facility checklist form and included in the monthly report to Facility Manager. Maintenance also includes the identification of any hazards in the facility. If a hazard is identified and it is major, it should be isolated and reported to Facility Manager immediately, otherwise, management should rectify it straight away if it is a minor hazard.

Programmed preventative maintenance of swimming pools is primarily carried out in the winter season. Maintenance issues that arise during the operational season will be dealt with in a timely manner.

Landscaping items including lawns will be maintained at a predetermined standard. Lawn weeds and burs (e.g. bindii) will be eradicated quickly when detected. Trees will be periodically thinned to promote growth and longevity and to assist in the prevention of limb drop.