



SECURITY MANAGEMENT PLAN

Universal Music Classical Management and
McManus Entertainment:
Sydney Resolution Concerts:
Prepared By: Stephen Wilkinson
20th May 2011

OBJECTIVE:

To identify perceived risks that may impact or be associated with the management, control or functions of Security at the Sydney Resolution Concerts Glebe Island Sydney NSW.

AIM:

The purpose of this security management plan is to detail the agreed arrangements for Sure Group Australia in regards to crowd control, the protection of assets and response to any events or emergencies that could occur during the Sydney Resolution Concerts at Glebe Island.

NOTE:

This document is a living document and can change without notice, for individual Security Deployment see the Security Deployment Plan

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Introduction:

All Security staff will have to read and initial that they have read and fully understand this document before working at the event. Security staff will also on the day be provided with an individual handout listing their specific duties including important contacts and evacuation procedures.

This document is also part of the event's Safety Management Plan and Alcohol Management Plan. An Alcohol management plan handout will also be provided to Security staff as well as bar staff on the day of the event.

Event Description

There is little doubt that when it comes to measuring the quality of New Year's festivities, The City of Sydney already holds a prime place on the global scale. The city's 2010 celebrations will have an even greater level of excitement boosting visitation to Sydney and exposure to the Sydney New Year's Eve fireworks on a worldwide scale.

Glebe Island is the venue for a spectacular New Year's Eve concert. Followed by a second concert on the 2nd of January. The venue will cater for a capacity of up to 44,450 patrons each concert day.

The event on the 2nd of January will be all general admission. Arrangements are being made to screen the New Year's Eve event worldwide to over 50 countries through project partner Universal Music. This coverage, supported by our world renowned fireworks display as a stunning backdrop, will make for compulsive viewing around the globe.

Glebe Island is a unique and ideally positioned setting for an event of this nature. It has already become a key facility within the NSW transport and logistics network, providing Patrick's with a crucial centre in which up to 5,000 motor vehicles were received, stored and distributed.

Glebe Island also offers great accessibility to our New Year's Eve patrons. Being within walking distance of several main rail connections and having direct links with major roads and freeways allow for easy access for the large number of patrons anticipated.

The Village Centre

We will be building a "Village atmosphere" consisting a variety of structures along themed streets (e.g: Sydney Avenue, Glebe Island Parade) through which the public will access the concert area. These structures will house about 200 vendors offering a variety of items for sale – convenience stores, merchandising sales, clothing outlets, cafés and restaurants. Incoming concertgoers are sure to be attracted to the diverse range these store have to offer. Equally important, the named streets will provide thoroughfares wide enough for speedy egress after each concert.

Event Contact List

ORGANISATION	NAME	TELEPHONE	FAX
Site			NA
Site			NA
Site			NA
McManus Entertainment			NA
McManus Entertainment			NA
McManus Entertainment			NA
McManus Entertainment			NA
McManus Entertainment			NA
Police			NA
Police			NA
Police			NA
Police			NA
Police Emergency			NA
Ambulance Service			NA
Fire Brigade			NA
St. Johns Ambulance			NA
Security			NA
Ports			NA
Ports			NA
Traffic Control			NA
Parking			NA
Ticket Collectors			NA
Council			NA
Council			NA

Map/Evacuation Map

DRAFT

Specific Duties

Site/Event: The Resolution Concerts Glebe Island Sydney

Position:	Hours of Duty	Immediate Supervisor
Safety Officer	Various	Site / Production Manager

Overall Responsibilities:

Safety Officer – The Safety Officer is responsible for the overall Safety function of the event. The Safety Officer will liaise with the Production /Site Manager/ Police and Emergency Services and also monitor Safety Issues as well as manage contingency plans for any issues that may arise during the event

Individual Duties :

- Ensure the event has sufficient Safety procedures to ensure the safety of the event.
- Will ensure that all staff/contractors are individually inducted on site safety requirements
- He/she will liaise with the event manager and assist their requirements and carryout these requirements if safe to do so.
- Enforce all Codes of practice and OHS requirements
- Liaise with Police and emergency services.
- Ensure all staff hold the relevant licenses and qualifications to complete their duties as per legislative requirements.
- Conduct ongoing Safety assessments, physical inspections, and risk assessments of identified areas and adjust resources and procedures accordingly.

Proposed Response to incidents:

- Call for immediate assistance
- Notify ECC
- Deploy appropriate response necessary if necessary (Police, Fire, Ambulance, First Aid)
- He/she will investigate response and staff actions
- Complete appropriate incident / accident reports.
- Take appropriate actions to prevent re-occurrence.

Resource Requirements:

Security / Emergency Services

Time Frame:

Pre/During/Post Event

Prepared by:

Stephen Wilkinson

Specific Bump In/Asset Protection Guard Duties

Site/Event: Site/Event: The Resolution Concerts Glebe Island Sydney

Position:	Hours of Duty	Immediate Supervisor
Tunnel Gate	Various	Security Supervisor

Overall Responsibilities:

Tunnel Gate – This position is responsible for checking person's bona-fides for entering and leaving the site. Ensuring staff and contractors ensure the conditions of entry are followed logging their details and ensuring they are passed on to the safety officer for induction.

