



CX DAILY BRIEF GLAM SLAM & MEN'S FINAL

AO Day Fourteen	
Date	Sunday 30 January 2022
Sessions	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">  <p>DAY SESSION Play Starts 15.00 Gates Open 13.30* *GSO & GSQ for Glam Slam Other gates 14.00</p> <p>Richmond Entrance closes 19.30</p> <p>UPPER TERRACE Gates Open 12.00</p> <p>BALLPARK Gates Open 14.00 – 18.00</p> </div> <div style="width: 45%; text-align: center;">  <p>NIGHT SESSION Play Starts 19.30</p> </div> </div>
Weather	<p>Min 19 – Max 28 Humid and cloudy. 30% chance to 0.4mm. Wind easing in evening Sun protection recommended from 9.30 am to 5:30 pm, UV Index predicted to reach 10 [Extreme]</p>
Workforce and Wellbeing	<p><u>In order to keep out event and community safe, everyone on site must wear a mask unless exempt or eating or drinking – indoors and outdoors</u></p> <p>Requirements for entering Melbourne Park:</p> <ul style="list-style-type: none"> All TA team members and TA contracted team members must return a negative Rapid Antigen Test (RAT) prior to coming on site. It is strongly recommended for all other team members. If you exhibit any symptoms: Do not attend work and inform your manager. Complete a rapid antigen test (RAT) at home and remain offsite until you are no longer symptomatic. If you test positive: Inform your manager and follow Department of Health guidance for self-reporting and isolation. Your manager will discuss returning to work protocols with you. You do not need to perform a RAT for 30 days following a positive test. All team members must show proof of vaccination at entrances. <p>Accreditation is essential to enter the site. The venue remains in Lockdown until 6pm Wednesday 2nd February. Accreditation is still required to access the site up until this time you must wear it at all times</p> <ul style="list-style-type: none"> NOTE: people with accreditation should not use accessible cut through at GSQ entrance but walk around to the start of the accreditation line towards the Information Point. Be mindful of patrons please <p>Uniforms</p> <ul style="list-style-type: none"> Changerooms and showers are available at JCA Workforce Hub for those more comfortable not commuting in AO uniform.

Your feedback matters!

1. Please scan the relevant code
2. Answer a few simple questions

Thank you!



Tennis Australia Workforce



Non-Tennis Australia Workforce



COVID-19

Keep it Safe

Patrons

Masks must now be worn at all times by adults and children over 8,

This is both indoors and outdoors – unless eating or drinking. We are all COVIDSafe Marshals – this means encouraging patrons to wear their masks over nose and mouth – they can collect one from our ambassadors in fuschia if required or from any information booth.

If you interact with patrons without masks on, please kindly ask them to put one on and offer one if they don't have one

Mask rules apply to all workforce and patrons and it is important for us to play our part in a COVIDSafe event by adhering to these rules ourselves and supporting our patrons in understanding and adhering to the rules also. Tips with how to deal with patrons are at the end of the document.

Kids participating in activities potentially requiring strenuous physical activity in the Ballpark will not be required to wear masks. Similarly, patrons participating in Padel Tennis on Grand Slam Oval and Beach Tennis in AO Beach House will also not be required to wear a mask as the activity potentially involves strenuous physical activity.

Mask exemption wristbands are available at **all external Information Points**. These are neon **green** and say 'AO Mask Exempt' **Patrons are recommended to bring relevant evidence or documentation but will not be declined if they cannot produce.**

Patrons who have had their vaccination proof approved by the Information Points will be given an **RED** wristband today to get through entrances

Team Members

Keep an eye out for COVID symptoms (fever above 37.5C/Runny Nose/Sore Throat or Cough/Chills or Sweats/Shortness of Breath/Loss of smell or taste). If you start to feel unwell during the day, please inform your manager. If you develop symptoms before your next shift, inform your manager and **do not attend work**.

If you return a positive RAT, notify your manager immediately and self-report to the Department of Health.

Disposable KN95/P2 masks must be worn at all times, except when eating/drinking, or unless an exception applies. These masks provide more substantial protection from the Omicron strain.

Mask Exempt

Team members with a mask exemption will be given a sticker for their accreditation. These are orange.

Please collect from the **JCA workforce hub for TA team members** and for all other teams, through your workforce hubs.

One Rapid Antigen Test and masks are available for collection from JCA and Middle Terrace workforce hubs. If you are symptomatic and do not have access to a Rapid Antigen Test at home, you can access one **via the offsite distribution hub via Gate 7 at Yarra Park. Hours of operation are 8am – 1pm**. Accreditation must be shown for collection, and you will be asked to sign to confirm collection. Please refer to an email from TournamentHR for more details.

