



# FOUNDATION THEATRES

SYDNEY LYRIC  
PRODUCTION  
WELCOME PACK  
December 2024

## *Table of Contents*

<b>About Us .....</b>	<b>4</b>
Foundation Theatres.....	4
Sydney Lyric Key Information .....	4
<b>Preparing for Your Arrival.....</b>	<b>5</b>
Technical Specifications .....	5
Stage Access .....	5
Venue Access & Stage Door .....	5
Security .....	5
Condition Report .....	5
Induction.....	6
Company Welcome.....	6
Opening Night .....	6
<b>Information for your Stay .....</b>	<b>6</b>
Back of House Facilities.....	6
Reporting issues .....	7
Rehearsal Room .....	7
Pianos .....	7
IT Systems .....	7
Internal Phones .....	8
Deliveries & post .....	8
Air Conditioning .....	8
Cleaning .....	8
CCTV .....	8
Distribution of schedules & show reports.....	9
Front of House & Patron Care .....	9
Foyers .....	9
Cast Board.....	9
Food & Beverage .....	9
Functions & Events .....	10
Marketing & Branding .....	10
Photography & Broadcasting .....	10
Ticketing & Box Office.....	10
Complaints .....	10
Tours.....	10

The Foundation Theatres Initiative.....	10
Visitor Management Software – <i>OnLocation</i> .....	11
<b><i>Information for your Company.....</i></b>	<b>12</b>
Public Transport .....	12
Parking.....	12
Local Suppliers.....	12
<b><i>Health &amp; Safety .....</i></b>	<b>13</b>
Code of Conduct .....	13
Diversity & Inclusion.....	13
Accessibility.....	13
Illegal Substances .....	13
Alcohol.....	13
Smoking .....	14
WHS & Risk Management .....	14
Battery Charging.....	14
Emergency Evacuation .....	14
First Aid.....	15
Isolation & Hot Works.....	15
Flames & Fire.....	15

## About Us

### Foundation Theatres

Foundation Theatres is an Australian theatre owner, operator and production investor. We are entirely Australian owned and operated and our venues are two of Sydney's premier commercial theatres, the Capitol Theatre and Sydney Lyric.

**Our Vision** is to provide exceptional, inspiring experiences for theatre makers and theatre goers.

**Our Mission** is to operate thriving, internationally renowned, first class theatres and to build a thriving and robust Australian theatre industry for generations to come.

The values at the heart of Foundation Theatres culture are excellence, integrity, respect, teamwork, agility, community and passion. We search nurture and celebrate these values as they are essential to the promises we make to our customers, communities, and employees.