Individual Duties :

- Ensure only authorized persons are allowed on site
- Ensure all vehicles are logged in and out of sites
- Ensure only ticketed and accredited patrons enter the venue.
- Enforce all professional standards and OHS requirements
- Liaise with Police and emergency services.
- Once the event has begun some of the entry search staff will redeploy and will take up patrolling positions and take up staging positions left/right' positions.
- Conduct ongoing security assessments, physical inspections, and risk assessments of identified areas and adjust resources and procedures accordingly.

Proposed Response to incidents:

- Call for immediate assistance
- Notify ECC
- Deploy appropriate response necessary if necessary (Police, Fire, Ambulance, First Aid)
- Complete appropriate incident / accident reports.
- Take appropriate actions to prevent re-occurrence.

Resource Requirements:

Security / Emergency Services

Time Frame:

Pre/During/Post Event

Prepared by:

Stephen Wilkinson

Specific Bump In/Asset Protection Guard Duties

Site/Event: The Resolution Concerts Glebe Island Sydney

Position:	Hours of Duty	Immediate Supervisor
Roving Patrol/Asset Protection	Various	Security Managers

Overall Responsibilities:

Roving Patrol Asset Protection – Responsible for monitoring site and securing site

Individual Duties :

- He/she will alert the security manager/ security supervisors to any areas of concern.
- Roaming guards are to ensure they assist with deter anti-social behavior and reduce theft
- Patrol the perimeter and internal of venue and ensure there is no unauthorized entry.
- Check individuals have the correct accreditation for the appropriate area.
- Enforce all professional standards and OHS requirements
- Liaise with Police and emergency services.
- Once the event has begun some of the entry search staff will redeploy and will take up patrolling positions and take up staging positions left/right' positions.
- Conduct ongoing security assessments, physical inspections, and risk assessments of identified areas and adjust resources and procedures accordingly.

Proposed Response to incidents:

- Call for immediate assistance
- Notify ECC
- Deploy appropriate response necessary if necessary (Police, Fire, Ambulance, First Aid)
- Complete appropriate incident / accident reports.
- Take appropriate actions to prevent re-occurrence.

Resource Requirements:

Security / Emergency Services

Time Frame:

Pre/During/Post Event

Prepared by:

Stephen Wilkinson

Backstage Specific Guard Duties

Site/Event: The Resolution Concerts Glebe Island Sydney

Position:	Hours of Duty	Immediate Supervisor
Backstage Manager	Various	Event Commander

Overall Responsibilities:

Backstage Manager – The Backstage manager is responsible for the overall security function of the Backstage area. The Backstage manager will liaise with the Production /Site Manager/ Police and Emergency Services and also monitor quality levels as well as manage contingency plans for any issues that may arise during the event

Individual Duties :

- Ensure the backstage area has sufficient Security coverage to ensure the safety of the event.
- Will ensure that all Security staff are individually briefed of their specific duties, or nominate a supervisor to carry out the briefing.
- He/she will liaise with the event commander and assist their requirements and carryout these requirements if safe to do so.
- Enforce all professional standards and OHS requirements
- Liaise with Police and emergency services.
- Ensure all staff hold the relevant licenses and qualifications to complete their duties as per legislative requirements.
- Conduct ongoing security assessments, physical inspections, and risk assessments of identified areas and adjust resources and procedures accordingly.
- Ensure artist safety.

Proposed Response to incidents:

- Call for immediate assistance
- Notify ECC
- Deploy appropriate response necessary if necessary (Police, Fire, Ambulance, First Aid)
- He/she will investigate response and staff actions
- Complete appropriate incident / accident reports.
- Take appropriate actions to prevent re-occurrence.

Resource Requirements:

Security / Emergency Services

Time Frame:

31st December 2011-2nd January 2012

Prepared by:

Stephen Wilkinson

Backstage Specific Guard Duties

Site/Event: The Resolution Concerts Glebe Island Sydney

Position:	Hours of Duty	Immediate Supervisor
Backstage / Restricted Area	Various	Backstage Manager

Overall Responsibilities:

Backstage / Restricted Area- Are responsible for ensuring that only persons authorized to be in backstage areas are in the backstage area.

Individual Duties :

- Ensure only ticketed and accredited patrons enter the venue.
- Check individuals have the correct accreditation for the appropriate area.
- Enforce all professional standards and OHS requirements
- Liaise with Police and emergency services.
- Once the event has begun some of the entry search staff will redeploy and will take up patrolling positions and take up staging positions left/right' positions.
- Conduct ongoing security assessments, physical inspections, and risk assessments of identified areas and adjust resources and procedures accordingly.

Proposed Response to incidents:

- Call for immediate assistance
- Notify ECC
- Deploy appropriate response necessary if necessary (Police, Fire, Ambulance, First Aid)
- Complete appropriate incident / accident reports.
- Take appropriate actions to prevent re-occurrence.

