



# 2021 Melbourne Cup Carnival

## COVIDSafe Event Plan

24 October 2021

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# INTRODUCTION

# Glossary

Term	Meaning
VRC	Victoria Racing Club
MCC	Melbourne Cup Carnival
RV	Racing Victoria
DH	Department of Health
DJPR	Department of Jobs, Precincts & Regions
PTV	Public Transport Victoria
RASV	Royal Agricultural Society of Victoria
VBA	Victoria Bookmakers Association
GA	General admission – members of the public who purchase a ticket to a product on course
F&B	Food and beverage
OHS	Occupational health and safety
CCTV	Closed-circuit television
PPE	Personal protective equipment
Member	A person who pays a fee to be a member of the Victoria Racing Club
Product	A specific space that is a ticketed customer offering
Bubble/s	An area that has a specific purpose, or use, or is subject to particular restrictions.

# Introduction

The 2021 Melbourne Cup Carnival (MCC) remains a complex landscape for the VRC as we set about adhering to government regulations, managing changing customer behaviours and a continually evolving COVID-19 environment.

The Melbourne Cup Carnival for 2021 is being planned as an on and off course experience, catering to our 30,000 + member base, corporate customer set both interstate and intrastate, our major sponsors and partners and our vast Australian and international audiences. Our world class standing in events and entertainment showcases Melbourne, Victoria and the nation to a global audience and delivers a leading economic benefit to the state of Victoria.

The planning for 2021 has been informed by the continued delivery of racing and events at Flemington over the last 12 months and the current COVIDSafe settings and restrictions as stated by the Victorian Government.

The plan provides a high level overview of:

- Where spectators would be hosted via a zone structure – attendance levels and experience
- Ticketing and contact tracing
- COVIDSafe operational management

The VRC has conducted a robust assessment of the Melbourne Cup Carnival and built out the elements of our COVIDSafe Event Plan in line with Victorian State Government COVIDSafe settings. This is to ensure we deliver a COVIDSafe 2021 Melbourne Cup Carnival for all stakeholders.

# How the VRC will continue to safely manage spectators in a COVID-19 environment

Key highlights of this plan:

- A reduced maximum capacity from previous years of 120,000 to 10,000 per day with an allocated reserved seat for every spectator.
- Implementation of three hard patron zones plus an industry zone
- Ticket only entry with tickets specifying zone, product and entry point
- Maximising utilisation of outdoor spaces - the total occupiable space for ticketed outdoor areas/ zones is 32 acres (the entire site is 360 acres which includes the race track)
- Comprehensive training for approximately 350 VRC Event Staff in addition to COVID Marshalls
- Complete data capture across patrons, workforce and industry to support contact tracing teams
- This will work alongside, respect and comply with the agreed bio-security protocols in place, at the relevant time, to protect racing industry participants.

# **1. KEY EVENT INFORMATION**

# Contact information

Registered business name	Victoria Racing Club Limited
Trading As	Victoria Racing Club Limited
Business address	448 Epsom Road Flemington VIC 3031
ABN	32 119 214 078
Event organiser name and title	Carmel Ferrigno- Senior Manager Experience Design
Event organiser phone number	03 8378 0753 or 0402 351 343
Event organiser email	<a href="mailto:c.ferrigno@vrc.net.au">c.ferrigno@vrc.net.au</a>
Event website	<a href="https://www.melbournecupcarnival.com.au">https://www.melbournecupcarnival.com.au</a>
COVIDSafe coordinator name and contacts	James Reid – Executive General Manager Operations
	Tim George – Chief Warden & Senior Manager Event & Venue Operations
	Mike Cheadle – Work Health and Safety Manager
Liquor license type and number	On-Premises Liquor Licence No: 32357788
	Major Event Liquor Licence No: 70007729 (PRG)
	Major Event Liquor Licence No: 70007730 (TBG)



The Melbourne Cup Carnival is a largely outdoor event and the pinnacle event of horse racing in Australia. It is held over four days at Flemington racecourse 448 Epsom Road Flemington i.e.

## **Saturday 30th October Penfolds Victoria Derby Day**

- Gate Opening – 10:20 am
- First Race – 12:20 pm
- Last Race – 5:50 pm
- Gate close – 7:50 pm

## **Tuesday 2nd November Lexus Melbourne Cup Day**

- Gate Opening – 8:45 am
- First Race – 10:45 am
- Last Race – 5:15 pm
- Gate close – 7:15 pm

## **Thursday 4th November Kennedy Oaks Day**

- Gate Opening – 10:40 am
- First Race – 12:40 pm
- Last Race – 5:50 pm
- Gate close – 7:50 pm

## **Saturday 6th November Paramount + Stakes Day**

- Gate Opening – 10:40 am
- First Race – 12:40 am
- Last Race – 5:50 pm
- Gate close – 7:50 pm



## Event Details

## Experience arranging a COVIDSafe event

Since the beginning of the pandemic, the VRC has conducted race days under strict biosecurity and COVIDSafe measures. During those race days over 30,000 officials, participants, media, staff and spectators have attended the venue without incident.

Since 6 December 2020 VRC has safely returned spectators to the venue using its vast expanse and numerous spaces. Authorised officers have regularly provided positive feedback on our operations and we believe we are setting the standard in running safe events currently.

## Attendance

Total expected attendees	10,000 per race day
Expected Peak attendees	10,000 per race day
Capacity previous years	120,000 per race day
Attendance - past 5 years	

Year	Derby Day	Cup Day	Oaks Day	Stakes day
2019	70,000	71,000	49,000	51,000
2018	80,963	73,454	52,010	56,600
2017	77,774	80,272	53,023	57,859
2016	78,582	83,575	50,080	56,486
2015	73,499	86,966	48,744	54,696

Event Tier	Tier 1
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# Attendance Overview- 2021

2021 MCC Capacity by Customer Type

Zone	Capacity	Members	Sponsors	Corporates	Owners	GA
Pink	2,350	2070	280	-	-	-
Purple	4,003	2612	83	458	850	-
Green	3,647	2328	133	686	-	500
Total per day	<b>10,000</b>	<b>7,010</b>	<b>496</b>	<b>1,144</b>	<b>850</b>	<b>500</b>
		70%	5%	11%	9%	5%

## Notes:

- Attendance breakdown above is only applicable to Melbourne Cup, Oaks & Stakes Days.
- Attendance forecast does not account for industry, staff or other accredited workers.

# Customer Segments & Demographics by Zone

Attendance will be VRC Members, Guests, Sponsors, Corporate guests, Owners, General Admission, Industry Participants, Partners, Contractors and Event Workforce

	Green Zone	Pink Zone	Purple Zone
Age Group	41.6% - 18-29 years 15.5% - 30-39 years 16.1% - 40-49 years 16.0% - 50-59 years 8.2% - 60-69 years 2.6% - 70+ years	6.5% - 18-29 years 19.8% - 30-39 years 33.3% - 40-49 years 29.5% - 50-59 years 10.1% - 60-69 years 0.9% - 70+ years	2.7% - 18-29 years 9.1% - 30-39 years 23.1% - 40-49 years 31.1% - 50-59 years 22.6% - 60-69 years 11.4% - 70+ years
Average age	38	46	55
Gender	60.2% - Female 39.5% - Male	56.2% - Female 43.8% - Male	40.1% - Female 59.7% - Male
Live	52.6% - Metro Melbourne 16.3% - Regional Victoria 27.2% - Interstate 3.9% - Overseas	70.2% - Metro Melbourne 7.9% - Regional Victoria 20.2% - Interstate 1.8% - Overseas	77.6% - Metro Melbourne 12.2% - Regional Victoria 9.5% - Interstate 0.6% - Overseas
Membership	1.7% - Member 98.3% - Non-member	49.8% - Member 50.2% - Non-member	100.0% - Member + Guests

Note: The data above is based on race day surveys conducted post 2019 Melbourne Cup Carnival. This data has been weighted to accurately represent attendance in 2021.

# Event Details

## Venue Details

<ul style="list-style-type: none"><li>• Venue name</li><li>• Venue Contact</li></ul>	Flemington Racecourse Tim George - Chief Warden & Senior Manager Venue & Event Operations <a href="mailto:t.george@vrc.net.au">t.george@vrc.net.au</a> 0448 292 319
<ul style="list-style-type: none"><li>• Venue Site map</li><li>• Venue site size</li><li>• Venue publicly accessible floor</li><li>• Maximum venue capacity</li><li>• Break down of room/ area</li></ul>	Refer to Supporting Documents, Attachment 1 “Venue Site Plans” 1,236,029 square metres (sqm) 161,122 square metres (sqm) 120,000 people/ Pax Refer to Supporting Documents, Attachment 2 “Product Capacity Data - FINAL”
<ul style="list-style-type: none"><li>• Requested maximum number of attendees</li><li>• Venue staff number</li><li>• Venue vendors, sub-contractors, volunteers’ number</li></ul>	10,000 Pax per race day plus staff and industry participants (5,500 for Derby Day) 4,000 Pax (excluding vendors, sub contactors & volunteers) Included above



# Event Details

## Venue Details

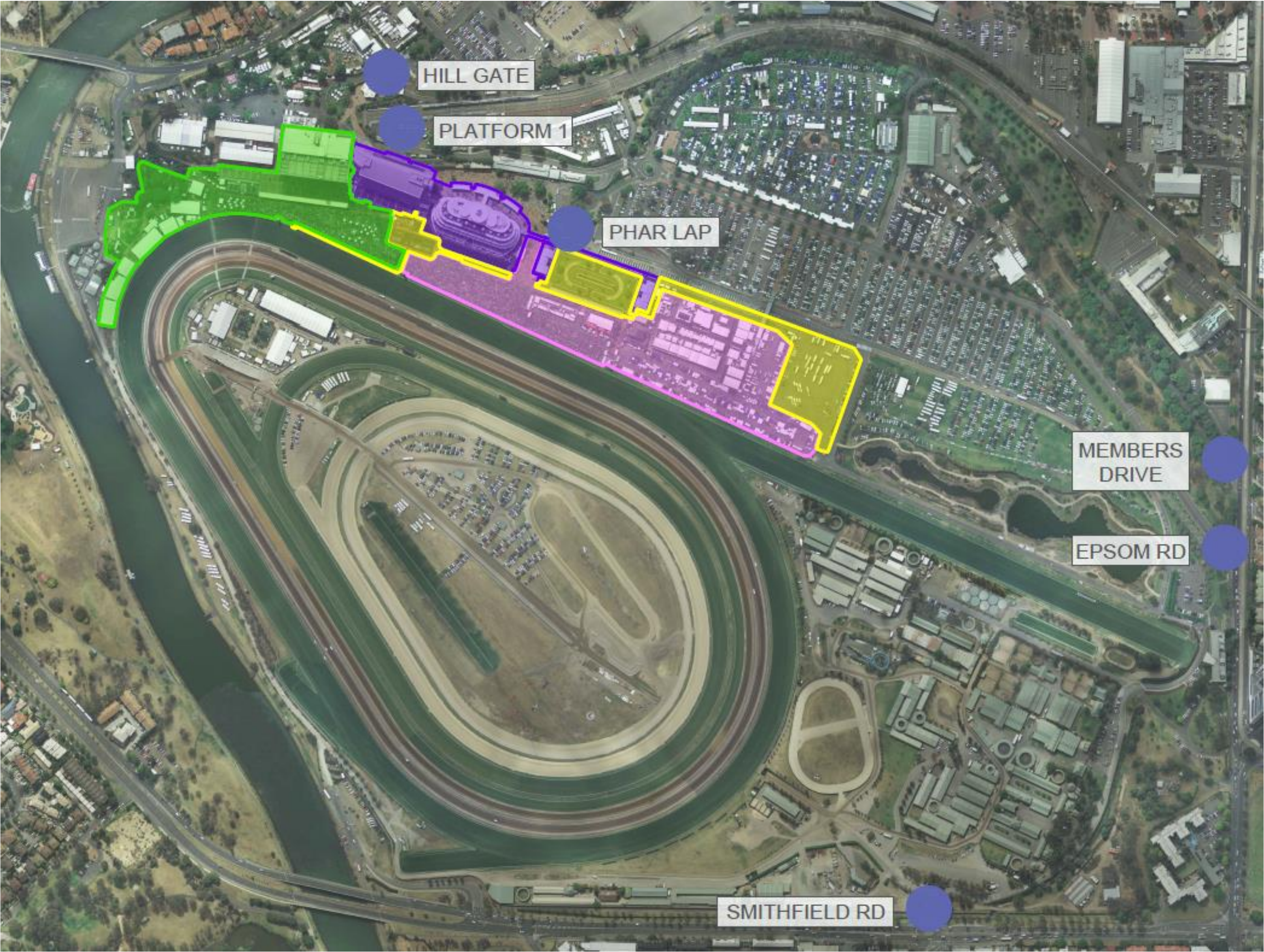
- Event / venue staff key roles and responsibilities
  - Supervisors – Manage event staff within the designated areas, also act as a warden in the unlikely event of an emergency
  - Customer Service – Meet and Greet patrons and offer assistance
  - Accreditation Checking/Turnstile Entry – Checking Members accreditation into relevant areas
  - Owners Ticketing – offer assistance to horse owners who are on course
  - Car Parking – Managing the ingress and egress of vehicles on site
  - Industry Staff – staff who are positioned in industry areas e.g. Horse Stalls, Mounting Yard and Horse Float area. All these staff have specific roles relating to their allocated area
  - COVID Marshals- monitor and amend compliance as required in accordance with the relevant Government directions at the time of the event.

## Number of Entry & Exit points

- Refer to Supporting Documents, Attachment 'Venue Site Plans'
- Flemington Racecourse has four main permanent patron access points to the venue as well as a dedicated industry participant entry point.
  - Main Turnstiles (Pharlap)
  - Hill Gate
  - Flemington Station Platform 1
  - Smithfield Road



# Event Details – Entry Points





# Event Details

## Venue Access & Management

Flemington Racecourse is a large venue with a number of access points and modes of transport, this includes:

- Trains
- Trams
- Taxi
- Ride Share
- Driving & Parking
- Private Pick Up & Drop Off
- Bus & Limousine Transfers
- Helicopters

Due to the reduced capacity of the event, the VRC in conjunction with the stakeholders below, do not believe a formal traffic management plan is required for the Melbourne Cup Carnival.