### Sydney Lyric Key Information

**Address:** The Sydney Lyric is located on Pirrama Road, Pyrmont NSW 2009.

**Stage Door:** Stage Door is located on 5 Edward Street (opposite Coles car park).

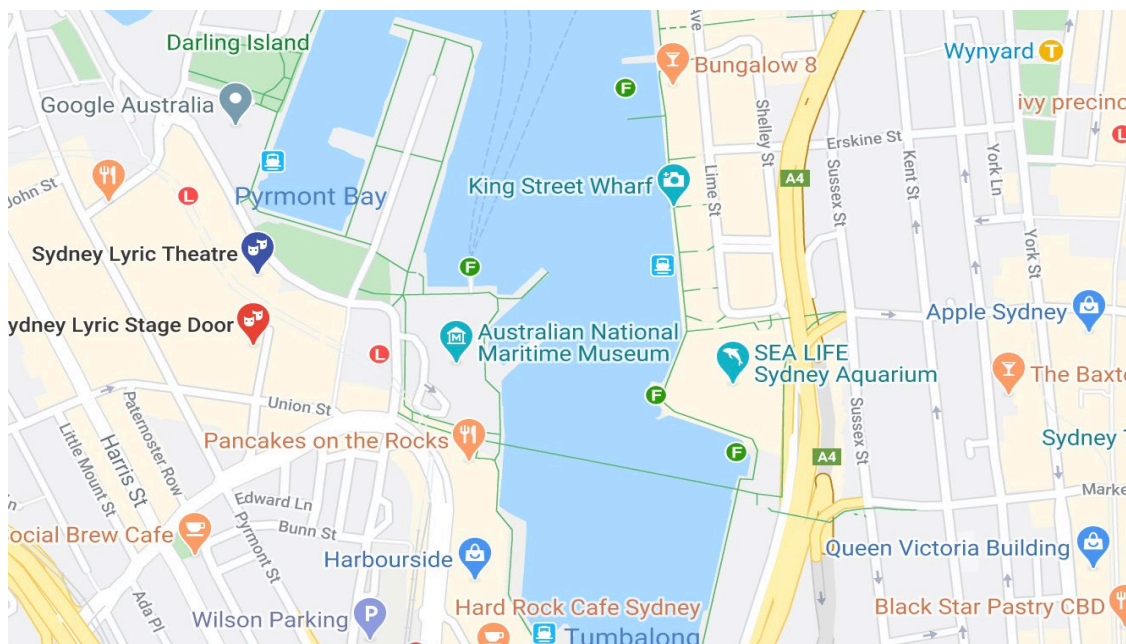
**Key Phone numbers:**

- General Enquires: 9509 3600
- Stage Door: 9509 3601
- Ticketmaster Client Manager: 9509 3608
- Box Office: 9509 3607

**Location:** Sydney Lyric: Pirrama Road, Pyrmont NSW 2009.

Stage Door: Stage Door is located on 5 Edward Street (opposite Coles car park).

**Postal Address:** 5 Edward Street Pyrmont NSW 2009



## *Preparing for Your Arrival*

This section provides information that may be useful to your Technical Director, Company Manager and Stage Manager to better prepare for your arrival to the theatre.

### Technical Specifications

For information on the technical specifications of the theatre, please download our Technical Specifications document from the Production Hub. You can also access CAD drawings and other stage plans from our Production Hub. If you require any additional information, please email the Head of Technical Operations

### Stage Access

Detailed information on access to stage, including information on truck lift, goods lift and loading dock can be found in the Technical Specifications.

Please note that Traffic Control are required for trucks access to the loading dock. Please ensure that your trucking information is provided to the Chief Operating Officer and Head of Technical Operations 4 weeks prior to your bump in and bump out so that they can book the Traffic Control as required.

Please also note that the loading dock is a working loading dock and is shared with the wider Star complex. Therefore, parking in the loading dock and truck lift is not permitted at any time.

### Venue Access & Stage Door

The Theatre is to be accessed and exited VIA STAGE DOOR ONLY. No other access or exit points are to be used other than in an emergency / evacuation. Everyone present in the building is required to sign in and out of the building EVERY time for safety reasons.

Stage Door is located at 5 Edward Street, Pyrmont.

A stage door concierge is required at the theatre whenever any part of the production team is in the theatre. Unless requested otherwise, Stage Door is open for all required hours during bump in, bump out and from 9am – end of show, Tuesday to Sunday in season. Stage Door Concierge will be scheduled by the Head of Technical Operations based on your production schedule. In season we do not have a Stage Door Concierge on Mondays, therefore please do not schedule pickup or deliveries on Mondays without prior arrangement. Stage Door can be reached on an internal phone via extension **3601** or via **9509 3601** from an outside line. Larger deliveries requiring access to the Loading Dock should be arranged through our Head of Technical Operations.

### Security

Only approved staff and visitors are allowed into the backstage area of the venue. Anyone who requires access to the back of house area is required to sign in via the Visitor Management System located at stage door. If they are listed in the system as a member of production, they will be provided access. If not, they will be required to sign in as a visitor or contractor and be met at stage door by an appropriate member of staff. No one will be able to enter the venue without signing into the theatre's visitor management software.

Keys and access cards for the theatre will be provided to you and your selected members of staff on arrival each day. Please provide a detailed list of who requires access cards and keys prior to your arrival at the venue. Keys must be left with the Stage Door Concierge at the end of each day.

Rooms will be locked at the end of each evening by our Stage Door Concierge. After the cleaners have been through in the morning, rooms can be locked or unlocked. Please advise of your preference with Head of Venue Facilities. If you require anything specific relating to security or access, please let our Chief Operating Officer know prior to arrival.

### Condition Report

On arrival at the theatre, we will ask that the Company Manager puts aside time to do a building walk through with our Chief Operating Officer or Head of Technical Operations to document the condition of building on arrival. Please let us know a suitable time to do this on your first day in the venue.

## Induction

We have an online induction that everyone working in the theatre must complete prior to their arrival. The induction covers the theatre you are working in for the duration of your season. The purpose of this online theatre induction is to provide everyone with basic work, health and safety (WHS) information so they may better understand the principles of safety and what we are striving for in our venues.

The induction is stored within *OnLocation*. Once we have your company set up within this software, we will then send them a personalised link for them to complete their induction. When you are comfortable that everyone has done the induction, we can then turn on a trigger to deny access to anyone who has not completed it.

For information on how to complete the induction, please go to the 'Induction' section of the Production Hub.