Resource Requirements:

Security / Emergency Services

Time Frame:

31st December 2011-2nd January 2012

Prepared by:

Stephen Wilkinson

Specific Guard Duties

Site/Event: The Resolution Concerts Glebe Island Sydney

Position:	Hours of Duty	Immediate Supervisor
Security Commander	Various	N/A

Overall Responsibilities:

Security Commander – The Security Commander is responsible for the overall security function of the event. The Security Commander will liaise with the Production /Site Manager/ Police and Emergency Services and also monitor quality levels as well as manage contingency plans for any issues that may arise during the event

Individual Duties :

- Ensure the event has sufficient Security coverage to ensure the safety of the event.
- Will ensure that all Security staff are individually briefed of their specific duties, or nominate a supervisor to carry out the briefing.
- He/she will liaise with the event manager and assist their requirements and carryout these requirements if safe to do so.
- Enforce all professional standards and OHS requirements
- Liaise with Police and emergency services.
- Ensure all staff hold the relevant licenses and qualifications to complete their duties as per legislative requirements.
- Conduct ongoing security assessments, physical inspections, and risk assessments of identified areas and adjust resources and procedures accordingly.

Proposed Response to incidents:

- Call for immediate assistance
- Notify ECC
- Deploy appropriate response necessary if necessary (Police, Fire, Ambulance, First Aid)
- He/she will investigate response and staff actions
- Complete appropriate incident / accident reports.
- Take appropriate actions to prevent re-occurrence.

Resource Requirements:

Security / Emergency Services

Time Frame:

31st December 2011-2nd January 2012

Prepared by:

Stephen Wilkinson

Specific Guard Duties

Site/Event: The Resolution Concerts Glebe Island Sydney

Position:	Hours of Duty	Immediate Supervisor
Security Manager	Various	Security Commander

Overall Responsibilities:

Security Manager – The security manager is responsible for the overall security function of the event. The Security manager will liaise with the Production /Site Manager/ Police and Emergency Services and also monitor quality levels as well as manage contingency plans for any issues that may arise during the event

Individual Duties :

- Ensure the event has sufficient Security coverage to ensure the safety of the event.
- Will ensure that all Security staff are individually briefed of their specific duties, or nominate a supervisor to carry out the briefing.
- He/she will liaise with the event manager and assist their requirements and carryout these requirements if safe to do so.
- Enforce all professional standards and OHS requirements
- Liaise with Police and emergency services.
- Ensure all staff hold the relevant licenses and qualifications to complete their duties as per legislative requirements.
- Conduct ongoing security assessments, physical inspections, and risk assessments of identified areas and adjust resources and procedures accordingly.

Proposed Response to incidents:

- Call for immediate assistance
- Notify ECC
- Deploy appropriate response necessary if necessary (Police, Fire, Ambulance, First Aid)
- He/she will investigate response and staff actions
- Complete appropriate incident / accident reports.
- Take appropriate actions to prevent re-occurrence.

Resource Requirements:

Security / Emergency Services

Time Frame:

31st December 2011-2nd January 2012

Prepared by:

Stephen Wilkinson

Specific Guard Duties

Site/Event: The Resolution Concerts Glebe Island Sydney

Position:	Hours of Duty	Immediate Supervisor
ECC Operators	Various	Security Manager

Overall Responsibilities:

ECC Operator – The ECC Operators are responsible for the overall security communications function of the event. He/ She will liaise with the Security manager and all agencies as well as manage contingency plans during the event

Individual Duties :

- Assist the Security Manager with the duties listed below.
- Ensure the event has sufficient Security coverage to ensure the safety of the event.
- Will ensure that all Security staff are individually briefed of their specific duties, or nominate a supervisor to carry out the briefing via regular Radio updates
- Answer Residential Patrol/Business Patrol Response phone and deploy necessary resources.
- He/she will liaise with the event manager and assist their requirements and carryout these requirements if safe to do so.
- Enforce all professional standards and OHS requirements
- Liaise with Police and emergency services.
- Conduct ongoing security assessments, physical inspections, and risk assessments of identified areas and adjust resources and procedures accordingly.

Proposed Response to incidents:

- Deploy appropriate response necessary if necessary (Security, Police, Fire, Ambulance, First Aid)
- He/she will investigate response and staff actions
- Complete appropriate incident / accident reports.
- Take appropriate actions to prevent re-occurrence.

Resource Requirements:

Security / Emergency Services

Time Frame:

31st December 2011-2nd January 2012

Prepared by:

Stephen Wilkinson

Specific Guard Duties

Site/Event: The Resolution Concerts Glebe Island Sydney

Position:	Hours of Duty	Immediate Supervisor
Compliance Officers	Various	Security Manager

Overall Responsibilities:

Compliance Officers – The Compliance Officers are responsible for the Professional Standards of the security function of the event.