The VRC continues to maintain regular consultation with the following stakeholders;

- Department of Transport
- Yarra Trams, Metro & VicRoads
- City of Melbourne
- Moonee Valley City Council
- City Wide



## **2. EVENT SITE MAP & ZONES**

# Event Site Map

Refer to Supporting documents - Attachment 1 Venue Site Plans'

# Zone Plan and Rationale

- Based on the current Victorian Government public event framework and working closely with DJPR and DH the VRC has planned for the Melbourne Cup Carnival to be run utilising four hard zones
- The four zones have been identified based on their geographical positioning, proposed customer sets and proximity to the key/multiple access points into venue which include carparks, train stations and ride sharing drop off and pick up points
- Spectator attendance per day is 10,000 Pax across three days of the Melbourne Cup Carnival (Cup Day, Oaks Day and Stakes Day) = 30,000 Pax overall for the event.
- By embracing the zone approach the VRC are able to curate unique experiences within each zone to deliver the experience carnival patrons know and expect
- A key focus in our Event Plan is to offer all customers a fixed reserved seat or “My Space” proposition.
- Ticketing and the capture of all patron details to assist the Department of Health Outbreak Management Team is an integral element of our planning



**Course Map – Zoned** The following illustrates how the Flemington landscape will be zoned to ensure the best use of it's expansive nature. This allows for clear entry and exit locations for patrons ticketed to a specific zone location





# Zone Overview



SITE MAP &  
ZONES

Each zone is further broken down into smaller sub zones where movement is unlikely to occur due to physical barriers or differing ticket types. Below gives some further insight into the nuance of each zone.

**PINK ZONE** – The pink zone will contain 14 exclusive hospitality marquees which will accommodate 280 of the total 2,350 patrons. Marquee guests will be required to present their ticket as they enter and exit their marquee throughout the day. Retail and luxe pods comprising of dedicated individual seating areas or pods will be available to 2,070 customers.

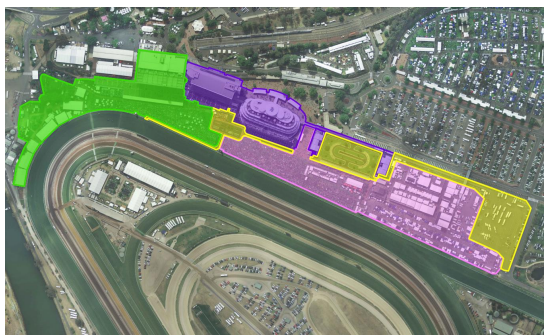
Luxe Pods will be a full table service offering. Hampers may be pre-purchased prior to the event day and collected at the designated Hamper collection point within the zone. These spaces are monitored by security, RSA officer, the licensee, catering staff, VRC event staff and COVID marshals.

**PURPLE ZONE** – The two main Members stands will be divided into two soft zones consisting of 26 venues. A majority are reserved ticket venues which will limit the amount of movement within the venue. Any movement from area to area will be captured through soft/ visual ticket checks. These spaces are monitored by security, RSA officer, the licensee, catering staff, VRC event staff and COVID marshals.

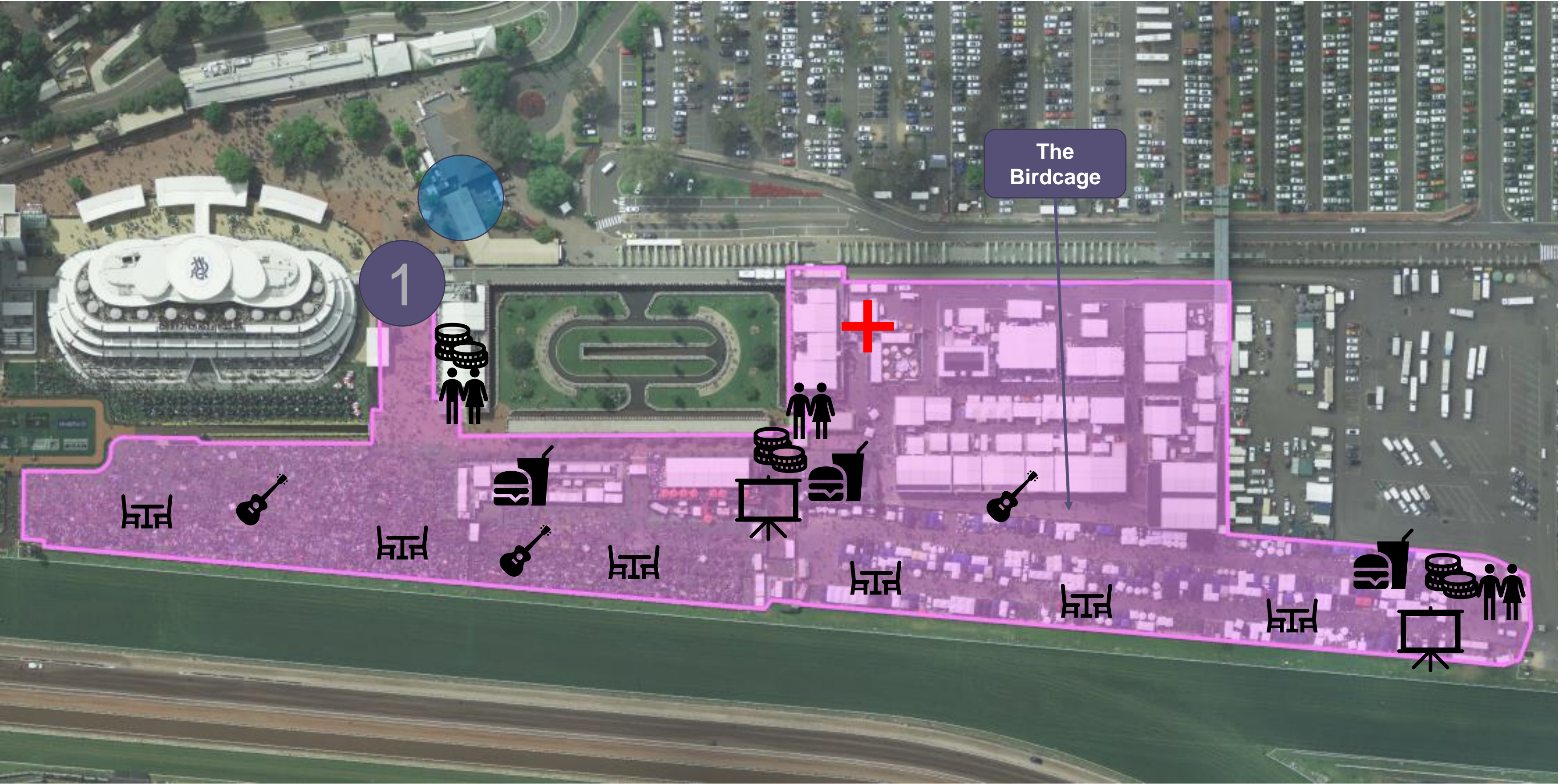
**GREEN ZONE** – The green zone is made up of distinct customer groups: The Hill Stand is a fully reserved venue for 1,306 patrons leaving the remaining 2,341 patrons to occupy the front lawn, Saintly Place, The Furphy Deck & the reserved Lawn Stand grandstand seated area. These spaces are monitored by security, RSA officer, the licensee, catering staff, VRC event staff and COVID marshals.



# Pink Zone Overview



SITE MAP & ZONES



- Entry gate
- Zone Entry
- Toilets
- Wagering
- Food & Beverage
- First aid posts & Isolation Rooms
- Entertainment stage
- Seating
- Screen





# Pink Zone



SITE MAP &  
ZONES

**Customer:** Sponsors, Corporate Guests & Members

**Proposed Capacity:** 2,350

- Outdoor – 2,070
- Indoor – 280

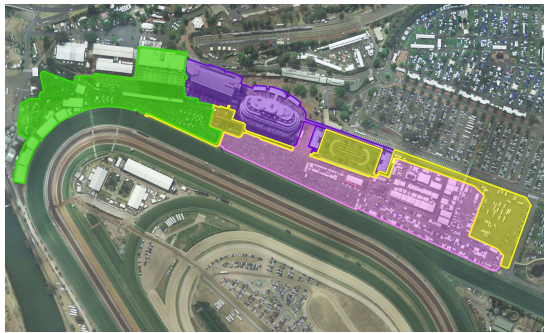
## Overview:

- Outdoor reserved pod offering along track facing areas
- 14 x Private dining marquees for 20 Pax
- Highly serviced catering offering at the eastern end
- Retail offering to the western end
- Entertainment offering built around central stage

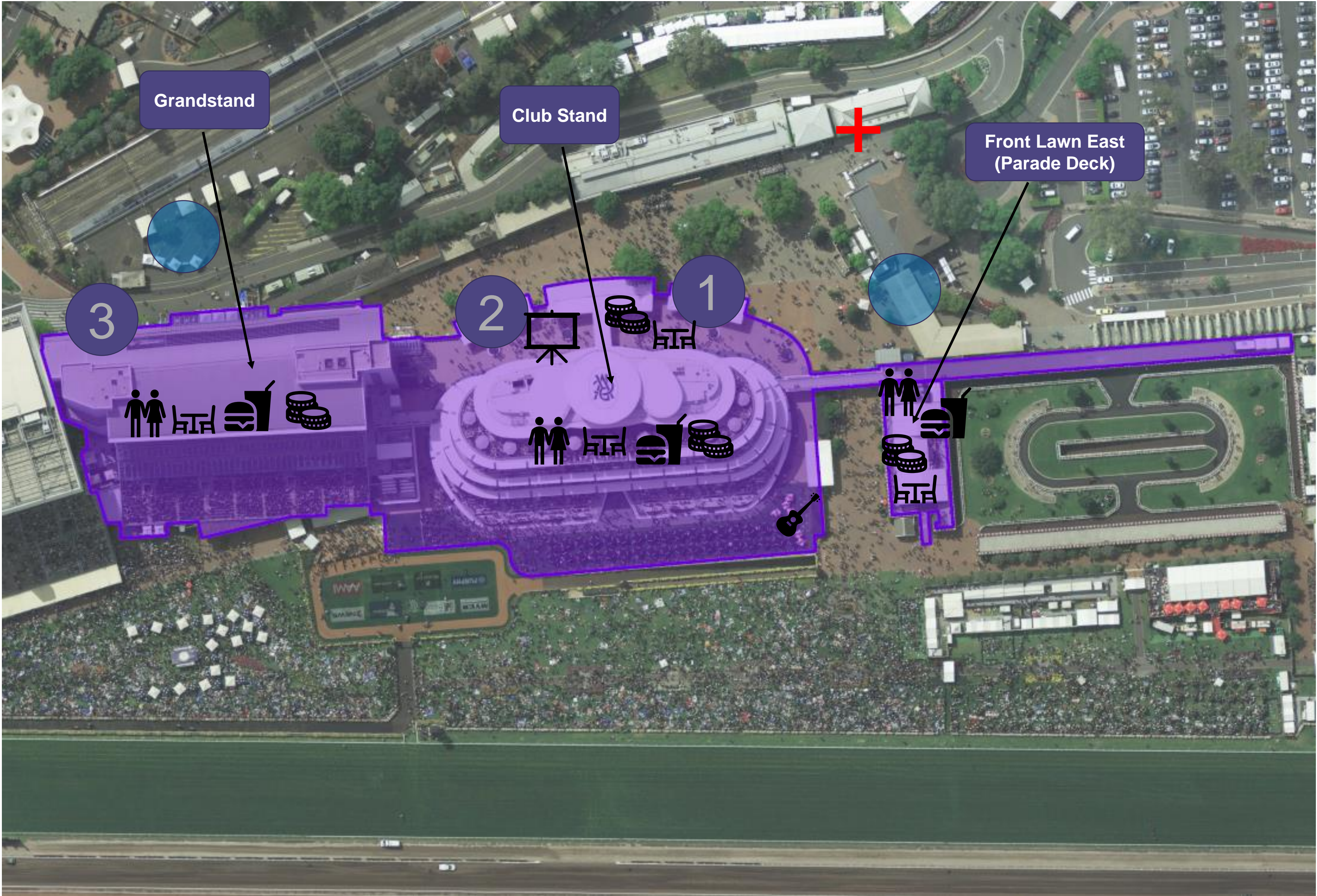




# Purple Zone



SITE MAP & ZONES



- Entry gate
- Zone Entry
- Toilets
- Wagering
- Food & Beverage
- First aid posts & Isolation Rooms
- Entertainment stage
- Seating
- Screen





# Purple Zone



SITE MAP &  
ZONES

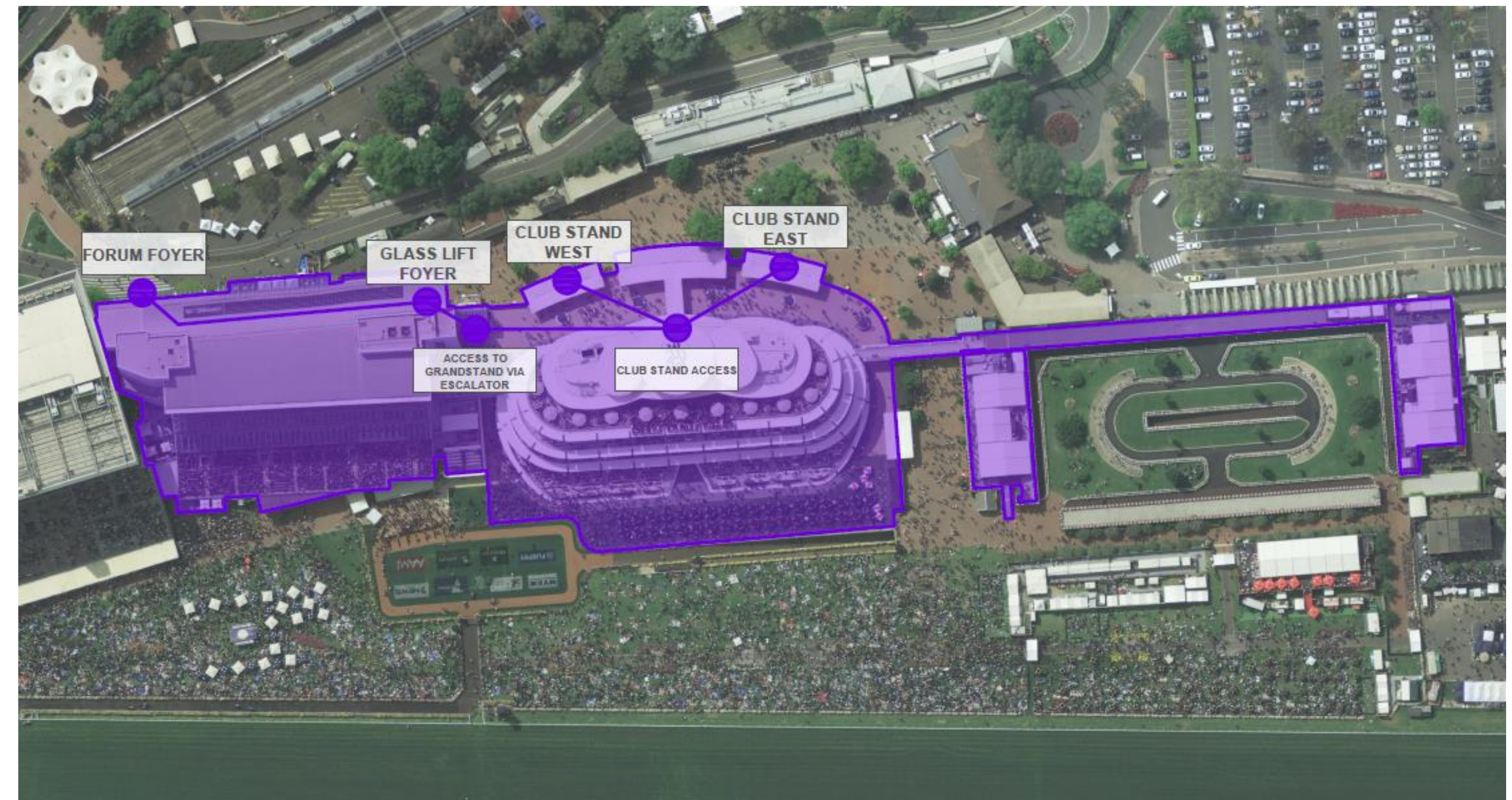
**Customer:** Members & Guests

**Capacity:** 3,965

- Outdoor – 944
- Indoor – 2,971

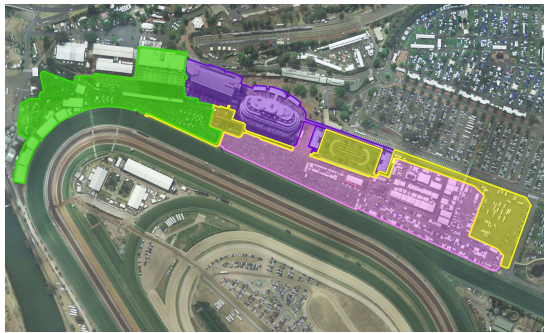
## Overview:

- Reserved bars, restaurants and outdoor pods with a range of settings including;
  - Dining venues
  - Casual dining
  - Retail bars & Bistro outlets
  - Reserved & Un-reserved lawn pods
  - Outdoor un-reserved spaces
  - Unreserved Seating Decks

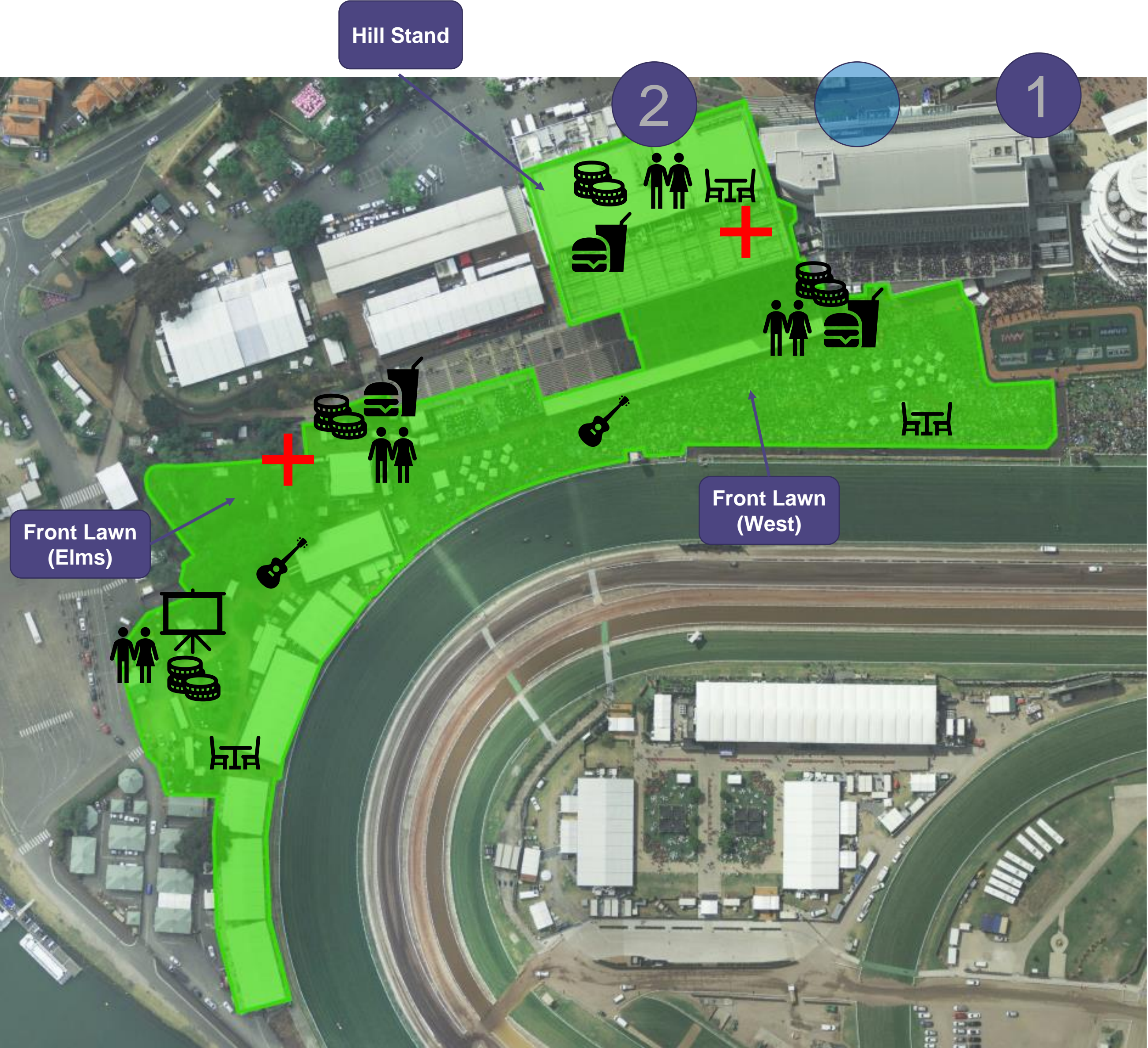




# Green Zone



SITE MAP & ZONES



- Entry gate
- Zone Entry
- Toilets
- Wagering
- Food & Beverage
- First aid posts & Isolation Rooms
- Entertainment stage
- Seating
- Screen





# Green Zone

**Customer:** Sponsors, Corporates & GA Premium  
**Capacity:** 3,685

- Outdoor – 2,468
- Indoor – 1,717

## Overview:

- Two natural soft zones based on customer groups
  - Lawn Stand Reserved Seating
  - Corporate Dining & Reserved Seating in the Hill Stand
- Lawn Stand Reserved seats to be sold to 1,335 members and 500 general admission
  - No reserved pods on the western lawn
  - Approximately 1,200 unreserved seats on western lawn for access if Lawn Stand patrons wish to move trackside



SITE MAP &  
ZONES





# Yellow Zone – The Mounting Yard



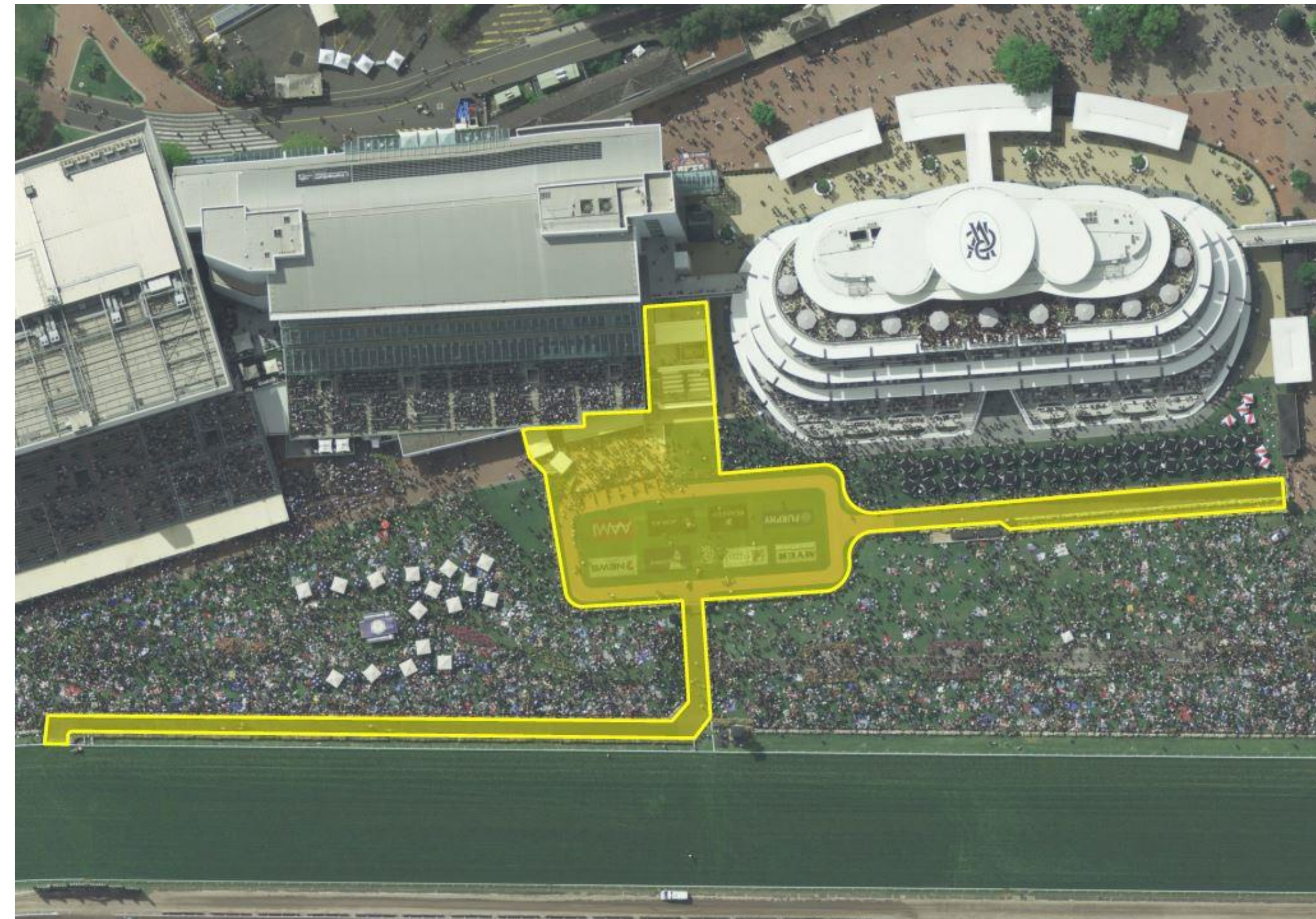
SITE MAP &  
ZONES

**Customer:** Industry Participants

**Capacity:** 361 (not including Float Car Park and Pre-Parade Ring)

## Overview:

- Considered part of the Field of Play
- Includes amenities for Jockeys, Trainers, Racing Victoria Stewards & Broadcasters.
- Specific controls for the Field of Play will be developed in conjunction with Racing Victoria and will likely consist of a higher order of control.





# **3.**

## **EXPLANATION OF EVENT PUBLIC HEALTH RISK CONTROLS**

## **Before each MCC race day**

Regular reviews of regulatory requirements, industry practice and updates to the VRC COVIDSafe Plan is the responsibility of the VRC COVIDSafe Steering Committee.

Refer to Supporting Documents Attachment 20 “VRC COVIDSafe Plan- Master V3”

## **During each MCC race day**

The event will be supported by the activation of the Event Operations Centre, Help Desk and our Crisis Management apparatus.

The Event Operations Centre is made up of members from: VRC Management, Victoria Police, Ambulance Victoria, MSS Security, MA Security, St. John Ambulance, Public Transport Victoria, Metro Trains, and Yarra Trams. These agencies are supported by a number of specialised resources that are on standby to assist in the management of the event.

Event Operations Centre has access to all the venues and stakeholder’s technology including:

- CCTV & Density Monitoring for crowd monitoring and management
- Heating, Ventilation and Cooling (HVAC) for the monitoring, maintenance and control of air flow and temperature
- Access control systems to monitor ticket scan and entry rates
- Connection to VICROADS traffic control to manage the ingress and egress to the venue for public roadways
- Connection to Department of Transport & Metro Trains train control and management systems

- In the event of an incident, whether it be, public disorder, transport or medical this operations centre has been well exercised and has dealt with many real-life incidents. Each stakeholder knows their role in supporting the correct outcome for the safety of all patrons on course.
- Event Management Team (EMT) meetings will be conducted throughout the event with management staff from across the event (including contracted caterers and cleaners) to review race day operations.
- VRC will assign COVID Marshals to the event to monitor and amend compliance as required in accordance with the relevant Government directions at the time of the event.
- To effectively manage and enforce the VRC's COVIDSafe Event Plan, the VRC will employ and train COVID Marshalls at a ratio of one Marshall per 200 patrons. Refer to Supporting Documents Attachment 8 "COVID Marshal Training May 2021"
- COVID Marshalls will be clearly identifiable by green VRC event staff uniform rather than a purple uniform.
- All VRC, Peter Rowland & Security management staff will also be trained inline with the VRC's COVIDSafe protocols.

## **After each MCC race day**

- A formal raceday debrief will be conducted post each race day during the MCC to review operational execution of the event and the performance of COVIDSafe venue protocols. Operational plans will be amended as needed.

## Primary Entry Point

1. MSS Security to complete bag checks supported by random, consistent wandings of patrons.
2. VRC event staff to be positioned adjacent to queuing lanes behind a QR code. Patrons to scan QR code, check in and display evidence of their fully vaccinated status using the Service Vic app.
3. Visual check of Vaccination certificates or cards is a secondary alternative if patrons do not have a smart phone.
4. Patrons proceed to the turnstiles to scan their mobile ticketek ticket.
5. Patrons enter the 'concourse' area.

## Zone Entry Point

1. Patrons proceed, via the 'concourse', to their respective zone entries which will be identified on their mobile ticketek ticket.
2. Patrons will be required to scan their mobile ticket at turnstiles or hand scanners located at the zone entry.\*
3. Patrons will be directed towards the check in or entry point to their specific product.
4. Patrons will be required to scan their ticket to exit all zones at the end of the day for contact tracing purposes.



# Communications

An overarching communications plan has been developed to ensure that all stakeholder groups who come on course understand their role and responsibility in keeping COVIDSafe.

The core message relating to overall safety will be unified and consistent, with tailored messages relevant to specific audience groups, as applicable.

The key objectives of our comms plan is to communicate:

- The Victorian Government's position regarding mandatory vaccination status to attend the event
- All COVID-19 health requirements including the reinforcing of social distancing, hygiene behaviours, mask wearing, consumption of food and beverages whilst seated only and all other behavioural expectations
- Products that are on offer and the various COVIDSafe requirements per product offering
- Pre-Carnival, during and post the race day, as necessary, including any key messaging requested by Government throughout the Melbourne Cup Carnival.