## Company Welcome

When each show comes to our theatre, the management team like to host the Company Welcome during the dinner break on the first day of Cast on Stage, or at another appropriate time. This is a voluntary event we like to do so we can meet the company and officially welcome them to our theatre. Please liaise with Chief Operating Officer on an appropriate date for this event and provide a guide on numbers and dietary requirements.

Separately, management also like to host Orchestra Drinks for the Orchestra members after the final preview. We will arrange these through Company Management.

## Opening Night

We love assisting our clients in hosting special opening night events. As you commence planning for your opening night event, please liaise with our Head of Ticketing Operations regarding invites and Foundation Theatres guest list to ensure that we do not have any double ups.

If you would like to do any events around your opening night, including Red Carpet Arrivals, pre-show or interval functions or post show function, please download our Producer Function Pack from our Production Hub for more information, and email [functions@foundationtheatres.com.au](mailto:functions@foundationtheatres.com.au) to commence planning. Please allow for no less than six weeks to arrange these functions.

## *Information for your Stay*

This section provides further information for your management team to use throughout your stay at our venues.

## Back of House Facilities

The Sydney Lyric has an array of areas available to the you. Drawings of the Back of House areas can be found on our Production Hub however in summary the theatre includes;

- **Green Room:** The Green Room has a fully equipped kitchen, including fridge, dishwasher, oven, toaster, kettle and sandwich press. It includes a food and beverage vending machine, television, sofa's and tables. The Green room has access to balconies for smokers to use. We ask that all company members ensure appliances are switched off after use to uphold the safety of all in the building.
- **Dressing Rooms:** The venue has an array of dressing rooms and management offices. You are free to allocate these to your company as you see fit. Breakdown of dressing rooms can be found in the Technical Specifications, and plans can be downloaded on the Production Hub.
- **Balcony:** Out from the Green room is a large deck area inclusive of tables and deck chairs. This is also the area smokers can use, as smoking is not allowed anywhere else in the building.
- **Bathrooms, Showers and Change areas:** There are bathrooms and showers in most dressing rooms and on every floor of the building as well as in most dressing rooms and management offices. The bathrooms near the green room are available for casual or visiting staff
- **Furniture:** The theatre is well equipped with couches, chairs, desks, ottomans, coffee tables, fridges and the like. For a complete list of inclusions in each room or if you have any specific requests regarding furniture, please contact Chief Operating Officer.
- **Lift:** There is a lift to all floors, and all working areas in the venue are accessible to wheelchairs.



- **Orchestra:** The venue has a supply of orchestra chairs and music stands available for use. If you require these, please contact the Head of Technical Operations with details on how many you require and he will confirm what is available.
- **Water:** Cold filtered water is available in the green room.
- **Wardrobe:** The technical specifications have a breakdown of inclusions of equipment in Wardrobe. If you would like further clarification on this, or require anything specific, please contact the Head of Technical Operations.

## Reporting issues

We have introduced a piece of software into our business called SafetyCulture, which allows us to digitise processes and streamlines operations.

One of the features that SafetyCulture has is a functionality called Issues. Through this functionality, anyone in the building can scan a QR code and report an issue to our team directly.

With this new software, it will mean that if one of your company members were to have a broken tap in their dressing room, for example, they could scan the QR code, press 'Production', log the issue and our maintenance team will be notified immediately and fix it as soon as possible.

The system is set up so that, the correct people will be automatically notified. Of course, if the matter is an emergency, you should still call the Tech on Duty or Stage Door, however otherwise, all individuals can log problems that they find as they find them directly to Foundation Theatres.

Our team will of course always be available to you via phone or email, and will be in the theatre for you to talk to face to face, however this software is an alternative way to ensure we can help your company as quickly as possible.

## Rehearsal Room

There is a rehearsal room located on Level 1 of the building that measures 12m x 9m. Details of its inclusion can be found in the Technical Specifications. The following guidelines apply to use of the rehearsal room:

- Tap dancing is not permitted on the rehearsal room floor at any time unless protective sheets are used.
- The Rehearsal Room is made available to you for the period detailed in your Hiring Agreement. Outside of your periods of exclusivity, we use the room for third party bookings. If you would like to book the rehearsal room for use outside of your exclusivity periods, please do so through our Chief Operating Officer. Charges may apply.
- The rehearsal room should be left clean, tidy and clear of cases and other stored items such as road cases, stillages and mega bins.

## Pianos

The venue includes on 5ft grand piano in the rehearsal room, and an upright piano in the conductor's suite.

The pianos are not tuned prior to every production, however if you would specifically like these tuned, please let our Head of Technical Operations know, and we can arrange this for you. Cost will be borne by production. Please note it can take up to a week for the piano tuner to schedule the tuning.