NOTE: the offsite distribution hub for RAT collection will cease from January 30

****NOTE: you will be required to return a negative RAT prior to coming on site for team photos or thank you lunch****

Your
feedback
matters!

1. Please scan the relevant code
2. Answer a few simple questions

Thank you!



Tennis
Australia
Workforce



Non-Tennis
Australia
Workforce

United By Play

Important Information

- Prayer Room - Workforce – JCA and Middle Terrace Hubs. Please be respectful of this space and use as intended.
- Prayer Room – Patrons – available in Centrepiece. Please refer patrons to GSQ internal information booth.
- First Aid – 9:30-EOP Locations: Birrurung Marr, Western Courts 14, MCA, RLA, GSO, AO Ballpark. JCA now closed
- REMINDER: All staff have **First Aid maps** on the back of Accreditation
- HR Hub – JCA - Operational 6am – EOP
- Team Member Designated Smoking – smoking permitted in dedicated areas in Middle Terrace and JCA workforce hubs. Please be mindful of others.
- Team Member Security Escorts – EOP+1 procedure: call General Assistance / Enquiries number - 9286 1099. This will divert to the POC if Call Centre has closed. POC will contact the night MSS Supervisor to facilitate an escort
- Workforce Cafes – JCA Lounge – 6.30am-11pm. Staff Express (Under 1573) -7.30am – 9pm, Staff Express (Outdoor Kiosk) - 11am – 9pm,
- If you would like to swap your AO lanyard for one with an inclusive design, please collect from JCA Workforce hub
- Patron Experience concierge in RLA is between gates 15 & 16 not gate 11 as stated on the map
- **NOTE: MCA now non-ticketed arena – ground pass entry permitted. 80% capacity applies.**
Men's Finals Sunday evening.
MCA Open to grounds pass holders and staff.
Doors open at 6:30pm for access.
DJ, announcer and crew are planned for entertainment and to play the match on the screen with commentary
Staff/Patrons will not have access to RLA concourse

Transport

- **Trams:** Free Tram Travel: An AO accreditation pass permits the holder to travel free of charge on the entire tram network from 7-30 Jan 2022. Make sure you have your accreditation with you **and produce it if asked**. Ticket holders can travel for free on Route 70 and Route 70a trams between stop D6-Flinders Street West and stop MCG Gates 4-7/John Cain Arena during the tournament.
- **Uber:** A dedicated area for Uber services pick-up and drop-off is now activated and located on the north side of Olympic Boulevard, adjacent to John Cain Arena

Team Member Car Parking: Parking is available at Eastern Plaza Car Park and vouchers must be pre purchased: <https://shops.ticketmasterpartners.com/australian-open-2022-workforce-parking> (see separate info on car parking sent out with Daily Briefing Summer Set Day 3, 5th Jan)



Tennis Schedule – Key Matches. For full schedule, see separate document

KIA Arena

1:45pm

Glam Slam presented by Ralph Lauren, today at Kia Arena from.
Free to all Ground Pass ticketholders (Limited availability)!

RLA Day Session

Women's Doubles Final:

3pm

KREJCIKOVA, Barbora (CZE) /SINIAKOVA, Katerina (CZE) [1]
vs.
DANILINA, Anna (KAZ) /HADDAD MAIA, Beatriz (BRA)

RLA Night Session

Men's Singles Final:

7.30pm

NADAL, Rafael (ESP) [6] vs. MEDVEDEV, Daniil (RUS) [2]

Your feedback matters!

1. Please scan the relevant code
2. Answer a few simple questions

Thank you!



Tennis Australia Workforce



Non-Tennis Australia Workforce



Ticketing – Box Office Opening Hours

City Entrance	GSQ	RLA Box	MCA Box	JCA Box	East Plaza	Richmond
13.00 – 21.00	13.00 – 21.00	13.00 – 22.00	Closed	Closed	13.00 – 21.00	12.00 – 19.00

- Ground pass holders will have access to KIA Arena during the day only to watch Glam Slam events
- MCA will be open to ground pass holders and staff from 6.30pm. No access to RLA concourse. Patron Services will need to monitor the area outside the arena doors to ensure no patron is inside prior to being opened to RLA ticket holders

Expected patron numbers: 16,026

Day Session:	Issued	Sellable	Twilight Session:	Issued	Sellable
Ground Pass:	7,448	27,562	RLA:	10,206	1,357



Food and Beverage



Retail

Food and Beverage offerings available in the following areas. Check A-Z Guide:

- RLA – Open except for – Cleaver & Coop
- MCA – Pure Fish and Chips**
- JCA - Closed**
- Eastern Plaza
- Grand Slam Oval
- KIA Arena – only Grainshaker open
- Garden Square/Show Court 3
- Birrarung Marr