Individual Duties :

- Assist the Security Manager with the duties listed below.
- Ensure the event has sufficient Security coverage to ensure the safety of the event.
- Will ensure that all Security staff are individually briefed of their specific duties, or nominate a supervisor to carry out the briefing.
- He/she will liaise with the event manager and assist their requirements and carryout these requirements if safe to do so.
- Enforce all professional standards, OHS requirements and Responsible Service Guidelines are carried.
- Conduct Random spot checks of the above
- Conduct Random CAPI, RSA and First Aid checks
- Conduct Random Deployment checks
- Assist with Sign on and wrist banding
- Liaise with Police and emergency services.
- Conduct ongoing security assessments, physical inspections, and risk assessments of identified areas and adjust resources and procedures accordingly.

Proposed Response to incidents:

- Call for immediate assistance
- Notify ECC
- Deploy appropriate response necessary if necessary (Police, Fire, Ambulance, First Aid)
- He/she will investigate response and staff actions
- Complete appropriate incident / accident reports.
- Take appropriate actions to prevent re-occurrence.

Resource Requirements:

Security / Emergency Services

Time Frame:

31st December 2011-2nd January 2012

Prepared by:

Stephen Wilkinson

Specific Guard Duties

Site/Event: The Resolution Concerts Glebe Island Sydney

Position:	Hours of Duty	Immediate Supervisor
Security Supervisor	Various	Security Manager

Overall Responsibilities:

Security Supervisor – The security supervisor is also responsible for the overall security function of the event. The Security supervisor will liaise with the Production /Site Manager and the Security manager and monitor quality levels as well as manage contingency plans during the event

Individual Duties :

- Assist the Security Manager with the duties listed below.
- Ensure the event has sufficient Security coverage to ensure the safety of the event.
- Will ensure that all Security staff are individually briefed of their specific duties, or nominate a supervisor to carry out the briefing.
- He/she will liaise with the event manager and assist their requirements and carryout these requirements if safe to do so.
- Enforce all professional standards and OHS requirements
- Liaise with Police and emergency services.
- Ensure all staff hold the relevant licenses and qualifications to complete their duties as per legislative requirements.
- Conduct ongoing security assessments, physical inspections, and risk assessments of identified areas and adjust resources and procedures accordingly.

Proposed Response to incidents:

- Call for immediate assistance
- Notify ECC
- Deploy appropriate response necessary if necessary (Police, Fire, Ambulance, First Aid)
- He/she will investigate response and staff actions
- Complete appropriate incident / accident reports.
- Take appropriate actions to prevent re-occurrence.

Resource Requirements:

Security / Emergency Services

Time Frame:

31st December 2011-2nd January 2012

Prepared by:

Stephen Wilkinson

Specific Guard Duties

Site/Event: The Resolution Concerts Glebe Island Sydney

Position:	Hours of Duty	Immediate Supervisor
Gate / Entry Search	Various	Security Supervisor

Overall Responsibilities:

Entry Search – The entry search staff are responsible for checking patrons entering and leaving the event. Ensuring patrons ensure the conditions of entry are followed, and liaise with patrons on arrival in a friendly and courteous manner at all times.

Individual Duties :

- Ensure conditions of entry are followed.
- Staff are responsible for check patrons and their bags, eskys, chilly bins for glassware, alcohol, weapons, explosives or any other harmful or prohibited material.
- Intoxicated patrons are not permitted into the premises.
- Ensure only ticketed and accredited patrons enter the venue.
- Enforce all professional standards and OHS requirements
- Liaise with Police and emergency services.
- Once the event has begun some of the entry search staff will redeploy and will take up patrolling positions and take up staging positions left/right' positions.
- Conduct ongoing security assessments, physical inspections, and risk assessments of identified areas and adjust resources and procedures accordingly.

Proposed Response to incidents:

- Call for immediate assistance
- Notify ECC
- Deploy appropriate response necessary if necessary (Police, Fire, Ambulance, First Aid)
- Complete appropriate incident / accident reports.
- Take appropriate actions to prevent re-occurrence.

Resource Requirements:

Security / Emergency Services

Time Frame:

31st December 2010-2nd January 2011

Prepared by:

Stephen Wilkinson

Specific Guard Duties

Site/Event: The Resolution Concerts Glebe Island Sydney

Position:	Hours of Duty	Immediate Supervisor
Perimeter	Various	Security Supervisor

Overall Responsibilities:

Perimeter – Responsible for ensuring that there is no unauthorized entry into the event on the perimeter.

Individual Duties :

- Patrol the perimeter and ensure there is no unauthorized entry.
- Check individuals have the correct accreditation for the appropriate area.
- Enforce all professional standards and OHS requirements
- Liaise with Police and emergency services.
- Conduct ongoing security assessments, physical inspections, and risk assessments of identified areas and adjust resources and procedures accordingly.

Proposed Response to incidents:

- Call for immediate assistance
- Notify ECC
- Deploy appropriate response necessary if necessary (Police, Fire, Ambulance, First Aid)
- Complete appropriate incident / accident reports.
- Take appropriate actions to prevent re-occurrence.

Resource Requirements:

Security / Emergency Services

Time Frame:

31st December 2011-2nd January 2012

Prepared by:

Stephen Wilkinson

Specific Guard Duties

Site/Event: The Resolution Concerts Glebe Island Sydney

Position:	Hours of Duty	Immediate Supervisor
Roving Patrol	Various	Security Supervisor

Overall Responsibilities:

Roving Patrol – Responsible for monitoring crowd behavior and flow.