## IT Systems

There are two Wi-Fi networks available for your company at the Theatre.

1. **PRODUCTION** – recommended for use by Executive Management, Company Management, Stage Management and other VIP's including international creatives.
2. **Guest** – recommended for use by the touring company, local crew and orchestra.

Passwords for *Production* and *Guest* networks will be provided on your arrival. Please be aware that Wi-Fi does not cover all BOH areas. Hardwired internet can be arranged if requested.

The minimum and default allocation to the Production network is 10 Mbps, which can be increased in 10 Mbps increments up to 100 Mbps. Additional charges apply for increased bandwidth. Please let our Head of IT Systems know if you require additional bandwidth at any stage.

Please note that routers, wireless access points, internet gateways or any other network device that broadcasts IP addresses must not be connected to the Theatre network at any time without prior authorisation. Use of these devices can cause disruption to user's accessing network services. If this happens,

the cost to identify and remedy this will be passed on to you should it be clearly attributed to a member of the production.

In order to minimize disruption to our network, and to avoid cost to you, could you please help with the following:

- Notify us of any hardwired network connections
- Notify us if you intend to use a routing device that requires a connection to the theatre network
- Inform the touring company that connecting unauthorized devices to our network such as routers, wireless internet gateway devices, gaming consoles etc is NOT permitted
- Remind users that theatre network should only be used for work related purposes and that knowingly downloading, using or requesting software, media files or data streams that will use a large amount of network bandwidth is not permitted

Our Head of IT Systems will be onsite regularly to assist you with any IT related problems you have, including connecting printers to the network. For any IT related questions, please email

[ithelpdesk@foundationtheatres.com.au](mailto:ithelpdesk@foundationtheatres.com.au)

### Internal Phones

Phones are located throughout the building in offices and dressing rooms. An internal phone directory can be downloaded on our Production Hub in both PDF and Excel so that you can add your company member names as required.

To call internally, you only require the four digits listed on the contact sheet. To call from an external line, please place the four digits after (02) 9509 XXXX.

Phones can be programmed to call overseas, domestic landlines, mobiles or just internally based on the limits set in your Hiring Agreement. Prior to your arrival, please provide us with a list of which phones in which rooms you would like access to what type of dial outs.

### Deliveries & post

Everything that is sent via general post (including express post) should be addressed to: Sydney Lyric Stage Door, 5 Edward Street, Pyrmont NSW 2009.

In person deliveries & couriers should be directed to Stage Door where they will be accepted by our Stage Door concierge at 5 Edward St, Pyrmont. If you are arranging a large delivery, or for anything to arrive on a Monday, or prior to 8am Tuesday - Sunday, please be sure to contact Stage Door so appropriate plans can be made. Please ensure all deliveries are correctly labelled to prevent delays and returns.

### Air Conditioning

All areas of the theatre are air-conditioned. The air conditioning schedule is managed by our Facilities team and is timed in accordance with your rehearsal and performance schedule.

### Cleaning

The venue has cleaners present seven days a week for our regular back of house and front of house cleaning.

This includes daily cleaning of all common areas, all dressing rooms and the auditorium.

If you require specialised cleaning, please email [facilities@foundationtheatres.com.au](mailto:facilities@foundationtheatres.com.au).

If you use confetti or other flitter during the performance either regularly or on special occasions such as opening night, please be sure to inform our facilities team so they can provide additional cleaning as required.

### CCTV

CCTV cameras are placed around the building for safety purposes. Sydney Lyric is committed to complying with Australian laws in all aspects of its operation. CCTV coverage adheres to all relevant legislation in its use of CCTV Cameras.



## Distribution of schedules & show reports

To ensure we are all on the same page with schedules, and aware of any problems that have arisen during the show, we ask that you distribute all schedules and show reports to the following addresses and we will internally manage the recipients.

Show Reports: [showreports@foundationtheatres.com.au](mailto:showreports@foundationtheatres.com.au)

Schedules -including rehearsal, bump in/out and daily schedules: [smschedulesSL@foundationtheatres.com.au](mailto:smschedulesSL@foundationtheatres.com.au)

## Front of House & Patron Care

Patron care services are managed by our Patron Services team. The Head of Patron Services will schedule and manage the ushers and, if required, security, for each show. To help them ensure that they can do the best possible job for you, we ask that you meet with the Head of Patron Services during your tech period, prior to the first preview, and inform him of the specificities of your production, including things such as lock out times, if photography is permitted at any stage, if there is cast entrances/exits from the auditorium and if the production uses haze, strobe or any other affects.

The Patron services team will send nightly Patron Services reports to ensure that you are across all the Front of House activities. Please email the Head of Patron Services with a list of people you would like to receive the nightly Patron Services reports.