This will be communicated to multiple stakeholder groups including:

- Members / Chairman's Club members
- Owners / trainers / jockeys
- Corporate clients
- General admission patrons
- Media
- VRC Staff / Event Staff
- COVID Marshals
- Partners / Sponsors
- Other Government and regulatory bodies, as required

# Communications

The following will be communicated (as applicable):

- The Club's COVIDSafe Event Plan, protocols/COVID-19 risk mitigation strategies that are in place and all obligations and requirements
- COVID Marshal training to nominated COVID Marshals
- Staying COVIDSafe messaging in line with current Department of Health advice and any adjustments or updates as required. [www.dhhs.vic.gov.au/coronavirus](http://www.dhhs.vic.gov.au/coronavirus)
- The Victorian Government's position regarding mandatory vaccination status to attend the event
- Clear and specific communication about entry and exit locations to the venue and each zone and COVIDSafe required behaviours, such as mask wearing in line with the relevant Health advice at the time
- The Club's expectations for required behaviour both prior to accessing the course, whilst on course and for up to a minimum of 14 days after being on course in the event of developing symptoms.
- The penalties administered by the Club should any rules be broken reflecting a zero-tolerance approach.
- Reminders about people who are at higher risk and advise around the risks of attendance.
- Any updates and/or changes to the Club's directions/protocols as and when they occur.
- The Club's promotion and support of good personal hygiene, such as handwashing and covering one's mouth and nose with a tissue or sleeve during coughing/sneezing, the provision of hand sanitizer and the wearing of face masks (as required).

- It has been identified that a portion of our workforce speak English as a second language. If this is the case, any inductions, training or communications will be tailored to suit.
- COVID-19 translated information for culturally and linguistically diverse backgrounds is available from the DH website.
- VRC Customer service team have been briefed to utilise Translating and Interpreting Service National services if required for customer enquiries

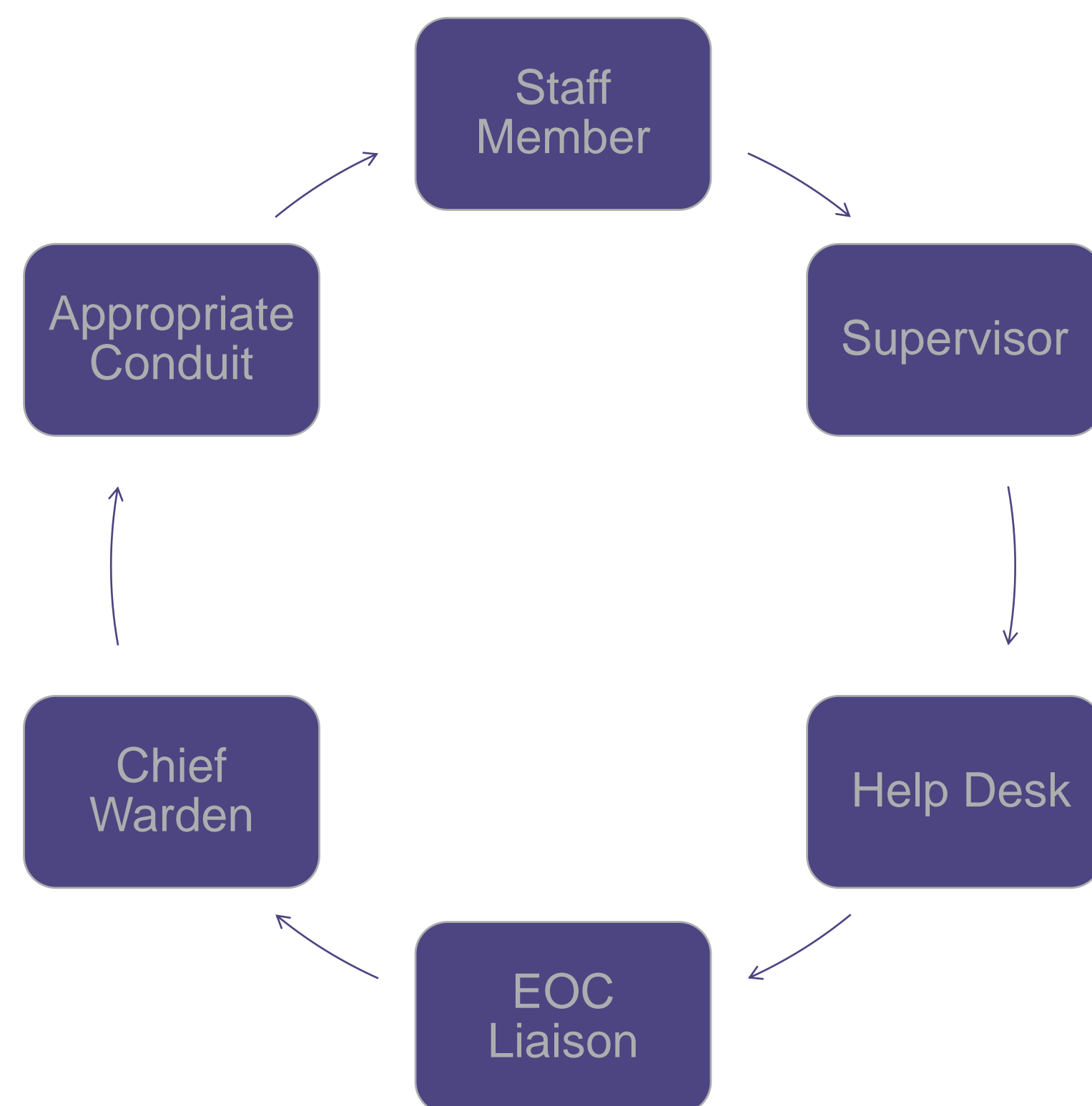
Audience	Pre-event	During
<b>Members</b>	<ul style="list-style-type: none"> <li>• VRC website / email / SMS</li> <li>• Ticketek (point of purchase &amp; mobile ticketing)</li> <li>• VRC social media platforms</li> </ul>	<ul style="list-style-type: none"> <li>• On-course signage (physical &amp; digital)</li> <li>• On-course screens &amp; audio announcements</li> </ul>
<b>Chairman's Club</b>	<ul style="list-style-type: none"> <li>• VRC email</li> <li>• Ticketek (point of purchase &amp; mobile ticketing)</li> <li>• VRC social media platforms</li> </ul>	<ul style="list-style-type: none"> <li>• On-course signage (physical &amp; digital) displayed at entry points, concierge desks, on each table, across bars, restrooms</li> <li>• On-course screens &amp; audio announcements</li> </ul>
<b>Owners / Trainers / Jockeys</b>	<ul style="list-style-type: none"> <li>• RV email / SMS channels</li> <li>• RV website</li> <li>• Ticketek (point of purchase &amp; mobile ticketing)</li> <li>• VRC social media platforms</li> </ul>	<ul style="list-style-type: none"> <li>• On-course signage (physical &amp; digital)</li> <li>• On-course screens &amp; audio announcements</li> </ul>
<b>Corporate clients</b>	<ul style="list-style-type: none"> <li>• VRC email / SMS</li> <li>• Ticketek (point of purchase &amp; mobile ticketing)</li> <li>• Personalised phone calls</li> <li>• VRC social media platforms</li> </ul>	<ul style="list-style-type: none"> <li>• Venue signage</li> <li>• On-course signage (physical &amp; digital)</li> <li>• On-course screens &amp; audio announcements</li> </ul>
<b>General Admission</b>	<ul style="list-style-type: none"> <li>• Ticketek (point of purchase &amp; mobile ticketing)</li> <li>• VRC social media platforms</li> </ul>	<ul style="list-style-type: none"> <li>• On-course signage (physical &amp; digital)</li> <li>• On-course screens &amp; audio announcements</li> </ul>
<b>Media</b>	<ul style="list-style-type: none"> <li>• VRC Accreditation &amp;/or Ticketek (point of purchase &amp; mobile ticketing)</li> <li>• VRC social media platforms</li> <li>• Targeted media for tailored PR media outcomes</li> </ul>	<ul style="list-style-type: none"> <li>• VRC social media platforms</li> <li>• Targeted media for tailored PR media outcomes, including broadcast</li> </ul>
<b>VRC Staff / Event Staff</b>	<ul style="list-style-type: none"> <li>• VRC Accreditation</li> <li>• VRC intranet / email / SMS</li> <li>• COVIDSafe induction / training program</li> </ul>	<ul style="list-style-type: none"> <li>• On-course signage (physical &amp; digital)</li> <li>• On-course screens &amp; audio announcements</li> <li>• Event management Whatsapp groups and radio channels</li> </ul>
<b>COVID Marshals</b>	<ul style="list-style-type: none"> <li>• VRC Accreditation</li> <li>• COVID Marshal training program</li> </ul>	<ul style="list-style-type: none"> <li>• On-course signage (physical &amp; digital)</li> <li>• On-course screens &amp; audio announcements</li> </ul>
<b>Partners / Sponsors</b>	<ul style="list-style-type: none"> <li>• VRC Accreditation</li> </ul>	<ul style="list-style-type: none"> <li>• On-course signage (physical &amp; digital)</li> <li>• On-course screens &amp; audio announcements</li> </ul>



# Escalation Process

The VRC has a robust system for managing emergencies, crowd behaviour and other unforeseen events that may take place on an event day.

VRC Event Staff, Cleaners, Caterers, Security, First Aid, Admin Staff & Contractors all have access to the VRC Help Desk via radio or phone communications. If a supervisor cannot resolve an issue on the ground, or needs assistance from Security, First Aid or Police, they can request this via the Help Desk. Communications are monitored in the Event Operations Centre to allow a prompt response to serious incidents. Upon being made aware of an issue, the dedicated CCTV operators will focus in on an incident.



The circular resolution process shows how non-compliance or emergencies may be escalated. The mode of communication may occur verbally, via radio or mobile communication depending on the situation.

This hierarchy of controls allows staff to escalate COVID non-compliances as they occur back to the Event Operations Centre. COVID non-compliance will be dealt with in the same manner as intoxicated patrons. If a patron fails to comply following reasonable notice of their non-compliance, they will be removed from the venue.

# Contact Tracing & Record Keeping - Overview

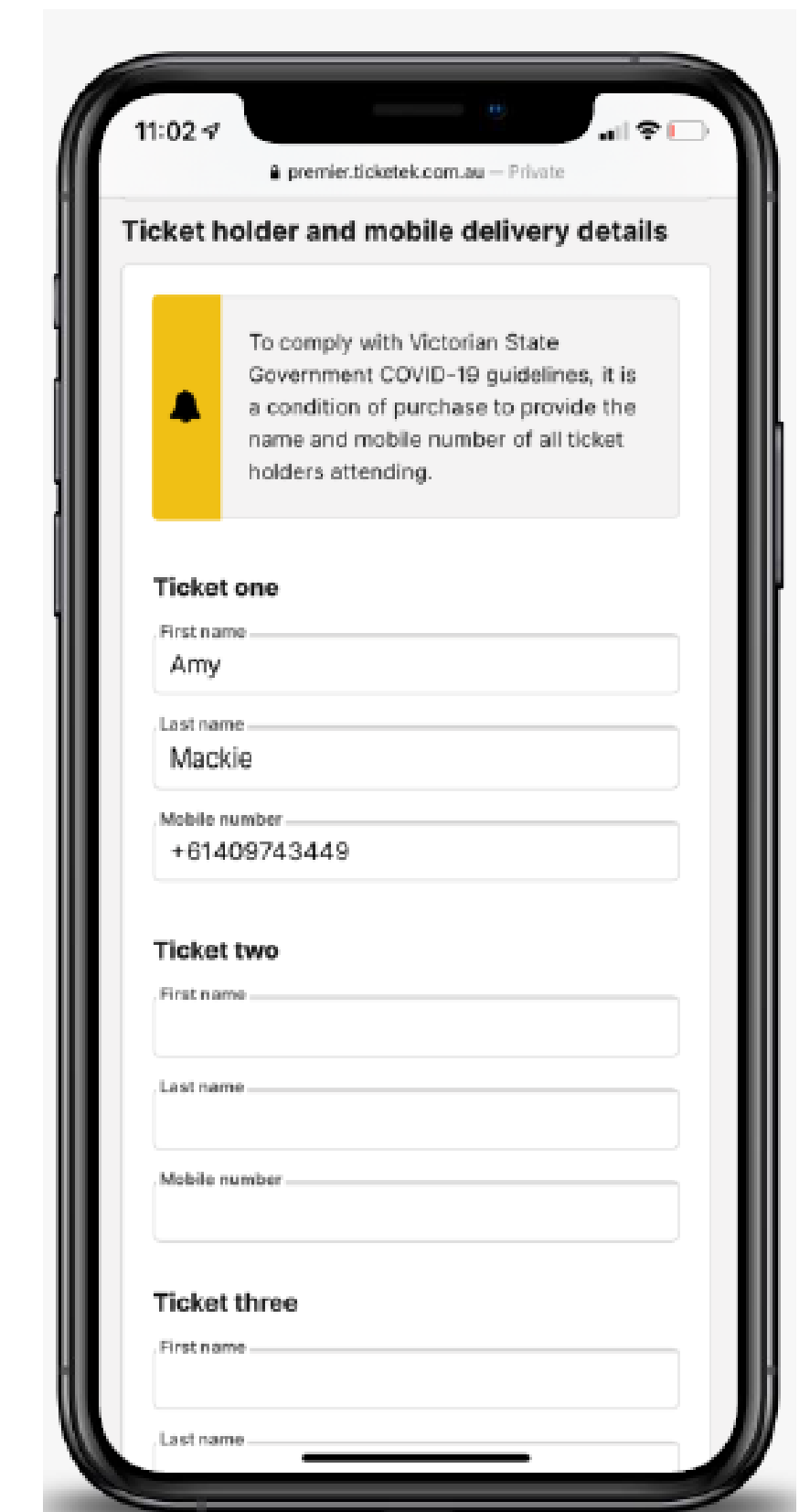
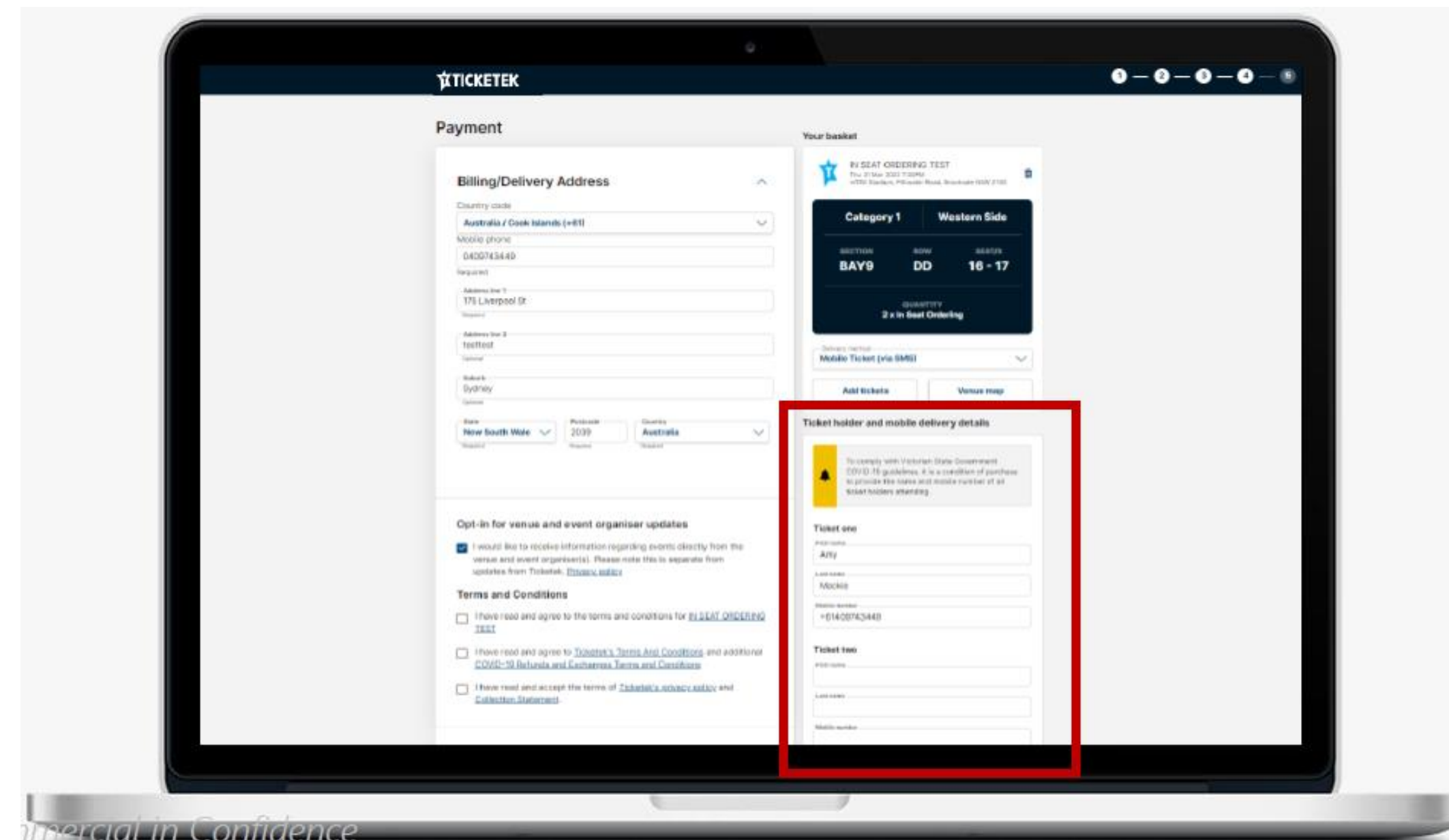
- All MCC ticketing for VRC Members, Corporates and Partners and General Admission will be purchased / allocated via the VRC's ticketing partner, Ticketek. There will be no transferable ticketing at the 2021 MCC.
- Accreditation will be in place for all non-ticketed attendees, consisting of all workforce groups & industry personnel.
- Data captured through the ticketing and accreditation processes will include an individual's first name, last name, mobile number.
- The VRC will use the Service Vic app as the primary data source for contact tracing. All appropriate information will be captured via the ticketing and accreditation platforms and will be provided to the Department of Health upon request.
- Mobile ticketing will be the default ticket type.
- Ticketing controls and permissions will be built in line with zones to limit movement.
- All customer movement will be tracked via the VRC access control system when moving through the venue.
- Data captured via the ticketing platform will allow the VRC or Department of Health to communicate with ticket holders.
- Ticketing data will be held for 28 days post each race day event.