Centrepiece, GSQ	10.00 - 22.00
RLA 04, 09, 14, 18	10.00 - 21.00
MCA South & North	10.00 - 21.00
JCA	Closed
KIA Arena, GSO Gallery	10.00 - 21.00
Practice Village	Closed

MERCHANDISE SALE FOR TEAM MEMBERS. Sunday Finals Day. See attached flyer

TA has appointed Green My Plate, a local green startup, to collect and hygienically wash all the GreenMyPlate-branded retail crockery and BetterCup-branded glassware used at the Beach House – thereby removing thousands of single use items from landfill and inefficient recycling streams. Please return any items should they find their way out of Beach House



Accessibility and Wayfinding

NOTE: patrons with disabilities (not always visible) should be escorted through the Accessible/Accreditation Entrances and not the general entrances

Travellers Aid provide access to people with mobility requirements from Flinders precinct to Melbourne Park on Yarra Trams services, primarily route 70 / 70a (Free AO Tram Service) or transiting along Birrarung Marr to the City Entrance.

At the turnstiles guests may be introduced to Tennis Australia Customer Care Staff for additional or ongoing support within the grounds if required.

Travellers Aid Service contact number: **0498 023 959**

For any patron requiring assistance within the precinct (**a wheelchair, translator or assistance to the prayer room**) please contact our team in fuschia who will call for assistance via the CX Access Radio channel.

Wallet sized cards available at AOCX Middle Terrace hub with Accessibility Services information and cards for patrons to give feedback. Please collect and share amongst all teams.

BindiMaps is a free wayfinding app that provides accessible navigation with easy-to-follow maps using audio and text directions at the AO. BindiMaps can assist with location sharing so patrons can meet others, find their way back to a saved location, and find the fastest way to the toilets, entrances and precincts. Download from App Store.

Your feedback matters!

1. Please scan the relevant code
2. Answer a few simple questions

Thank you!



Tennis Australia Workforce



Non-Tennis Australia Workforce

Daily Activities

Activity	Time	Location
Mastercard - Partner Clinic	07:00 AM - 08:00 AM	RLA
Infosys - Partner Clinic (w Alicia Molik)	07:30 AM - 08:30 AM	1573
Broadcast Shoots	08:00 AM - 10:00 AM	RLA & KIA Arena
Glam Slam Tournament - Day 3	09:00 AM - 05:00 PM	Albert Reserve, NTC In/Outdoor courts
AO Men's Final Pre-Match Rehearsals	09:00 AM - 11:00 AM	Rod Laver Arena (Court)
Infosys Confluence Event Day 2	09:00 AM - 07:00 PM	MCG off-site
KIA Clinic	10:00 AM - 11:00 AM	RLA
TMGM - Partner Clinic (w Mark Philippoussis)	10:00 AM - 11:00 AM	SC3
All in Staff Lunch	11:30 AM - 01:00 PM	Grand Slam Oval
Nine Network - Jim Courier shoot	12:00 PM - 01:00 PM	RLA
Garden Square Day Performer	12:00 PM - 04:00 PM	Garden Square
AO Summer Smash featuring Fortnite	01:00 PM - 06:00 PM	MCA
GSO Pop-up Performance	01:00 PM - 02:30 PM	Grand Slam Oval
Beach House DJ: Bradley Zero	02:00 PM - 07:00 PM	Beach House
Glam Slam Finals	02:00 PM - 07:00 PM	KIA Arena
Padel Tennis Activation on Grand Slam Oval	02:00 PM - 07:00 PM	Grand Slam Oval
GSO Roaming Performers	02:00 PM - 07:00 PM	Grand Slam Oval
Pride Flag Giveaway	02:00 PM - 05:00 PM	Entrances
Beach House Roaming Performer	02:30 PM - 03:30 PM	Beach House
Ace of the Day & Serving Your Success Event	03:30 PM - 05:30 PM	Sportsnet Super Suite
Channel 9 Broadcast Drone Flight	04:00 PM - 11:00 PM	Collingwood Oval
Garden Square Night Performer	05:00 PM - 07:00 PM	Garden Square
Connection 2 Sports	05:00 PM - 11:15 PM	Beach House
Lleyton Hewitt - ANZ	05:45 PM - 06:30 PM	ANZ Suite
Alicia Molik Guest appearance - CUB	07:00 PM - 08:00 PM	CUB Supersuite
Coin Toss - Talent	07:00 PM - 10:00 PM	RLA
Glam Slam After Party	07:00 PM - EOP	GSO
AO Men's Final Pre-Match Performance (Rob Mills and cast of Jagged Little Pill)	07:00 PM - 07:15 PM	Rod Laver Arena (Court)
Beach House DJ: Post Match DJ (standby)	09:00 PM - 11:00 PM	Beach House

NOTE: For those intending to take part in the Team Member Merchandise Sale on site between 10am – 1pm, please be mindful of others and continue to maintain 1.5m distance from each other when queuing.