## Foyers

The foyers are designed to be a safe place for all our patrons to enjoy. Artwork and furniture have been placed in the venue for optimum patron engagement and are to remain in place at all times. Please do not take any of the foyer furniture back of house or move it around the foyers. If you require use of this furniture, please contact the Chief Operating Officer to discuss further.

Please be aware that free standing items are not permitted to be installed into the foyers, including but not limited to, pull up banners. If you would like to install a *Shoot and Share* or media wall, please contact Head of Ticketing Operations who will advise what is possible in the space that meets your needs but also satisfies our insurance and safety requirements.

The foyers and function spaces are not for general production use. If you would like to access the foyers or our functions rooms, please contact our Chief Operating Officer for assistance.

## Cast Board

The theatre uses digital cast boards installed throughout the foyers for your use. Information on how to set up and submit your cast board is found on the Production Hub under 'Cast Board'. Please be aware that digital cast boards are the only option permitted, and we are unable to accommodate your own free-standing screens or boards in the foyer.

## Food & Beverage

At our theatres we have multiple bars that serve beers, wine, sparkling wine, champagne, cocktails, spirits and soft drinks, as well as a select line of confectionery and snacks. We sell the same products from all the bars within the theatre.

Patrons are welcome to purchase anything from the bars and take it into the theatre. Patrons are not permitted to take glass into the auditorium for safety reasons, but we will decant their beverage into plastic for them. Some items will be prohibited from being taken into the auditorium, including but not limited to hot items, foods with strong smells and hot drinks. This is due to safety and the comfort of other guests.

If you require any vouchers for the bar to give to company or VIP guests, please email [functions@foundationtheatres.com.au](mailto:functions@foundationtheatres.com.au) to arrange. Please note our staff have no capacity to process vouchers unless they have a unique barcode created from within our system. Thus, we will not be able to accept vouchers at the bar unless they are created by our F&B department.

## Functions & Events

Our Food & Beverage team is available to help you with any hospitality requirements should they arise. This could be in form of food and beverages for VIP's pre-show and interval, or company drinks in the foyer or green room for important events such as first preview, or milestone performances.

There is an array of rooms available for such events, and our team can tailor events to your needs. More information can be found in our Functions & Events package on the Production Hub

## Marketing & Branding

Foundation Theatres will support your marketing campaign through our social media channels, website, EDM's and in venue signage, including digital monitors and FOH signage. More information on the support available can be found in our Marketing & Ticketing Handbook on the Production Hub.

Our Marketing & Communications Manager will be in touch with your team and marketing agency to get all required approved copy and tiles, and to coordinate messaging and utilisation of our channels. If you need further assistance in this area, please contact our Marketing & Communications Manager. On the Production Hub you will find our additional information on our Brand Guidelines and an array of Hero Shots for your use.

## Photography & Broadcasting

Whilst we fully support the promotion of all productions within the theatre, photographers and film crews can be problematic for our technical and patron services teams if they arrive unannounced.

Please obtain prior written approval from the Chief Operating Officer or Chief Executive Officer for any filming, streaming, video and audiotaping of all or any portion of an event for commercial or marketing purposes.

If you have photographers and camera crews in the venue, please brief us on how many will attend, the equipment they will be bringing, requirements from the venue for power, sound or lighting equipment and if you require seats to be held from sale for this purpose.

## Ticketing & Box Office

All tickets are sold via our official ticketing partner, Ticketmaster.

As a producer, you will be given access to TM1, Ticketmaster's online portal where you can manage pricing and inventory, as well as analyse sales trends and patterns. This is a wonderful piece of software to help you maximise your sales and yield and we highly recommend that you utilise its tools. If you are not familiar with the site, please let us know and we can arrange for someone from Ticketmaster to take you through its features.

Ticketmaster staff are physically present in the theatre at the Sydney Lyric Box Office, located in the Stalls Foyer of the theatre. Box Office is open Monday to Friday 9:00am to 5:00pm as well as two hours prior to every show for collection of tickets and purchase of tickets for the show on that day.

If you have any questions or concerns regarding ticketing, please contact our Head of Ticketing Operations.

## Complaints

In many cases, patrons will send complaints or concerns about the production through to the venue directly. These can range from complaints about the show itself, seating issues, other patrons and the like.

If the complaint is in relation to a venue matter, a member of Foundation Theatres will reply. If the complaint is in relation to a production manner, we will pass it on to a relevant member of your team. If you have any specific requirements about the handling of complaints or enquiries, please let our CEO know.