Individual Duties :

- He/she will alert the security manager/ security supervisors to any areas of concern.
- Roamers will take up positions on gates to assist with the entry of patrons into the venue and then assuming roaming duties once the evening begins.
- Roaming guards are to ensure they assist with the management of intoxicated patrons and responsible service guidelines and to deter anti-social behavior.
- Patrol the perimeter and ensure there is no unauthorized entry.
- Check individuals have the correct accreditation for the appropriate area.
- Enforce all professional standards and OHS requirements
- Liaise with Police and emergency services.
- Once the event has begun some of the entry search staff will redeploy and will take up patrolling positions and take up staging positions left/right' positions.
- Conduct ongoing security assessments, physical inspections, and risk assessments of identified areas and adjust resources and procedures accordingly.

Proposed Response to incidents:

- Call for immediate assistance
- Notify ECC
- Deploy appropriate response necessary if necessary (Police, Fire, Ambulance, First Aid)
- Complete appropriate incident / accident reports.
- Take appropriate actions to prevent re-occurrence.

Resource Requirements:

Security / Emergency Services

Time Frame:

31st December 2011-2nd January 2012

Prepared by:

Stephen Wilkinson

Specific Guard Duties

Site/Event: The Resolution Concerts Glebe Island Sydney

Position:	Hours of Duty	Immediate Supervisor
Alcohol Manager	Various	Security Supervisor

Overall Responsibilities:

Alcohol Management Manager – There are alcohol sales locations, the Alcohol Manager reports directly to the Security Commander. He / she will ensure that Security staff in these locations are responsible for assisting bar staff with the management of intoxicated patrons and responsible service guidelines.

Individual Duties :

- No One is to be served if they are showing signs of intoxication and be mindful of persons trying to purchase alcohol on behalf of others that may be intoxicated.
- Assist bar staff.
- Guards on these areas will also be assisted by roving patrol guards during busy periods and should familiarize them self with bar staff and work together to ensure responsible service guidelines and intoxicated persons are managed correctly.
- Assist RSA marshals.
- Enforce all professional standards and OHS requirements
- Liaise with Police and emergency services.
- Once the event has begun some of the entry search staff will redeploy and will take up patrolling positions and take up staging positions left/right' positions.
- Conduct ongoing security assessments, physical inspections, and risk assessments of identified areas and adjust resources and procedures accordingly.

Proposed Response to incidents:

- Call for immediate assistance
- Notify ECC
- Deploy appropriate response necessary if necessary (Police, Fire, Ambulance, First Aid)
- Complete appropriate incident / accident reports.
- Take appropriate actions to prevent re-occurrence.

Resource Requirements:

Security / Emergency Services

Time Frame:

31st December 2011-2nd January 2012

Prepared by:

Stephen Wilkinson

Specific Guard Duties

Site/Event: The Resolution Concerts Glebe Island Sydney

Position:	Hours of Duty	Immediate Supervisor
Alcohol Sales / Bar / RSA Rovers	Various	Security Supervisor

Overall Responsibilities:

Alcohol Management (Sales / Bar) – There are alcohol sales locations; the officers in these locations are responsible for assisting bar staff with the management of intoxicated patrons and responsible service guidelines.

Individual Duties :

- No One is to be served if they are showing signs of intoxication and be mindful of persons trying to purchase alcohol on behalf of others that may be intoxicated.
- Assist bar staff.
- Guards on these areas will also be assisted by roving patrol guards during busy periods and should familiarize them self with bar staff and work together to ensure responsible service guidelines and intoxicated persons are managed correctly.
- Assist RSA marshals.
- Enforce all professional standards and OHS requirements
- Liaise with Police and emergency services.
- Once the event has begun some of the entry search staff will redeploy and will take up patrolling positions and take up staging positions left/right' positions.
- Conduct ongoing security assessments, physical inspections, and risk assessments of identified areas and adjust resources and procedures accordingly.

Proposed Response to incidents:

- Call for immediate assistance
- Notify ECC
- Deploy appropriate response necessary if necessary (Police, Fire, Ambulance, First Aid)
- Complete appropriate incident / accident reports.
- Take appropriate actions to prevent re-occurrence.

Resource Requirements:

Security / Emergency Services

Time Frame:

31st December 2011-2nd January 2012

Prepared by:

Stephen Wilkinson

Specific Guard Duties

Site/Event: The Resolution Concerts Glebe Island Sydney

Position:	Hours of Duty	Immediate Supervisor
Residential Patrol Response	Various	Security Supervisor

Overall Responsibilities:

Residential Patrol – Responsible for monitoring crowd behavior in nearby streets

Individual Duties :

- He/she will alert the security manager/ security supervisors to any areas of concern.
- Residential Patrol will take up positions on nearby streets and report back to the ECC
- Roaming guards are to ensure they assist with the management of intoxicated patrons and to deter anti-social behavior.
- Respond to individual residences and advise ECC if Police intervention is required
- Liaise with Police and emergency services.
- Conduct ongoing security assessments, physical inspections, and risk assessments of identified areas and adjust resources and procedures accordingly.