# Ticketek Platform

CONTACT  
TRACING &  
TICKETING

## How it works

- New data fields will capture the contact name and mobile number for each ticket dynamically updated based on the number of tickets in the basket.
- The primary purchaser's name and number will pre populate as the first ticket holder.
- This will be mandatory – with the customer unable to complete their purchase without adding contact detail for all ticket holders.
- The fields will allow for duplicate data to account for dependents using the same mobile number.



Admit 2  
\$GUEST Inc GST

FLEMINGTON RACECOURSE  
PENFOLDS  
VICTORIA DERBY DAY  
THE BYERLEY  
MEMBER DRESS REGS. APPLY



23228382922702  
SAT 30 OCT 2021

Held by Mr Jack Whelan

Enter Via Door/Gate

Section  
BYERLEY2

Row  
-

Seat  
-

PURPLE ZONE

Event  
EVRC30OCT2021O

Trans No.  
740

Purchased  
15Oct21

Seller  
BMELE7

Pax No.  
3

# Contact Tracing & Record Keeping- Ticketing Overview

The VRC Refund policy for all customers is stated on our website [www.vrc.com.au](http://www.vrc.com.au)- Refer to Supporting Documents Attachment 7 “Course Conditions (COVID edits NA 23.10.21)”.

Additionally, Ticketek has a Refund Policy to further support the inability of a customer to attend the MCC in the event they are feeling unwell. Refer to Supporting Documents Attachment 22 “Ticketek COVID-19 Refunds and Exchanges Terms and Conditions”



# Ticketing – Customer Journey Map

	Mobile Ticket	Order History (Website)	Order History (Mobile App)	Aspect	Email
Ticket Owner	<ul style="list-style-type: none"> <li>Can view ticket</li> <li>Can share ticket</li> <li>Can cancel/recall ticket share</li> </ul>	<ul style="list-style-type: none"> <li>Can view all tickets in their order</li> <li>Can open ticket link and share from the ticket</li> </ul>	<ul style="list-style-type: none"> <li>Can see all tickets in the order</li> <li>Can view and share tickets</li> <li>Can track ticket share</li> <li>Can cancel/recall ticket share</li> </ul>	<ul style="list-style-type: none"> <li>Can view all tickets in the transaction along with the mobile number they were sent to</li> <li>Can view subsequent ticket sharing and associated customers</li> </ul>	<ul style="list-style-type: none"> <li>Confirmation email with link to each individual ticket</li> <li>Mobile ticket shows the receipt</li> </ul>
Ticket Holder (Receives ticket when mobile # is entered at purchase)	<ul style="list-style-type: none"> <li>Can view ticket</li> <li>Can't share ticket (will show error if they try to log in that they are not the owner)</li> </ul>	<ul style="list-style-type: none"> <li>No tickets shown in order history</li> </ul>	<ul style="list-style-type: none"> <li>No tickets shown in the Mobile App</li> </ul>	<ul style="list-style-type: none"> <li>No tickets shown in account</li> <li>Can look up order using the transaction number on the mobile ticket</li> </ul>	<ul style="list-style-type: none"> <li>No confirmation email</li> </ul>
Ticket Holder (Receives ticket via post-purchase ticket sharing and signs in/up to Ticketek to accept ticket)	<ul style="list-style-type: none"> <li>Can view ticket</li> <li>Can't share ticket (will show error if they try to log in that they are not the owner)</li> <li>Can return ticket to the owner</li> </ul>	<ul style="list-style-type: none"> <li>Can view the ticket they have been shared in their Ticketek account</li> </ul>	<ul style="list-style-type: none"> <li>Can view the ticket they have been shared in their Ticketek account</li> <li>Can return ticket to the owner</li> </ul>	<ul style="list-style-type: none"> <li>Can view the ticket they have been shared in their Ticketek account</li> </ul>	<ul style="list-style-type: none"> <li>Email with ticket that has been shared</li> </ul>



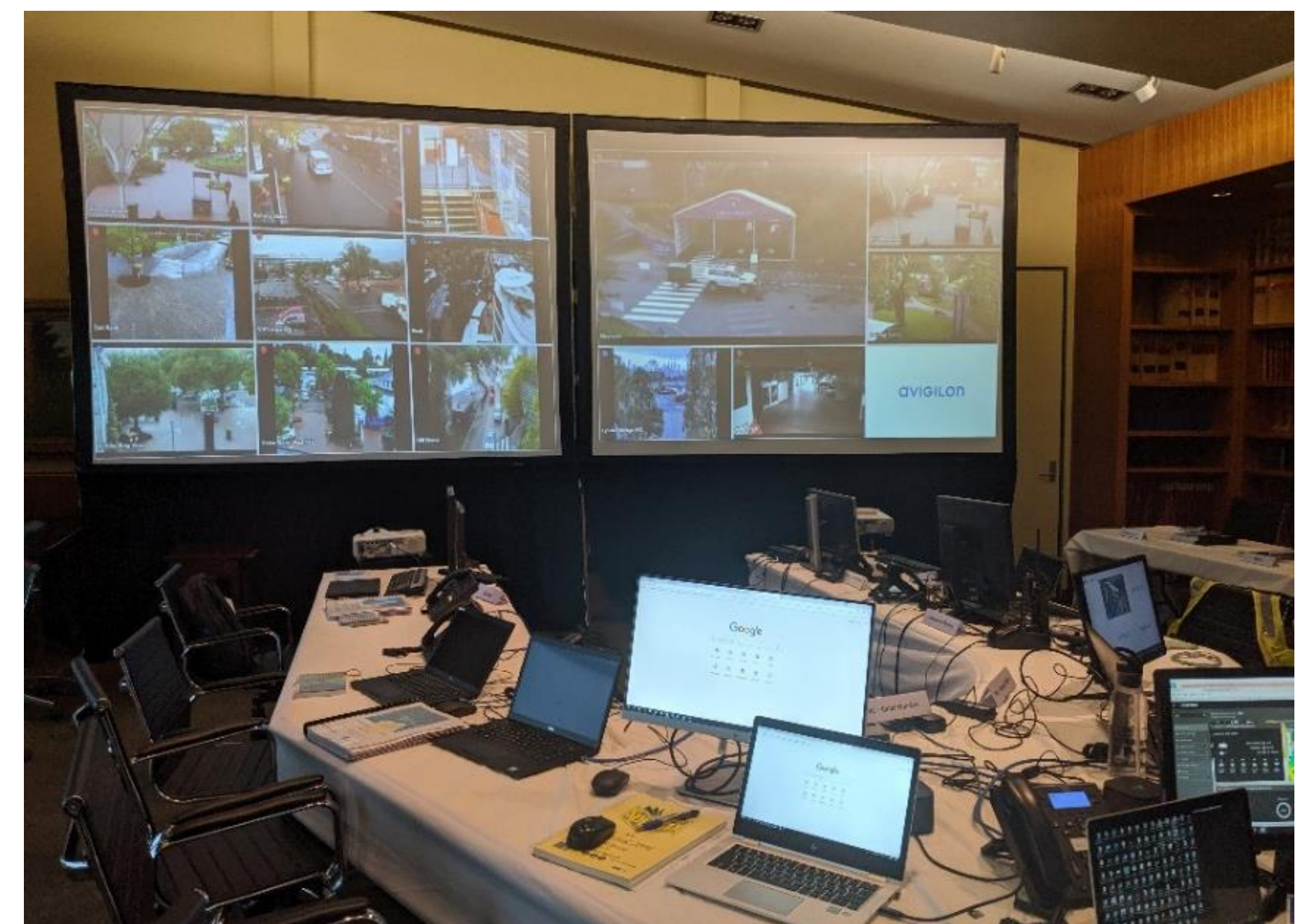
As part of the regular operations of the Melbourne Cup Carnival the VRC establishes an Event Operations Centre which enables the efficient management of the overall operations and any incidents.

Over 300 cameras across the course monitor activity and behaviour. This is done with several key partners including Victoria Police, Ambulance Victoria, St John Ambulance, transport bodies and security partners.

CCTV footage is stored on VRC internal servers and will be backed up to ensure all content is available indefinitely.

For 2021 additional emphasis will be placed on:

- Monitoring controls of behaviour through CCTV and communicating to on-ground COVID Marshalls to address any behavioural issues.
- Provide on demand messaging relating to health advice, crowd behaviour and other relevant messages as needed.
- Monitoring of the flow of people across the venue, specifically at the entry and exit gates with mitigation strategies put in place if needed.





In 2019, the VRC accredited over 21,000 personnel across all staffing, contractor and workforce groups. Event accreditation is a key control in managing access into protected areas and can be easily adapted to restrict access in a zoned venue.

The VRC will be implementing a zoned accreditation system for all working staff and industry to ensure full control of access in and out of each zone.

Overview of the accreditation process:

- Company is registered in VRC accreditation system
- Staff are sent an email to register an account with their details and required access
- Access requests are reviewed by the employer and VRC accreditation team
- Accreditation pass is issued

Accreditation acts in the same way as a Ticketek ticket wherein all scan data is captured in the VRC access control system. The VRC, at any time, can digitally track a persons movements throughout the venue by recalling their scan data from the system.

Other features:

- Complete or targeted SMS capabilities to contact all accredited staff in the event of an emergency.
- Implement a link between activation of pass and health declaration on each event day. E.g. No access until declaration is complete, should it be necessary.

# Access Control

Below is an example of the data which is captured in the VRC access control system.

## View ticket

502015066619

Visual:

502015066619

Ticket type:

[VRC Staff Pass](#)

Multi-entry:

✔

Concession:

✖

Access class:

[All Areas - General](#)

Status:

Valid

Area:

None

Max Events:

N/A

Disable

Replace

Set access class

Set area

Set event list

Set ticket type

View person: George, Tim (Member)

History

Events

Area access

Ticket History for 502015066619

All events

Filter

When	Action	Reason	Source	Gate	Area	Event	User
2021-03-06 17:52:34	Ticket accepted.	Ticket accepted.	<a href="#">10.20.22.203</a>	<a href="#">Bookies Rail East</a>	<a href="#">Members</a>	<a href="#">Super Saturday (2021-03-06)</a>	None
2021-03-06 17:38:46	Ticket accepted.	Ticket accepted.	<a href="#">10.15.86.200</a>	<a href="#">Ground Floor Lifts</a>	<a href="#">Outer</a>	<a href="#">Super Saturday (2021-03-06)</a>	None
2021-03-06 16:02:10	Ticket accepted.	Ticket accepted.	<a href="#">10.15.86.205</a>	<a href="#">Ground Floor Lifts</a>	<a href="#">Outer</a>	<a href="#">Super Saturday (2021-03-06)</a>	None
2021-03-06 16:02:09	Ticket accepted.	Ticket accepted.	<a href="#">10.15.86.205</a>	<a href="#">Ground Floor Lifts</a>	<a href="#">Outer</a>	<a href="#">Super Saturday (2021-03-06)</a>	None
2021-03-06 16:02:06	Ticket accepted.	Ticket accepted.	<a href="#">10.15.86.205</a>	<a href="#">Ground Floor Lifts</a>	<a href="#">Outer</a>	<a href="#">Super Saturday (2021-03-06)</a>	None
2021-03-06 16:00:18	Ticket accepted.	Ticket accepted.	<a href="#">10.20.22.203</a>	<a href="#">Bookies Rail East</a>	<a href="#">Members</a>	<a href="#">Super Saturday (2021-03-06)</a>	None
2021-03-06 16:00:14	Ticket accepted.	Ticket accepted.	<a href="#">10.20.22.203</a>	<a href="#">Bookies Rail East</a>	<a href="#">Members</a>	<a href="#">Super Saturday (2021-03-06)</a>	None

ZONES TO REPLACE  
TRADITIONAL AREAS

# Impact On Local Community

The VRC is dedicated to engaging with the community and maintaining the amenity of the neighbouring areas. Below is an overview of the pre, during & post MCC engagement process with the surrounding community.