****NOTE:** For those attending the thank you lunch, you will still be required to return a negative RAT prior to coming on site**

Your
feedback
matters!

1. Please scan the relevant code
2. Answer a few simple questions

Thank you!



Tennis
Australia
Workforce



Non-Tennis
Australia
Workforce



General Information

VCC	Customer Support
<p>General Assistance & Enquiries– 9286 1099 Before calling the VCC, firstly consider contacting your Supervisor to resolve the enquiry with them.</p> <p>Emergencies – 9286 1000 It is vital that any emergency is immediately reported via the VCC. Emergency Services are present within the VCC and can ensure an immediate response.</p> <p>Tennis HQ Reception Open: 9am-7pm M&OP Reception Open: 1pm-7pm (information desks in arenas open until 11pm)</p>	<p>customersupport@tennis.com.au 1800 Play Tennis (1800 752 983)</p> <p>Operational 8am – 8pm today.</p>



Wear sunscreen every day



Drink plenty of water all day (approx 200ml every 20 mins)



Keep yourself shaded



Seek medical assistance if needed



General Reminder

Media

A reminder to all Team Members if you are approached by a member of the media directly please decline a conversation and flag it with your manager so they can work with the PR team.

Feedback Reminder

At the end of every shift, please ask workforce to use their phone camera to scan QR code in footer of Daily Briefing or via signs in workforce hubs to provide feedback. Thanks for the feedback so far – keep it coming. We'd love to hear from all departments.



Workforce Messaging

Oh so close!

Remember to shout out Ace of the Day – last chance

Please email through to tournamenthr@tennis.com.au by 8:00pm

It's Glam Slam, Women's Doubles Final and Men's Finals Day!!

Finish like we started – full of energy, enthusiasm and looking awesome in our uniforms (complete with masks) 😊



Your feedback matters!

1. Please scan the relevant code
2. Answer a few simple questions

Thank you!



Tennis Australia Workforce



Non-Tennis Australia Workforce



COVID-19 Tips to encourage patrons to wear masks

Everyone is a COVID Marshal and it is everyone's responsibility to enforce the mask rules including amongst our own teams. We need to lead by example. Please ensure you wear your mask correctly – this includes everyone with accreditation.

This is a condition of your accreditation

In accordance with the recent changes to the Victorian pandemic orders, all patrons aged 8 years or older are required to wear a fitted face mask at all times while at the Australian Open, except in the following circumstances:

1. If you have a green mask exempt wristband. Patrons are asked to provide relevant evidence or documentation to an Australian Open team member at the **external** information point/booth. If they cannot provide evidence, we will not turn them away however strongly recommend that they need to provide evidence for their next visit.
2. If you are eating or drinking
3. If you are communicating with a person who is deaf or hard of hearing
4. If you are asked to remove your face mask for the purposes of verifying your identity

The requirement to wear a fitted face mask does not apply to any patron who has a physical or mental health illness, condition or disability which makes wearing unsuitable.

Other tips

- Applaud and congratulate those who are wearing masks. It is a great way to set an example for those around them
- If we're not doing it, they're not doing it – please lead by example and wear your mask correctly

Your
feedback
matters!

1. Please scan the relevant code
2. Answer a few simple questions

Thank you!



Tennis
Australia
Workforce



Non-Tennis
Australia
Workforce

Please feel free to use these banners to liven up your customised daily briefing for your respective team



Your Self,
Wash and sanitise your hands frequently. Wear a mask as directed.

Your Environment,
We encourage you to maintain 1.5m distancing, where possible.

Your Team,
We are all COVID Champions - Working together for a COVIDSafe event. Report any issues.


Ace your day:

AO22 has a few extra checks and protocols for your safety and wellbeing

Play it safe


Entering the AO

1




Check in: Use your smart phone to scan the QR code to check-in and show your digital vaccination certificate

2




Security check: Our security check includes personal bag checks and random person wandung

3




Scan your ticket: Make sure you have downloaded your AO digital ticket to your mobile device

Inside the AO



Physical distancing: Keep 1.5m apart where possible.



Hand hygiene: Wash hands frequently and use the sanitiser stations across the event.

Make it memorable

Keep it safe

1


Connect
Greet with a warm welcome

2

Consistent
Know your stuff

3

Curious
Be one step ahead



M

Maps & Info

A

Access

T

Toilets

C

COVIDSafe

H

Hospitality

Your feedback matters!

1. Please scan the relevant code
2. Answer a few simple questions

Thank you!



Tennis Australia Workforce



Non-Tennis Australia Workforce