Proposed Response to incidents:

- Call for immediate assistance
- Notify ECC
- Deploy appropriate response necessary if necessary (Police, Fire, Ambulance, First Aid)
- Complete appropriate incident / accident reports.
- Take appropriate actions to prevent re-occurrence.

Resource Requirements:

Security / Emergency Services

Time Frame:

31st December 2011-2nd January 2012

Prepared by:

Stephen Wilkinson

Specific Guard Duties

Site/Event: The Resolution Concerts Glebe Island Sydney

Position:	Hours of Duty	Immediate Supervisor
Business Patrol Response	Various	Security Supervisor

Overall Responsibilities:

Residential Patrol – Responsible for monitoring crowd behavior in nearby streets

Individual Duties :

- He/she will alert the security manager/ security supervisors to any areas of concern.
- Business Response Patrol will take up positions on nearby streets and report back to the ECC
- Assist traffic controllers on James Craig Road and Somerville Street and surrounds
- Assist with the physical security of nearby businesses
- Roaming guards are to ensure they assist with the management of intoxicated patrons and to deter anti-social behavior.
- Respond to individual Businesses and advise ECC if Police intervention is required
- Liaise with Police and emergency services.
- Conduct ongoing security assessments, physical inspections, and risk assessments of identified areas and adjust resources and procedures accordingly.
- **(Vehicular patrols will be conducted in the lead up to the event and post event to deter crime)**

Proposed Response to incidents:

- Call for immediate assistance
- Notify ECC
- Deploy appropriate response necessary if necessary (Police, Fire, Ambulance, First Aid)
- Complete appropriate incident / accident reports.
- Take appropriate actions to prevent re-occurrence.
- **(Vehicular patrols will be conducted in the lead up to the event and post event to deter crime)**

Resource Requirements:

Security / Emergency Services

Time Frame:

31st December 2011-2nd January 2012

Prepared by:

Stephen Wilkinson

Specific Guard Duties

Site/Event: The Resolution Concerts Glebe Island Sydney

Position:	Hours of Duty	Immediate Supervisor
Kiss and Ride Security	Various	Security Supervisor

Overall Responsibilities:

Kiss and Ride Security – Responsible for monitoring crowd behavior at Kiss and Ride location.

Individual Duties :

- He/she will alert the security manager/ security supervisors to any areas of concern.
- K & R guards will take up positions on nearby streets and report back to the ECC
- Respond to individual residences or problems and advise ECC if Police intervention is required
- Liaise with Police and emergency services.
- Conduct ongoing security assessments, physical inspections, and risk assessments of identified areas and adjust resources and procedures accordingly.

Proposed Response to incidents:

- Call for immediate assistance
- Notify ECC
- Deploy appropriate response necessary if necessary (Police, Fire, Ambulance, First Aid)
- Complete appropriate incident / accident reports.
- Take appropriate actions to prevent re-occurrence.

Resource Requirements:

Security / Emergency Services

Time Frame:

31st December 2011-2nd January 2012

Prepared by:

Stephen Wilkinson

Emergency Procedures Plan

Event security will continually monitor and report to the Security Commander any potentially dangerous situations. Evacuation of the event site will in most circumstances initiated by the Site manager. Evacuations fall into three types:

Full evacuation –	Resulting in all patrons being moved from the venue
Partial evacuation –	Resulting in designated patrons and employees being moved out of the venue or to another part of the venue
Internal evacuation –	Resulting in persons being directed to stay inside the premises for their own safety. This is usually the result of an external threat to the venue.

In the event of an evacuation the Venue or Emergency Control Group will delegate crowd control roles for security personnel.

A log will be maintained by the Emergency Control Centre of any emergencies that arise during the event and will be submitted as an operational report at the conclusion of the event.

Access to Site.

The overall aim of the organisers is to ensure that easy access and egress throughout the site is maintained for the duration of the event. This is important from a management as well as a safety perspective. To achieve this aim, access management strategies have been formulated and will be implemented, the key aspect of which are as follows:

Fencing System.

This fence is of a temporary wire panel structure and natural vegetation with 2 gates for entry and egress from all areas and can also be broken down in the case of an emergency. The outer fence could be cut if required to remove patrons if both egress points were closed due to fire and or emergency.

Emergency Assembly Points.

In the event of an emergency, patrons will be directed via the stage PA or Megaphones (if the PA is inoperative), towards the 3 main entry and egress points mentioned above. If for some reason these egress points become unsafe we would direct the patrons to the entrance behind the winery where there is limited infrastructure and hold them in this area until it is safe or the risk is controlled.

Point

To be advised by OH&S Safety Consultant

Security Staff.

Prior to the commencement of their shift, all security personnel will be inducted and briefed in the procedures described above. In the event of an emergency the Venue Manager/Security Manager will control and direct security staff in the area concerned and handover to emergency services when they arrive on site. A representative of the Safety Officer will meet, brief and direct the emergency services to the respective area.

Stakeholders/Contractors.