## Pre and during Melbourne Cup Carnival

- Engage external suppliers to provide information on traffic management and provide permits to access closed off streets
- Provide regular communications via social media email and letter box drop (8000 households)
- Consult with local municipalities regarding plans and information for local residents (MVCC, CoM and MCC)
- Have a dedicated email for residents to correspond with issues or questions – Response within 24 hours
- Resident hotline provided for immediate impacts (noise, anti-social behaviour and cleaning) and provide an immediate appropriate response.
- A dedicated webpage for local residents with information regarding all events at Flemington.
- Provide Community ticketing to Melbourne Cup Carnival (900 households)
- Inform local traders and consultative groups of any impacts

## Post MCC

- Provide a brief report for Municipality and consultative groups regarding issues and resolutions
- Call and engage local community via surveys/ research to improve how we deliver the information.



# Spectator Management- Social Distancing & Queuing

COVIDSafe signage and markers will be installed in locations prior to entry points to ensure patrons are aware of the physical distancing requirements. Examples of COVIDSafe Signage Assets include:



COVIDSafe Signage will be in designated key areas including venue entrances, Food and Beverage outlets, bathrooms and main transit areas.

COVIDSafe Marshals will be on site assisting with compliance.

# Spectator Management- COVID Marshals and Masks

Masks will be available for patrons at key locations including cloak rooms and concierge locations in each venue.

The VRC will follow the relevant mask directives in line with the applicable health directives.

COVID Marshals will be easily identifiable by a green vest with white text on the front and rear panels- see image below:





# Spectator Management- Social Distancing & Queuing

Supporting social distancing, the approach to queueing will be consistent across retail F&B, toilets, wagering, entrances and exits.

All queues will have 1.5 metre spaced markers on the ground (stickers and/or marked grass or surfaces where applicable).

Through the experience of continuing racing on course at Flemington throughout 2021, these stickers have effectively influenced customer behaviour.

Either snake or single file queuing will be deployed depending on the space, with the following principles:

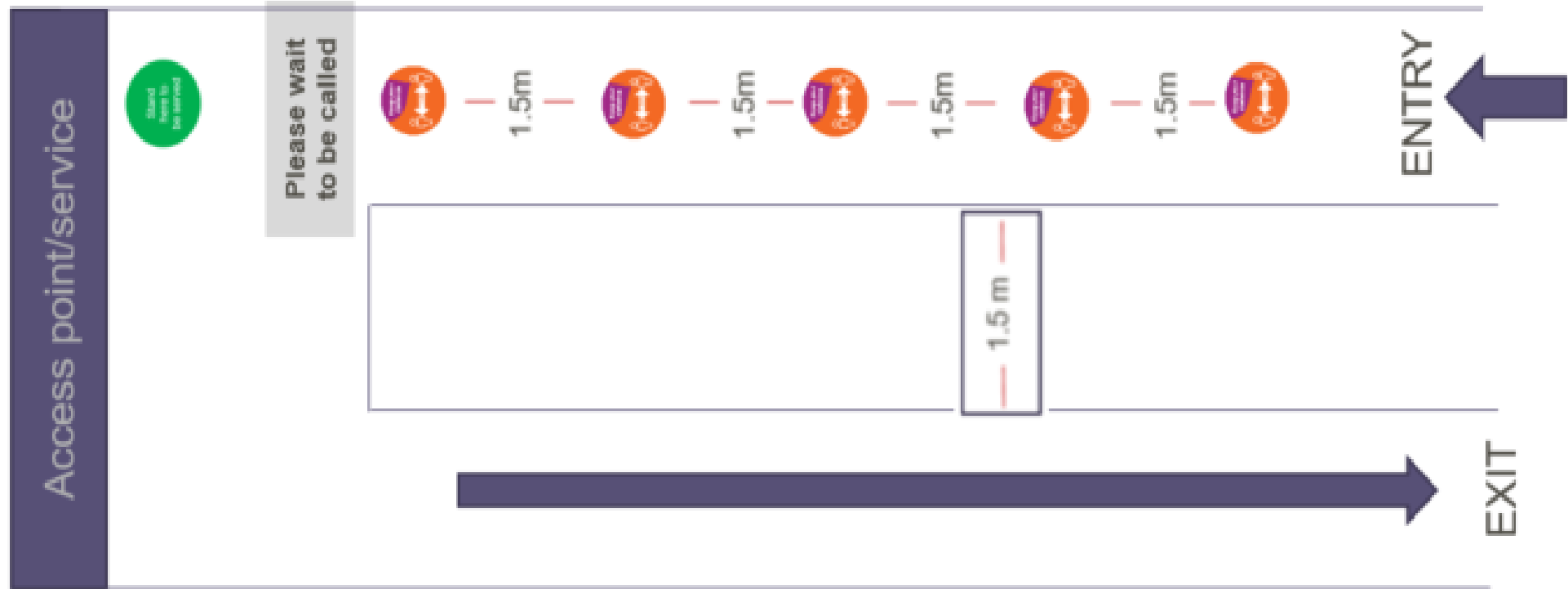
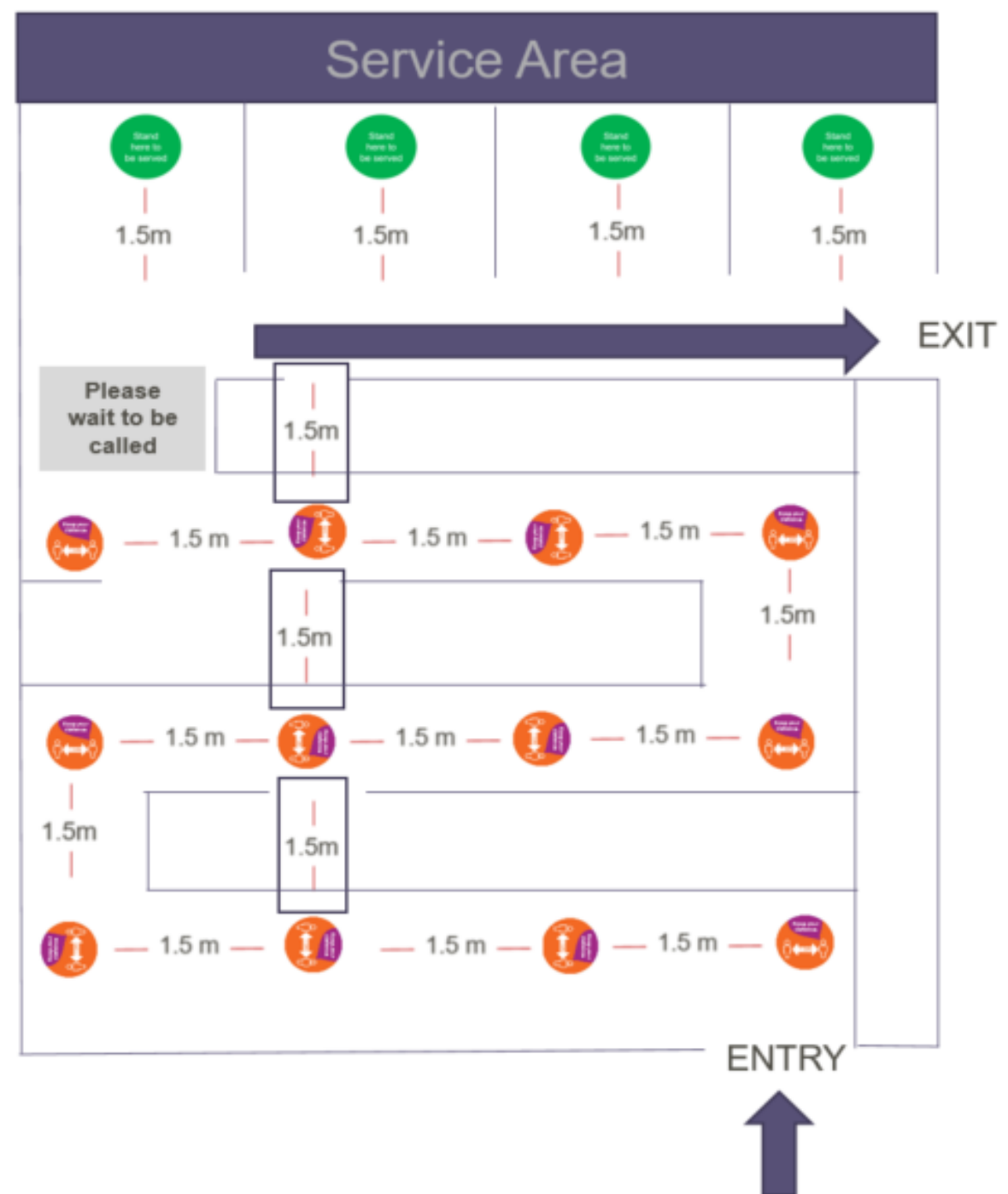
- One entry and one exit point.
- Clear markers for the head of the line, either to wait to be called or to wait until a bathroom is available.
- Channels of space will be created between queues to discourage interaction.
- All social distancing signage will be a part of our distinctive COVID-19 branding, designed to be eye catching





# Spectator Management- Social Distancing & Queuing

## Stickers



## Snake queue

One entry point, with buffers between each row of the snake. The head of the queue may feed to multiple service points once called. Stickers placed on the ground.

## Single file queue

One entry and one exit point, with a clear head of the queue. Stickers places on the ground.



# Seated Service Protocols

## Implementation

- All tickets will be sold on a one seat per person ratio.
- All seats will be reserved to ensure all patrons have an allocated seat and/or table.
- All staff, including catering, security, event staff and COVID marshals, will be briefed to ensure patrons adhere to government directions on mask compliance when indoors.
- Signage will be displayed at point of sale terminals for food and beverage outlets to remind patrons of their obligations.
- As per all other COVID compliance messaging, digital assets such as TV and large LED screens will be utilised to reinforce COVIDsafe practices.

## Monitoring

- Catering, event staff, RSA security guards and roving security guards will be tasked with monitoring compliance.
- CCTV operators based within the ECC will also be utilised to monitor the crowd to detect non-compliance.

## Compliance Management

- If the first instance, security or event staff will remind patrons of their obligation to follow the VRC's COVIDSafe protocols.
- If a patron continues to disregard the required COVIDSafe protocols they will be cautioned and made aware of the consequence of further non-compliance. A final warning will be escalated to the ECC and the patrons ongoing behaviour will be monitored.
- Continual non-compliance may result in the patron being ejected from the venue.

# Spectator Management

## Screening for symptoms of staff, contractors & patrons

The Ticketing terms and conditions will stipulate the terms of the health declaration.

Accredited staff may receive SMS communications on the morning of the event with a health declaration or vaccine information. The VRC has the ability to isolate each accreditation until the health declaration has been complete.

## Entry points

Security and Event Staff will be present at all entry points as well as beyond the perimeter of the entry gates. All gates will be set up with corralling and social distancing indicators to enforce compliance in areas subject to queuing.

The venue will be open to staff and contractors to access prior to the advertised gate opening times. The accreditation & access control systems will not permit access to zones without the correct accreditation.

The VRC will implement check points prior to entering the concourse. These check points will act as a soft ticket check and security screening to reduce the processing time at the zone entry. This process will also ensure non-ticketed patrons do not make it into the Betting Ring concourse.



# Ingress & Egress

Racing is a sport with no specific start or finish time, therefore the ingress and egress period of each event day is spread across a much greater period of time. On Derby Day the time between the gates opening and the first race can be over three hours. Coupled with an event offering which has an increased number of reserved spaces, there is even less of a reason than usual for patrons to arrive on mass.

The benefit of having such a diverse range of products and customers also allows the VRC to stagger the egress of customers to ensure a more efficient egress period.

## General Egress Rules

- Members – Bars close 1 hour after the last race
- Outdoor Bars & Temporary Corporate – Bars close 30 mins after the last race

The Event Operation Centre will monitor spectator movement and transport arrangements and activate control measures such as 'on demand' messaging, holding people in their allocated spaces and staff communications to provide agile event management during the departure phases.

## Derby Day

- Gate Opening – 10:20am
- First Race – 12:20am
- Last Race – 5:50pm

## Cup Day

- Gate Opening – 8:45am
- First Race – 10:45am
- Last Race – 5:15pm

## Oaks Day

- Gate Opening – 10:40am
- First Race – 12:40pm
- Last Race – 5:50pm

## Stakes Day

- Gate Opening – 10:40am
- First Race – 12:40am
- Last Race – 5:50pm

VRC has a contracted First Aid Supplier – St John

St John have dedicated facilities at the venue to conduct their service

- Permanent First Aid rooms in the Betting Ring (Purple) and Hill Stand (Green)
- Temporary First Aid posts in the Pink and Green Zones

St John are supported during MCC by Ambulance Victoria who operate a dedicated facility on course. Ambulance Victoria have a representative in the Event Operation Centre who acts as the Health Commander for the event.

Isolation areas for spectators that feel ill will be located in the First Aid Rooms. If these locations are not suitable, other locations will be determined by the Chief Warden and Health Commander at time of incident.

Refer to Supporting Documents, Attachment 17 “SJA COVID-19 Management Plan Flemington RC v9 2july21”, Attachment 19 "Spring Racing Carnival 2019 HEMP"



# Emergency Services Access & Evacuation

## Emergency Services and Evacuation

Emergency Services will be coordinated through the Event Operations Centre.

Any evacuation of the racecourse or part thereof will be coordinated through the Event Operations Centre and with the lead agency.

The VRC will man its fire control panel to ensure that all potential evacuations are genuine threats to ensure that unnecessary evacuation of the buildings doesn't occur.