## Tours

On occasion, the venue will host tours around the venue during non-performance times. Whilst these tours will not include dressing rooms or other offices, they may at times need to go around such areas to get to other key areas.

## The Foundation Theatres Initiative

The Foundation Theatres Initiative is a privately funded arm of Foundation Theatres, created with the aim of assisting in educating, mentoring and supporting the theatre community, and the individuals within it, to ensure it continues to grow and thrive for generations to come. The Initiative will utilize the organisations

venues, knowledge, expertise's and relationships to create and support programs that will help strengthen the live performing arts industry in NSW. Focusing on Sydney and Regional NSW, the Fund will concentrate on programs in three key areas; Access, Education and Innovation.

Throughout your time in the venue, members of our staff may approach your team to request assistance with this initiatives, and certain programs. Most commonly this is in the form of venue tours, student observations and student internships or placements. We appreciate your support and assistance in these matters.

### Visitor Management Software – OnLocation

Our theatres use software called *OnLocation* to manage entry and exit to the theatres. Every member of your company must sign in and out when entering or exiting the venue using this software. This software is also used for our theatre induction, for you to see who is in the building and for Fire Evacuation reporting.

#### **Setting up your company in Who's On Location**

The first thing we need to do is set up your company within the software. To do this, please go to the *OnLocation* section of the Production Hub for all required information on how to do this.

#### **Signing Company In & Out**

Everyone working for the production will be set up within the system as a Contractor. When your staff arrive at the theatre, they go to one of the iPads provided. The iPads are located at Stage Door, Box Office and in the service corridor of both theatres. Most commonly, you will use the Stage Door iPads.

Everyone who attends the theatre **MUST** sign in on the iPad at stage door and **MUST** sign in and out every time they enter or exit the theatre. There is no exception to this. To sign in or out of the theatre, your company has three options available to you:

1. Contactless Sign In
  - Open camera on your smart phone and hover it over the QR code on the iPad
  - Select the web browser prompt pop up. You will see a replica on your phone of what is on the iPad.
  - Select relevant category: 'Production / Contractor'
  - Enter your full name
  - Complete remainder of sign in process
2. Sign In Using Stage Door iPad
  - Select Sign In
  - Select relevant category: "Production / Contractor"
  - Enter your full name.
  - Complete remainder of sign in process.
3. Every member of your company will be given their own QR code. We recommend putting these on their company passes. They can sign in using their individual QR Code. To do this, you;
  - Select Sign In
  - Hold your QR code to the iPad Camera.
  - Complete remainder of sign in process.

#### **Signing Visitors In & Out**

If you have visitors here to visit you, they still need to sign in. They can follow steps 1 or 2 above, however under category should select 'visitor'. When it gets to the section of 'who are you visiting today', your visitor should select 'Production Sydney Lyric'. That will trigger an email to go to whoever you set up as your production contact. That person is then responsible for coming down and meeting the visitor at stage door.

#### **Seeing who is in the building**

We will send you a link to a dashboard. This dashboard will show you who is in and out of the building at any time. It is a URL so that it can be shared with stage management, company management or anyone else who may require this information. To get a link to your dashboard, please email Amy Dove

[ADove@foundationtheatres.com.au](mailto:ADove@foundationtheatres.com.au).

## Information for your Company

This section provides further information that may be useful for your company during their stay.

### Public Transport

The recommended public transport options for the venue are:

- **Train:** The Sydney Lyric is a 25-minute walk from Central Station, a 20-minute walk from Wynyard and a 15-minute walk from Town Hall. Alternatively, you can get the train to central and then the Light Rail to the theatre.
- **Bus:** The best Bus route is Route 389 which stops at the Maritime Museum, 3 minutes' walk from the Sydney Lyric.
- **Ferry:** The Nearest stop is Pyrmont Bay, a two-minute walk to the theatre.
- **Taxis:** There is a Taxi rank at The Star's main lobby entrance.
- **Uber:** The Star welcomes UBER drivers and has dedicated the following 3 pick-up and drop-off points:
  - 80 Pyrmont Street – directly in front of Floral Desire Florist
  - 44 Pirrama Road – near Sydney Lyric
  - 2 Edward Street – directly across Coles Supermarket

### Parking

If driving, there are two car park options. The first is at Wilsons Harbourside Car Park, 100 Murray St, Pyrmont. Validate your parking ticket at Stage Door to access a \$13 daily flat rate. The car park is a 5-7-minute walk from Stage Door. The Production Hub has a one-page flyer with this information for you to send to your company. Alternatively, you can use The Star car park which is located underneath the theatre and is accessible from Edward Street and Pirrama Road. Parking rates are per 6-hour period (or part thereof). During the day it is \$20 Monday to Thursday, and \$30 Friday to Sunday. Evening rates are \$25 Monday to Thursday and \$35 Friday to Sunday. After your 6-hour period expires, an additional 6-hour period will be charged. Please note that we do not permit parking of vehicles in the loading dock on a daily basis due to the issues caused by having a vehicle parked in the loading dock when the venue is operating. If you have a specific request and would like to discuss further, please contact the Chief Operating Officer.