It is a priority that all stakeholders and contractors are accountable for their staff in an evacuation. A log or roster with the names of all employees should be kept and used to identify all personnel when required.

Site or Area Lock Down.

In the event of an incident or the evacuation of an area, the area or site will be cleared and closed down or sealed off by security staff pending the arrival of the emergency services or relevant investigating body.

Professional Standards

Duty to Protect Patrons

A venue has a recognised 'duty of care' to ensure patrons are not damaged (physically injured or harmed) on entering, leaving or whilst within the venue. Crowd controllers are expected to anticipate problem areas and take action to ensure patrons are not damaged.

Crowd controllers are expected to intervene as soon as possible should they become aware of any patron conflict.

In consideration of a duty of care, patrons acting unacceptably within the venue should be asked to leave immediately

Protection of Property

Crowd controllers/security guards have the same duty of care to the client's premises and equipment. Patrons acting unacceptably should be removed immediately to eliminate any possible damage. If damage occurs, police should be notified or the patron's details obtained for later claims.

Appearance

A crowd controller/security guard must always remember that he is the representative of his venue and Organisation. He is constantly in view of his client and the general public.

Appearance has a direct reflection on his professionalism. It also may reflect on his employer in areas of supervision, accountability and standard. It is therefore imperative that a crowd controller is always neat and tidy. His clothing should always be well maintained and clean.

The crowd controller/security guard should be freshly shaven and his hair neatly trimmed. Shoes should always be clean and free from mud or other debris.

It is important that crowd controllers recognise psychological influences when dealing with the public. It is generally accepted that a well presented crowd controller will portray a more authoritarian and professional influence than an untidy individual. These primary requirements may therefore reduce your chances of conflict in dealings with the public.

Crowd controllers/security guards must therefore be properly and neatly attired when commencing work and remain so for the entire shift.

Conduct

A crowd controller/security guard must at all times conduct himself in a professional manner. He must be courteous and dignified in all circumstances. A crowd controller does not only maintain order, he also is a source of information and a point of direct liaison between the client and the public. Any conduct unbecoming a crowd controller will be viewed most seriously by the employer. Inappropriate conduct will incur a most serious penalty or dismissal. Examples of conduct unbecoming are:

- (i) Threatening or abusive language,
- (ii) Immoral conduct;
- (iii) Committing a criminal offence;
- (iv) Breaching a confidence,
- (v) Consuming intoxicating liquor whilst on duty;
- (vi) Sexual harassment or discrimination,
- (vii) Racist comments', or
- (viii) Disloyalty to your employer.

Alcohol and Drugs

The use of either whilst on duty is strictly prohibited. To be affected by either at the commencement of a shift is also expressly forbidden. A crowd controller must not accept as a work assistant any person affected by liquor or drugs. Both personnel will be liable should this situation occur.

Smoking on Duty

Is acceptable only with the consent of the client or supervisor. At all times it is to be remembered that the public must not observe a crowd controller/security guard smoking whilst in uniform. This again will reflect on your professionalism. A crowd controller/security guard is absolutely forbidden to smoke at a venue or event except in company designated areas.

Talking Whilst on Duty

A crowd controller is employed to maintain order and therefore this is his first priority. Interactions with patrons is encouraged to promote goodwill however the crowd controller must always focus on what he or she is employed to do.

Leaving a Post

Crowd controllers/security guards may only leave a designated work location in the following circumstances:

- (i) Permission of supervisor
- (ii) Permission of client;
- (iii) When acting on a complaint;
- (iv) When pursuing a criminal or offender,
- (v) When assisting an injured person;
- (vi) When attending to some emergency; or
- (vii) When attending to some life threatening situation.

Public Relations

A crowd controller/security guard is the 'front-line' operator for his industry, client and organization when dealing with members of the public. Tact and discretion are paramount, rudeness and disrespect are forbidden.

A crowd controller/security guard may be required to evict or bring to the attention of an individual some indiscretion that needs to be remedied. The approach of the crowd controller/security guard will determine, to some degree, the actual outcome of the interaction and also the perception gained by that person.

It should be remembered that quite often a crowd controller/security guard relies on assistance, to some degree, and support from clients and their employees. Therefore, all efforts are to be made to setup and work within a TEAM environment.

Courtesy

One of the most effective means of developing public confidence is to perform services beyond the scope of regular duties. People will usually turn to crowd controllers/security guards for help during difficulties. The attitude of the crowd controller/security guard will either enhance or detract from the reputation of the event/venue, industry and company.

Information

To be courteous and helpful, a crowd controller/security guard must be supplied with as much information and knowledge relating to the venue/event as possible. The client is to supply its procedures and requirements prior to any commencement date.

Changes in routine, procedures and requirements should be forwarded to the company at the earliest possible convenience.

Reporting Incidents

Crowd controllers/security guards must inform the client and New Breed Management and company of the following:

- A removal from premises where one of the parties has been obviously injured;
- An unfavorable interaction with the police.
- A major incident that has occurred at or within the vicinity of the venue.