Refer to Supporting Documents, Attachment 21, "2021 MCC EMP Master Final"

## Inclement Weather

The VRC understands the risks of running an outdoor event and constantly monitors the weather conditions prior to an event day. If inclement weather is expected, the VRC will ensure the appropriate communications go out to all patrons, and contingency plans will be formed prior to the event day.

In the case of a severe weather event, the Chief Warden, Health Commander and appropriate authorities will assess the risk to human life against the risk of COVID transmission and make the appropriate plans to evacuate venues or move people to safety.

# Emergency Services Access & Evacuation


## Emergency & Non-Emergency Messaging

The VRC traditionally uses internal TV screens, super screens and on course audio to support staff in delivering emergency messaging. This also applies to non-emergency situations where a specific transport option may be experiencing delays.

See below some examples of on-screen content.


MESSAGE TO ALL PATRONS

FLEMINGTON RACECOURSE IS NOW CLOSED




MESSAGE TO ALL PATRONS

TAXI DELAYS RIVERBANK  
TRAINS ARE RUNNING ON TIME  
DEPARTING FLEMINGTON PLATFORMS




MESSAGE TO ALL PATRONS

EXTRA BUS SERVICES  
NOW DEPARTING FROM HILL GATE EXIT  
DIRECT TO FOOTSCRAY STATION




MESSAGE TO ALL PATRONS

THIS FACILITY CLOSES AT 7PM  
PLEASE COMMENCE EXITING




MESSAGE TO ALL PATRONS

TAXI RANKS  
WE ARE CURRENTLY EXPERIENCING A HIGH DEMAND FOR TAXIS AT ALL RANKS. TRAINS ARE RUNNING ON TIME AND FREQUENTLY DEPARTING THE RACECOURSE




MESSAGE TO ALL PATRONS

LAST TRAINS NOW DEPARTING IN 10 MINUTES




MESSAGE TO ALL PATRONS

DO NOT LEAVE BAGS UNATTENDED




MESSAGE TO ALL PATRONS

DELAYS AT TRAIN PLATFORMS.  
PLEASE REMAIN WHERE YOU ARE TO AVOID CONGESTION AND AWAIT FURTHER ADVICE



FREE WATER

WATER IS AVAILABLE AT THE FOLLOWING LOCATIONS:  
  
THE NURSERY  
MEMBERS SEALED CAR PARK  
PUBLIC BETTING RING





# Service of Alcohol

Queuing will be set up as per Hospitality Guidelines to maintain social distancing, floor markers will be provided at each retail outlet.

RSA Officers and VRC COVID Marshalls will monitor patron behaviour to ensure social distancing is maintained.

Refer to Supporting Documents Attachment 6, “Alcohol Management Plan - PRG 2020-21”

Liquor licences are denoted below:

- On-Premises Liquor Licence No: 32357788
- Major Event Liquor Licence No: 70007729 (PRG)
- Major Event Liquor Licence No: 70007730 (TBG)

Toilets play a critical role in the operation of any major event. The VRC is fortunate to have significant capacity for bathrooms across Flemington Racecourse. Each year the VRC also invests in a large number of temporary bathrooms across the venue.

In accordance with the BCA Volume 1 – VIC H102.4 (Vic Appendices), and event with a capacity of 10,000 patrons would require the following:

- 150 male toilets (30% must be WC's)
- 300 female toilets
- 450 in total

Currently, the VRC plans to provide **977** bathrooms and urinals across course for MCC.

Refer to Attachment 2 "Sanitary Facilities – 2021" for the ratio of bathrooms by zone.



# Cleaning & Hygiene

## **Regular & Thorough Cleaning & Disinfection**

Refer to Supporting Documents, Attachment 13, “Return to Racing-Venue Sanitisation FINAL”

## **Hand Sanitiser & Hand Washing Facilities**

Refer to Supporting Documents, Attachment 16, “Sanitisation Stations V6 021220”

# Wagering & ATMs

There are three modes of communal betting facilities available on course

- Bookies
- TAB Tote Operators
- Electronic Betting Terminals (EBT's)

Cash is available via permanent and temporary ATMs on course.

For ATMs and Wagering Facilities the following standard controls are in place:

- Social distancing signage and queuing
- Ground marker social distancing signage
- Santisation stations at each location
- Two high touch cleans per day in line with the Industry Restart Guidelines

Refer to Supporting Documents

- Attachment 18 "VBA COVID Plan v 6 - 1 March 2021"
- Attachment 23 "TAB COVID-Safe-Plan-VIC"
- Attachment 24 "WMS-G-31 CORONAVIRUS ORG- WMS"



# Staff, vendors & contractors

## Event organisers, cleaning, security and general event staff

Refer to Supporting Documents, Attachment 14, “Return to Racing Feb-March Staff Protocols FINAL”

Refer to Supporting Documents Attachment 8 “COVID Marshal Training May 2021”

## Food and catering staff

Refer to Supporting Documents, Attachment 12, “PRG Covid Safe Plan Revised 16th August 2021 V22”

## Cleaning staff

Refer to Supporting Documents, Attachment 13, “Return to Racing – Venue Sanitisation FINAL”

## Deliveries

Refer Supporting Documents, Attachment 20 as per the relevant sections noted below:

*For details of delivery protocols see section B of “VRC COVIDSafe Plan-Master V3” and Page 6 ‘Good Received and Deliveries’ of “PRG Covid Safe Plan Revised 16th August 2021 V22”*

COVIDSafe plans for all other suppliers and vendors that are currently not engaged for MCC, will be captured along with their Public Liability insurance. These will be provided when available

# **4. EVENT SPECIFIC COVIDSAFE EVENT CONTROLS**



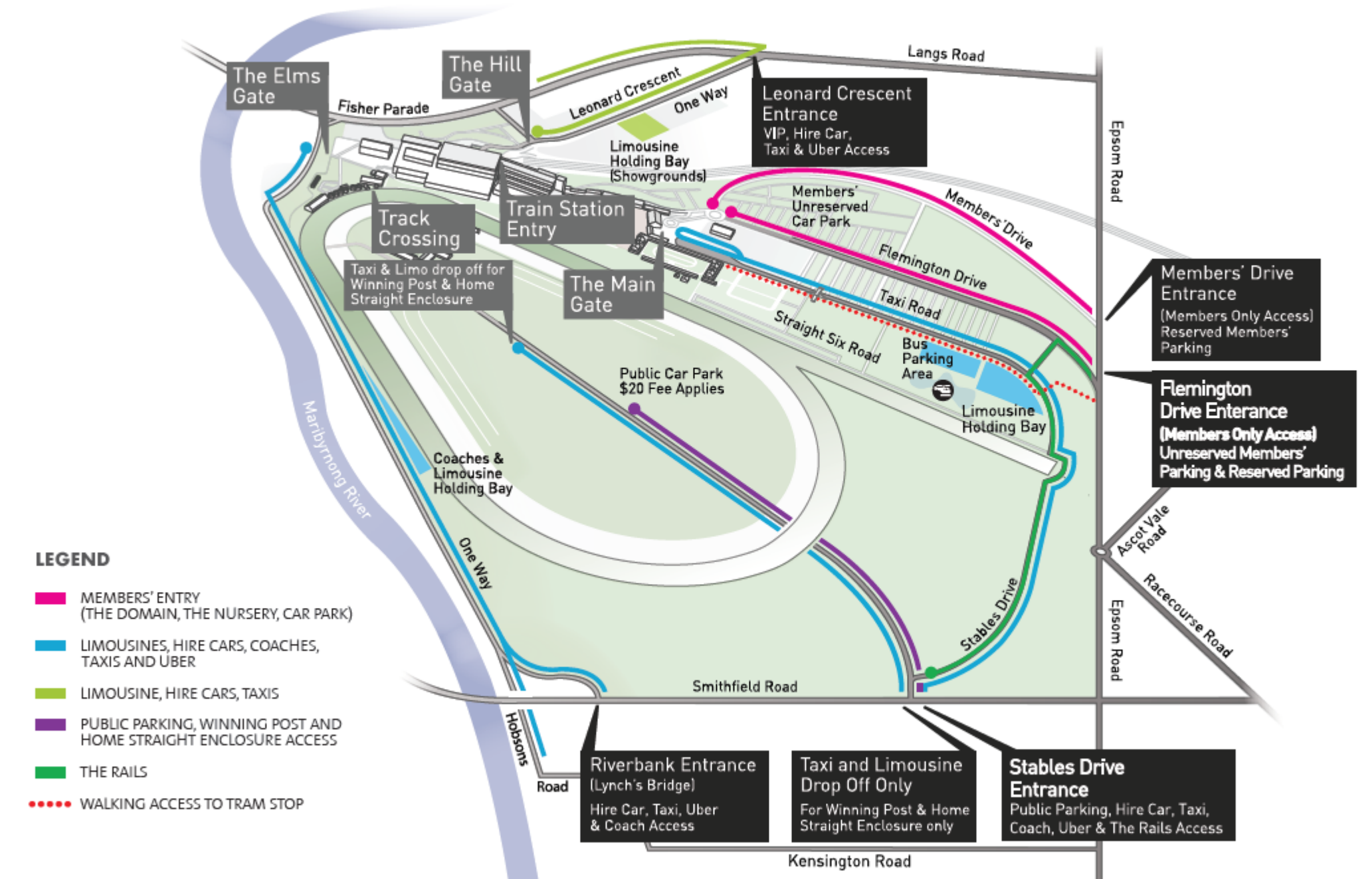
# Transportation & Parking

As a result of the COVID-19 pandemic, the use of public transport has significantly declined. This coupled with a year on year decrease in patrons utilising trains to access Flemington suggests that there will be exponential growth in the demand for commercial passenger vehicles, ride share services and customer parking.

The VRC anticipates that the traffic management requirements for MCC 2021 may exceed a traditional MCC due to the increase in private transfers. This requires detailed planning into internal and external traffic management as well as significant investment into customer facilities (taxi/uber ranks) and associated technology to ensure an efficient traffic operation.

On average, ride share accounts for around 10-15% of all patron movement with around 45-50% arriving at Flemington via train.

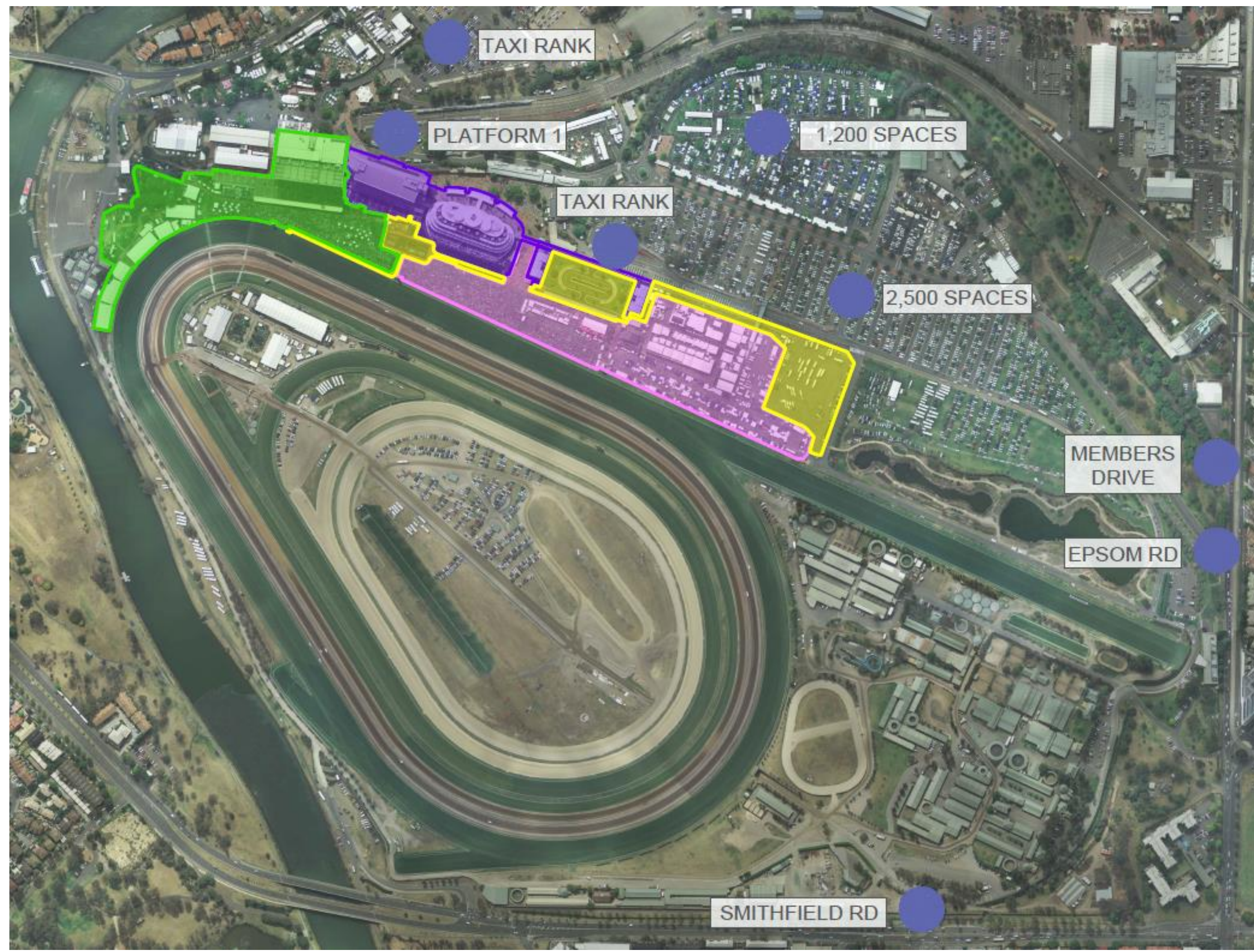
FLEMINGTON ACCESS MAP



Access maps are circulated to all customer groups to ensure their arrival is as close to their respective entry point or zone entry.