### Local Suppliers

The Sydney Lyric is conveniently located close to many shops and restaurants. Of note are the following;

- **Supermarket:** Coles is located directly across the road from Stage Door.
- **ATM:** There are multiple ATM's within the casino complex, and there is also an ATM in the arcade directly across from Stage Door
- **Cafes/Food**
  - The Star Food Quarter, which is located just outside of the theatre foyer, has a huge array of takeaway dining options including dumplings, sushi, kebabs, burgers, sandwiches, ice-creams and healthy alternatives.
  - The Star has an array of restaurant offerings also, from casual to five star.
- **Other**
  - The closest Officeworks is at 242 Pitt Street, 1.4 km walk from theatre
  - There is a JB HiFi in the Strand Arcade which is a 1.4km walk from theatre
- **Emergency Services**
  - The closest hospital is St Vincent Private, which is 2.6km away, at 406 Victoria St.
  - The closest Police Station is Sydney Police Station, 192 Day Street
  - The closest Fire Station is at 147 Pyrmont Street, Pyrmont

## ***Health & Safety***

This section outlines important information regarding the health and safety of everyone at the theatre. It is vital that everyone who visits our venues feels safe at all times.

### Code of Conduct

The Foundation Theatre Management team are committed to having a welcoming and enjoyable workplace that is free from bullying and harassment, and safe and equitable for all.

Whilst we understand that the production will have their own detailed policies surrounding these matters, we want to assure all hirers that it is a key priority for us that all people working within the venue do so with the aim of promoting a positive and inclusive environment for all.

If you have any issues relating to either the implementation of policies, detail of our employee policies, or to report or discuss activities that are outside the aims of our Code of Conduct policy, please contact the Chief Operating Officer.

### Diversity & Inclusion

At Foundation Theatres we celebrate diversity. We welcome people from all backgrounds to work with us, perform on our stages and visit our theatres. Our team and our audiences come from all over the world, all genders, sexualities, religions, abilities and beliefs, and we are united by a safe and open environment where we harness the energy of diversity to make great theatre. It is this diversity that helps us to thrive.

We ask that our visiting companies respect and continue our celebration of diversity and help us to ensure that the venue is a truly inclusive, accepting and safe place for all to work and visit.

### Accessibility

We are committed to providing a venue that is inclusive and accessible for all to have an enjoyable and safe experience. We comply with all regulations and laws governing accessibility, including but not limited to providing lift access, accessible ramps, induction hearing loops, wheelchair and ambulant accessible sanitary facilities, wheelchair seating with adjacent carer seats and welcoming guide dogs and other registered assistance animals into the venue.

### Illegal Substances

We do not permit illegal substances into the theatre at any time. Possession, distribution and use of any illegal drug by contractors, staff or volunteers undertaking work within the venue is strictly prohibited. Those considered to be under the influence of any illegal substances or substance that could damage themselves or others will be asked to leave the venue and if appropriate, reported to the police.

### Alcohol

You and the production team cannot bring alcohol onsite. We do not permit any contractors, staff or volunteers undertaking work within the venue to consume alcohol at any time in the back of house areas. Any person suspected to be intoxicated or impaired by the effects of alcohol will be asked to leave the theatre. We understand that for opening night, alcohol may be gifted to company members. We ask that alcoholic gifts are removed from the theatre soon after the gift is received. At other times, gifts of alcohol should be left at stage door and collected as departing at the end of the day.

Sydney Lyric is a licensed premise and will serve alcohol to our patrons. This alcohol is stored in the back of house areas and will be regularly moved through the theatre. No one other than dedicated Food & Beverage Staff are permitted to touch any alcoholic stock in the back of house area. Please note as a licenced venue, you are not able to bring alcohol into the venue for service without prior written approval by our Chief Operating Officer or Chief Executive Officer.



## Smoking

Smoking is not permitted in the venue. Smoking is only permitted in the designated smoking areas. Please ask your production team not to smoke outside our stage door area, it looks nasty and it is illegal to smoke around the entrance of this nature.

## WHS & Risk Management

All workers present in the building must complete the theatre's online induction prior to commencing work in the theatre. More information about the induction is listed in this booklet under Induction.

We are currently updating our WHS policy. It will be provided to you in due course.