Crowd Controller's Register / Sign On

All guards must sign on in the crowd controllers register and get Wrist banded. Entries in the Crowd Controller's Register provide a permanent record for the Client and employer.

Trespass

Crowd controllers/security guards always have the authority of management to speak on their behalf. Therefore persons who refuse or neglect to leave may be removed from the premises.

It is recommended you follow the below listed principles when transforming a patron into a trespasser:

Transforming A Patron into a Trespasser

Approach the patron and inform him or her "your right to be upon the premises is withdrawn and you must now leave." If there is loud music, you may wish to repeat yourself to ensure you are heard and understood;

Once the request is made, give the person a reasonable time to make a conscious decision, either to become a trespasser or to leave peaceably. If they become a trespasser, escort them from the premises as discretely as possible using reasonable and proportionate force only.

Before using force, you may wish to warn the patron (it is always recommended you do) - "You are now a trespasser, if you do not leave immediately, you will be removed."

After removal from the premises, do not argue and do not allow the patron(s) to re-enter. This will only undermine your authority.

If they wish to recover their admission cost tell them to contact the manager on the next working day. (Your venue may consider a policy of returning admission cost only, this may reduce a number of incidents if you can reassure an ejected person they can get their money back).

Transforming groups into Trespassers

If a group of persons have their licence of entry revoked, it is not necessary to treat each member individually providing each member has been made aware, in the circumstances, that their licence of entry has been revoked.

Containment of Suspect Areas and Crime Scenes

Whether a particular area or the whole building is a suspect area or crime scene. The same methods should be adopted.

- No person is to enter the area;
- The Chief Warden should take charge and provide control until the authorities arrive;
- The Chief Warden should delegate duties such as evacuation, communication, manning of exits, caring for the injured, lawful apprehension and/or containment of offenders if applicable, ask witnesses to assemble and remain, and record relevant events,
- No person should remove or move anything within the area until authorised by the relevant authority;
- Consider if there is anything dangerous within the vicinity and take appropriate action.

Offenders, Suspects and Witnesses

If there are any offenders consider how they may be lawfully detained or later identified pending the arrival of police, if an offender has been "found offending" and the event is serious enough make an arrest.

Consider all the other requirements concerning search, seizure and containment of the offender.

If there is a suspect or witness consider their relevance to the incident and if necessary how he or she may be detained, or later identified. If that person is leaving the scene, then consider who may be able to later identify that person, how they leave such as a car or motorcycle (registration number). Who they leave with such as a known person, and if the suspect or witness is wearing anything or is physically identifiable by any outstanding trait with which he or she may be later identified.

Breaks

All breaks are to be taken in a designated area.

If you need a toilet break, do not leave your post to go to the toilet ensure that someone has relieved you in that position, if not call a rover to relieve you.

Uniform

Black Trousers, Black Socks and Black Shoes, Yellow Event Shirts will be provided on the day. You are NOT to wear anything that associates you with any other company or any of its contractors.

Communications

The main source of communication will be via two way radio. (Two way usage is to be kept to a minimum and is to be professional at all times.

Medical Emergencies

All Emergencies are to be referred to Security Management who will advise event management and follow emergency procedures. Contact will be made by two way radio with the on Site St Johns Ambulance personnel if further treatment is needed the appropriate emergency services will be notified and an incident report carried out. There will be a first aid station or venue doctor on site on. If safe to do so, isolate the source of injury and stabilize the person. Remember DRABC:

Check for	Danger
Check	Response
Check	Airway
Check for	Breathing
Check	Circulation

Keep in mind special considerations before performing first aid. Namely:

- Usage of PPE such as rubber gloves, facemasks, etc
- If the medical emergency occurs in a confined space, do not enter if not properly trained for such an environment
- Trauma management of those accompanying a person deceased

Bag Searches

Historically the searching of bags and coolers at events was for the purpose of ensuring that alcohol, prohibited items and prohibited substances were not brought into an event or arena. Unfortunately now due recent events in the world's political arena the process of searching now serves another safety function the prevention and deterring of individuals trying to inflict harm on large groups of people at an event.

Consent

The legal right of any Event Staff or Security personnel to search bags or coolers, even to assist with public safety is not possible without the consent of the patron.

A patron's bag/cooler may only be searched after a patron voluntarily agrees to submit to the search.

Conditions of Entry

Most venues or events will place a condition of entry on the event or venue that patrons are not to enter unless they submit their bags or coolers voluntarily to be searched.

Limits

Searches must not exceed the limits expressed or implied in the consent whether written or verbal. Without consent or other justification, an attempt to search a patron could render the event staff/security liable to an assault action.

Inspection Procedures:

The main purpose for inspection stations and bag and cooler checks is to act as a deterrent from bringing unwanted items into the venue i.e.: Intoxicating liquor, weapons or any item that may interfere with the safety of that venue, it's staff or patrons.

1. During the search, staff are to act in a professional, tactful and polite manner.
2. The patron will approach your checking table.
3. Greet the patron using your own individual style for example: (Good morning/afternoon/evening Sir/Madam how are you today may I just have a look in your bag or cooler.)

Never place your hands in the bag or touch the bag.