# Transportation & Parking





# Transportation & Parking – Train Service

S.2631/21

SPRING RACING CARNIVAL 2021 - CUP DAY  
TUESDAY 2ND NOVEMBER 2021

S.2631/21

## FORWARD TRAFFIC

Formed by On Arrival	5170 07 45 MSS	5172 08 24 MSS	5174 08 44 MSS	R410 08 52 RCE	R412 09 12 RCE	R414 09 32 RCE	R416 09 52 RCE	R418 10 12 RCE	R420 10 32 RCE	R422 10 52 RCE	R424 11 12 RCE	R426 11 32 RCE	R428 11 52 RCE	R430 12 12 RCE
DOWN	R409 Elec.	R411 Elec.	R413 Elec.	R415 Elec.	R417 Elec.	R419 Elec.	R421 Elec.	R423 Elec.	R425 Elec.	R427 Elec.	R429 Elec.	R431 Elec.	R433 Elec.	R435 Elec.
Platform No. FLINDERS STREET dep	PL 10 08 00 TS	PL 10 08 29 TS	PL 10 08 49 TS	PL 10 09 09 TS	PL 10 09 29 TS	PL 10 09 49 TS	PL 10 10 09 TS	PL 10 10 29 TS	PL 10 10 49 TS	PL 10 11 09 TS	PL 10 11 29 TS	PL 10 11 49 TS	PL 10 12 09 TS	PL 10 12 29 TS
Viaduct Junction	08 02* TS	08 31* TS	08 51* TS	09 11* TS	09 31* TS	09 51* TS	10 11* TS	10 31* TS	10 51* TS	11 11* TS	11 31* TS	11 51* TS	12 11* TS	12 31* TS
Platform No. Southern Cross	PL 14 08 03 TS	PL 14 08 32 TS	PL 14 08 52 TS	PL 14 09 12 TS	PL 14 09 32 TS	PL 14 09 52 TS	PL 14 10 12 TS	PL 14 10 32 TS	PL 14 10 52 TS	PL 14 11 12 TS	PL 14 11 32 TS	PL 14 11 52 TS	PL 14 12 12 TS	PL 14 12 32 TS
Franklin Street	08 04* TS	08 33* TS	08 53* TS	09 13* TS	09 33* TS	09 53* TS	10 13* TS	10 33* TS	10 53* TS	11 13* TS	11 33* TS	11 53* TS	12 13* TS	12 33* TS
Platform No. North Melbourne	PL 6 08 06 BS	PL 6 08 35 BS	PL 6 08 55 BS	PL 6 09 15 BS	PL 6 09 35 BS	PL 6 09 55 BS	PL 6 10 15 BS	PL 6 10 35 BS	PL 6 10 55 BS	PL 6 11 15 BS	PL 6 11 35 BS	PL 6 11 55 BS	PL 6 12 15 BS	PL 6 12 35 BS
Kensington	08 09* BS	08 38* BS	08 58* BS	09 18* BS	09 38* BS	09 58* BS	10 18* BS	10 38* BS	10 58* BS	11 18* BS	11 38* BS	11 58* BS	12 18* BS	12 38* BS
Newmarket	08 10* BS	08 39* BS	08 59* BS	09 19* BS	09 39* BS	09 59* BS	10 19* BS	10 39* BS	10 59* BS	11 19* BS	11 39* BS	11 59* BS	12 19* BS	12 39* BS
Platform No. Showgrounds	PL 2 08 12* PL 1	PL 2 08 41* PL 1	PL 2 09 01* PL 1	PL 2 09 21* PL 1	PL 2 09 41* PL 1	PL 2 10 01* PL 1	PL 2 10 21* PL 1	PL 2 10 41* PL 1	PL 2 11 01* PL 1	PL 2 11 21* PL 1	PL 2 11 41* PL 1	PL 2 12 01* PL 1	PL 2 12 21* PL 1	PL 2 12 41* PL 1
Platform No. Flemington Racecourse arr	PL 1 08 14	PL 1 08 43	PL 1 09 03	PL 1 09 23	PL 1 09 43	PL 1 10 03	PL 1 10 23	PL 1 10 43	PL 1 11 03	PL 1 11 23	PL 1 11 43	PL 1 12 03	PL 1 12 23	PL 1 12 43
UP	R410 Empty Elec.	R412 Elec.	R414 Elec.	R416 Elec.	R418 Elec.	R420 Elec.	R422 Elec.	R424 Elec.	R426 Elec.	R428 Elec.	R430 Elec.	R432 Elec.	R434 Elec.	
Platform No. Flemington Racecourse dep	PL 1 08 37 PL 1	PL 1 08 57 PL 1	PL 1 09 17 PL 1	PL 1 09 37 PL 1	PL 1 09 57 PL 1	PL 1 10 17 PL 1	PL 1 10 37 PL 1	PL 1 10 57 PL 1	PL 1 11 17 PL 1	PL 1 11 37 PL 1	PL 1 11 57 PL 1	PL 1 12 17 PL 1	PL 1 12 37 PL 1	
Platform No. Showgrounds	08 38* BS	08 58* BS	09 18* BS	09 38* BS	09 58* BS	10 18* BS	10 38* BS	10 58* BS	11 18* BS	11 38* BS	11 58* BS	12 18* BS	12 38* BS	
Newmarket	08 41* BS	09 01* BS	09 21* BS	09 41* BS	10 01* BS	10 21* BS	10 41* BS	11 01* BS	11 21* BS	11 41* BS	12 01* BS	12 21* BS	12 41* BS	
Kensington	08 42* BS	09 02* BS	09 22* BS	09 42* BS	10 02* BS	10 22* BS	10 42* BS	11 02* BS	11 22* BS	11 42* BS	12 02* BS	12 22* BS	12 42* BS	
Platform No. North Melbourne	PL 5 08 45* TS	PL 5 09 05* TS	PL 5 09 25* TS	PL 5 09 45* TS	PL 5 10 05* TS	PL 5 10 25* TS	PL 5 10 45* TS	PL 5 11 05* TS	PL 5 11 25* TS	PL 5 11 45* TS	PL 5 12 05* TS	PL 5 12 25* TS	PL 5 12 45* TS	
Franklin Street	08 46* TS	09 06* TS	09 26* TS	09 46* TS	10 06* TS	10 26* TS	10 46* TS	11 06* TS	11 26* TS	11 46* TS	12 06* TS	12 26* TS	12 46* TS	
Platform No. Southern Cross	PL 13 08 48* TS	PL 13 09 08* TS	PL 13 09 28* TS	PL 13 09 48* TS	PL 13 10 08* TS	PL 13 10 28* TS	PL 13 10 48* TS	PL 13 11 08* TS	PL 13 11 28* TS	PL 13 11 48* TS	PL 13 12 08* TS	PL 13 12 28* TS	PL 13 12 48* TS	
Viaduct Junction	08 49* TS	09 09* TS	09 29* TS	09 49* TS	10 09* TS	10 29* TS	10 49* TS	11 09* TS	11 29* TS	11 49* TS	12 09* TS	12 29* TS	12 49* TS	
Platform No. FLINDERS STREET arr	PL 10 08 52	PL 10 09 12	PL 10 09 32	PL 10 09 52	PL 10 10 12	PL 10 10 32	PL 10 10 52	PL 10 11 12	PL 10 11 32	PL 10 11 52	PL 10 12 12	PL 10 12 32	PL 10 12 52	
Forms	R415 09 09 RCE	R417 09 29 RCE	R419 09 49 RCE	R421 10 09 RCE	R423 10 29 RCE	R425 10 49 RCE	R427 11 09 RCE	R429 11 29 RCE	R431 11 49 RCE	R433 12 09 RCE	R435 12 29 RCE	5411 12 38 MYD	5331 12 59 NMS	OFF 6X

# Ventilation- Indoor Spaces

Flemington Racecourse has three permanent Grandstands which have been constructed over the last 30 years. All buildings have heating, ventilation, and air conditioning systems which are consistently serviced in line with the manufacturers guidelines and Australian Standards.

Ventilation will be maximised in indoor venues and supported by operable facades in some venues in favourable weather conditions.

## Ventilation Overview

### Club Stand

- HVAC system is split into two systems servicing the east and west ends of the building
- UV HEPA filters fitted to all air handling units

### Grandstand

- The Grandstand HVAC system divided into three zones all with dedicated plant rooms

### Hill Stand

- Each level of the Hill Stand has an external package unit which services a specific level

Refer to Attachment 2 – "Melbourne Cup Carnival – Ventilation Report" for a detailed breakdown of total capacity serviced by individual HVAC systems.



# Food & Beverage Preparation & Service Areas

Refer to Supporting Documents

- Attachment 12 “PRG Covid Safe Plan Revised 16th August 2021 V22”
- Attachment 9 “COVID Safe Plan- TBG July 2021”

Food and Beverage preparation across Site during the MCC, varies between the zones and caterers. PRG have the ability to utilize a permanent production kitchen and associated facilities. Whereas others produce and package their food off site and deliver onsite. The Big Group (TBG) utilise temporary kitchen facilities as provided by the VRC on site.

The VRC have procured the services of a Food Safety Compliance Contractor to ensure all permanent and non permanent facilities are compliant with food safety handling.

# Grandstands & Stadium Seating

## Unreserved outdoor seating decks/ stadium seating

Unreserved outdoor seating decks/ stadium seating will be operated at 50% capacity.

## Reserved outdoor and indoor seating decks/ stadium seating

Reserved outdoor and indoor seating decks/ stadium seating will be ticketed and directly linked to an associated reserved venue.

Zone	Seating Deck	# Seats	Reserved
Purple	Club Stand L1	881	No
Purple	Club Stand L2	624	No
Purple	Club Stand L3	614	No
Purple	Atrium Seating Deck	1,795	Yes
Purple	View Internal Seating	1,583	Yes
Green	Lawn Stand East	4,300	Yes
Blue	Lawn Stand West	3,113	Yes
Green	Hill Stand	3,869	Yes



# Field of Play and Competition Areas

Refer to Supporting Documents:

Attachments 4 and 5 “20200325\_Information for Clubs\_COVID-19 measures (revised 4 February 2021)\_Final Clean incl Annexures” and “20200506\_Information for Clubs Compliance Checklist - COVID-19 (revised 8 January 2021)\_Final Clean”

# Stages and Entertainment

## **The Melbourne Cup Carnival entertainment approach:**

Performances will be programmed and delivered in line with current Government guidelines. Our investment in entertainment aims to further support the local creative sector.

We share our platform and significant audience reach to showcase the best of Australian talent (domestic /international broadcast etc.). The distributed entertainment plan aligns to the overarching zoned approach.

Music plays an important role in helping us to manage the energy and crowd movement during events and as such, our artists will perform a curated playlist that is designed to provide an enjoyable atmosphere without exciting the crowd.

The vibe is upbeat, easy listening and crowd pleasing with the ability to read the crowd and adjust during performances accordingly. Physical infrastructure such as tables and chairs will be located in the immediate stage forecourt area to minimise congregation. The VRC works closely with our production company, Mushroom Group, to ensure the appropriate controls for audio levels, crowd behaviour and show stop procedures are in place.

Big screens are designed and positioned to be viewed by as many patrons as possible and therefore having optimal viewing from approximately 40m. Therefore mitigating gathering crowds.

Super screens and distributed audio messages will play a key role in best endeavours to maintain physical distancing.

In the unlikely event that crowd behaviour cannot be managed through the above mentioned controls, the VRC Show Stop procedure, would be enacted via the ECC on direction from the Chief Warden. See Attachment 25 “2021 Show Stop Procedure

COVID Marshals, VRC Event staff and Security will monitor compliance in all areas including around performance areas and within marquee spaces.



# Stages and Entertainment

## **Pink zone**

The Pink zone will feature a small stage in the central Wildflower outdoor garden area (8m diameter).

Ambient live entertainment such as acoustic duos, bands and DJs will be offered throughout the day in the central stage area. Feature artists will be filmed and amplified for broadcast audience.

Sponsor marquees are sit down dining experiences and no live musical performances will take place in these locations. Pre-programmed background music will play via audio speakers within the marquee and will be designed to discourage dancing.

## **Green and Purple zones:**

A distributed approach to entertainment directly into specific products via DJ's, soloists, acoustic duos and small bands (trios and quartets) and magicians.

Refer to Attachment 25- Mushroom and subcontractors COVIDSafe plans

COVIDSafe plans for other vendors will be furnished in the future once the program is finalised and vendors engaged.

## **Market Stalls & Fetes**

- not applicable

## **Other Operational Space Considerations**

- not applicable

## **Non- allocated seating or picnic rug**

- Refer to Zone information



# **5. SUMMARY**

This COVIDSafe Even plan for the 2021 Melbourne Cup Carnival has been developed with the safety of all attendees at its core. It is a summary of our continuous engagement with, and approval by the Victorian State Government and Health authorities.

In addition:

- All aspects of the Melbourne Cup Carnival have been assessed and revised and built into the proposed plan to best facilitate a safe and successful event
- It is fully informed by the insights and feedback provided by Government, industry bodies and health experts
- The proposed plan relies largely on the utilisation of the extensive outdoor space available at Flemington racecourse
- The VRC team is deeply experienced and capable with proven track record of success delivery of major events under many different circumstances which has been highlighted since the return of crowds to Flemington since December 2020.
- The VRC is committed to sharing all lessons, processes and plans related to the return of spectators with other Victorian Major Event partners to help with the safe and successful operation of their event

**The VRC team is ready and proud to play our part in leading the re-emergence of Melbourne and Victoria as the Sporting and Major Events capital of Australia.**



# **7. SUPPORTING INFORMATION**

# Supporting Information

## Attachment 1

- Venue Site Maps

## Attachment 2

- Product Capacity Data - FINAL

## Attachment 3

- Not used

## Attachment 4

- 20200325\_Information for Clubs\_COVID-19 measures (revised 4 February 2021)\_Final Clean incl Annexures

## Attachment 5

- 20200506\_Information for Clubs Compliance Checklist - COVID-19 (revised 4 February 2021)\_Final Clean

## Attachment 6

- Alcohol Management Plan - PRG 2020-21

## Attachment 7

- Course Conditions (COVID edits NA 23.10.21)

## Attachment 8

- COVID Marshal Training May 2021



# Supporting Information

## Attachment 9

- COVID Safe Plan- TBG July 2021

## Attachment 10

- COVID-Safe-Plan-MSS Security Final 6.8

## Attachment 11

- MA\_MCC\_COVID\_Planning

## Attachment 12

- PRG Covid Safe Plan Revised 16th August 2021 V22

## Attachment 13

- Return to Racing-Venue Sanitisation FINAL

## Attachment 14

- Return to Racing Feb-March Staff Protocols FINAL

## Attachment 15

- Sanitary Facilities - 2021

## Attachment 16

- Sanitisation Stations V6 021220

# Supporting Information

## Attachment 17

- SJA COVID-19 Management Plan Felmington RC v9 2july21

## Attachment 18

- VBA COVID Plan v 6 - 1 March 2021

## Attachment 19

- Spring Racing Carnival 2019 HEMP

## Attachment 20

- VRC COVIDSafe Plan- Master V3

## Attachment 21

- 2021 MCC EMP Master Final

## Attachment 22

- Ticketek COVID-19 Refunds and Exchanges Terms and Conditions

## Attachment 23

- TAB COVID-Safe-Plan-VIC

## Attachment 24

- WMS-G-31 CORONAVIRUS ORG- WMS



# Supporting Information

Attachment 25

-2021 Show Stop Procedure

Attachment 26

-Mushroom and subcontractors COVIDSafe plans

THANK YOU

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