In accordance with NSW WHS legislation, a comprehensive risk assessment is required prior to your arrival at the theatre.

## Battery Charging

Charging lithium ion (Li-ion) and other batteries poses a significant fire risk. Personal items such as E-Bikes, scooters and other similar devices must not be charged anywhere in the theatre; this includes in dressing rooms and other Back of House areas.

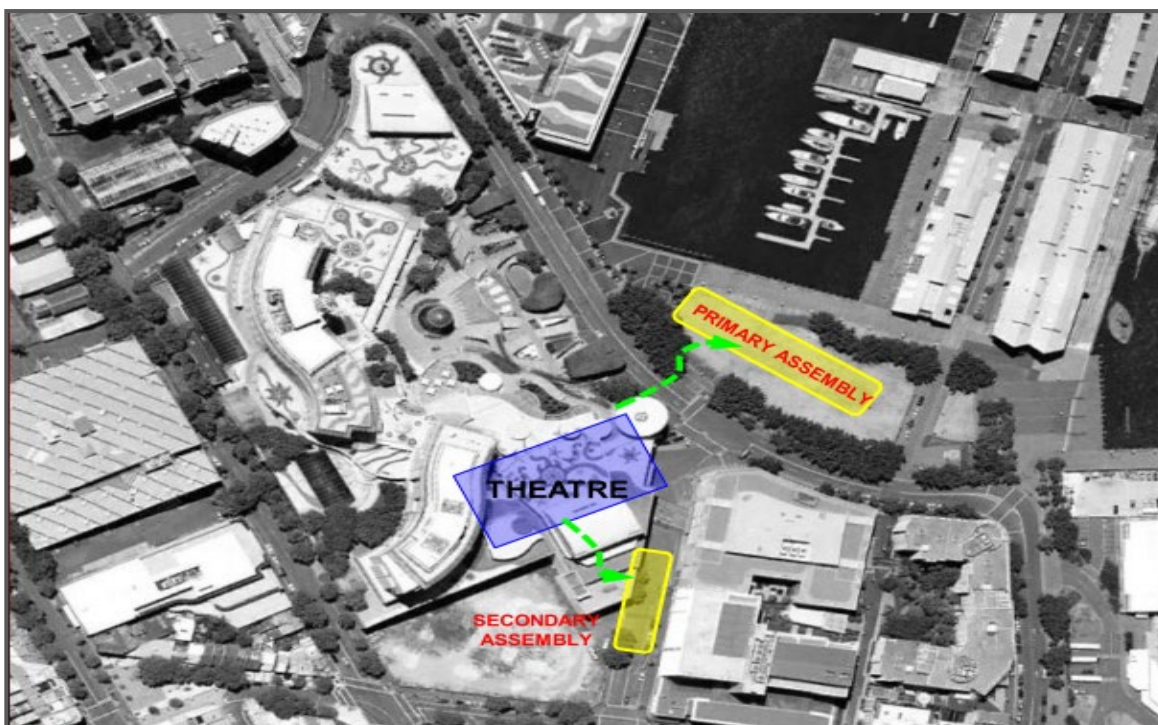
The charging of production related equipment should only be within manufacturer supplied charging stations and must be approved in advance by the Head of Technical Operations. The charging of any batteries or equipment overnight should be avoided.

## Emergency Evacuation

Foundation Theatres has a detailed Emergency Management Plan (EMP) which is regularly updated and distributed throughout the venues.

In the case of an emergency you will be given instructions by the **Chief Warden**.

The primary evacuation meeting point is Pyrmont Bay Park, the park across from the Sydney Lyric. There is a secondary assembly area in Edward Street.



Between the period that you arrive at the venue and your first audience, we will organise a time for Company Management to meet with our Head of Patron Services and Head of Technical Operations to go over the Emergency Management Plan and discuss which company members could act as wardens in the event we have to evacuate.



### First Aid

First Aid supplies are located at various locations throughout the venue and are checked and re-stocked regularly. Please familiarise yourself and the relevant members of your team to their locations.

In the case of a medical emergency, please contact Stage Door who will contact our Patron Services & technical staff on duty who can assist as required or call 000 if you require an ambulance.

### Isolation & Hot Works

Outside of scheduled performances, if you require isolation for any reason please contact the Head of Technical Operations to schedule the isolation.

If you are performing Hot Works, a permit will be required. Please contact Head of Technical Operations to schedule this work.

### Flames & Fire

Please note that open flames are not permitted back of house at any time. This includes birthday candles, scented candles, incense and the like.

In general, if you require anything specific relating to the back of house area, please let our Chief Operating Officer know prior to arriving at the venue.