

SECURITY MANAGEMENT PLAN

Universal Music Classical Management and
McManus Entertainment:
Sydney Resolution Concerts:
Prepared By: Stephen Wilkinson
28th September 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 Guardian Venue Management 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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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 2011 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 3rd of January. The venue will cater for a capacity of up to 30,000 patrons each concert day.

The event on the 3rd 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.

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. These village stores will be open for trading as follows:

- 31st December 2011 – 2pm until 3am
- 3rd January 2012 – 2pm until 11pm

Traffic and transport arrangements

In summary, the arrangements entail patrons arriving at and departing from the site either as pedestrians, as bus passengers using the bus facility within or bus stops adjacent to the site or by the ferry via a managed Maritime arrival port.

For more detailed transport and Traffic information refer to the Traffic Management Plan prepared by:

Karl Kristian
Who Dares Pty Ltd
RTA Certificate 2133007522
Phone 9569 9922 Fax 9569 9933

A copy of the Transport Management Plan will be held at the command and control centre for quick reference by the Security management Team or immediate contact can be made via Mobile Telephone or two way radio via the Emergency Operations Centre.

Emergency Operations Centre

The Security function at the Sydney Resolution Concert will be controlled by the Emergency Operations Centre.

The Centre will have direct contact with:

- Event Organisers
- All Security Teams
- NSW Police
- Ambulance
- Fire
- St Johns Ambulance
- Traffic Management
- Transport Controllers
- Production Staff
- All other agencies

Communications

Security will be utilising mobile phones two way radios consisting of Five Radio Channels which are the following:

- Entry and Search
- Private Seating and VIP
- Alcohol Management
- General Duties and Response
- Emergency and Evacuation

A mobile phone contact list will be held at the EOC for quick reference and access for immediate contact with key stakeholders

Security staff maybe updated at the event via SMS updates. Staff will also have access to the event planning website www.suregroupevents.com

All requests for Police and Medical assistance must come through the EOC.

Operating Hours:

Bump In / Bump Out Operating Hours

Monday	0700-1900
Tuesday	0700-1900
Wednesday	0700-1900
Thursday	0700-1900
Friday	0700-1900
Saturday	0700-1900
Sunday	0700-1900

During the Bump In / Bump Out work commences at 0700 hours and concludes at 1900 hours each day. Vehicle deliveries are permitted between 0700 hours and 1800 hours each day.

From January 4th 2012 until January 10th 2012 the site is removed and the land is returned to its original state with work commencing at 0700 hours and concluding at 1900 hours each day.

Vehicle deliveries are permitted between 0700 hours and 1800 hours each day.

31st December 2011 Operating Hours

1400hrs	Gates Open
1800hrs-2100hrs	Support Acts
2100hrs	Family Fireworks
2130hrs-2355hrs	Main Act
2400hrs	Midnight Fireworks
0030hrs-0130hrs	Support Act
0300hrs	Site Closes

The stage programme on the 31st of December includes support performances by Australian artists prior to the 9pm fireworks. From 9.30pm the entertainment will be in the hands of a renowned international artist, closing at 11.55pm for the midnight fireworks. From 12:30 am to 1:30am another renowned artist will perform.

3rd January 2012 Operating Hours

1400hrs	Gates Open
1800hrs-2100hrs	Support Acts
2030hrs	Main Act
2130hrs-2355hrs	Site Closes

The stage programme on the 3rd of January support artists will entertain from 6pm until 8.30pm onstage, followed by an international group from 9pm until 11.00pm.

Security Company Engagement

Sure Group Australia Pty Ltd has engaged the following licenced Security Companies to provide Security and Security related Services at the Resolution Concerts located at Glebe Island.

Guardian Venue Management Pty Ltd	Stephen Wilkinson
Telephone Number:	1300-895709
Mobile Number:	0458-311250
Master Licence:	409647571
Email:	steve@guardianvm.com.au
Website:	www.guardianvm.com.au

Guardian Venue Management Pty Ltd	Michael Lakkis
Telephone Number:	9793 3577
Mobile Number:	0410 549104
Master Licence:	409647571
Email:	michael@guardianvm.com.au
Website:	www.guardian.com.au

Constant Security	Andrew Constantinou / Con Constantinou
Telephone Number:	1300 725241
Mobile Number:	Mobile: 0433 167190 / 0433167088
Master Licence:	
Email:	andrew@constantgroup.com.au
Website:	

Note: Specific Contacts will be placed in this section once Rostering and Deployment have been finalised.

Entry Supervisor	
Pedestrian Entry, Bus Entry, Ferry Entry	TBA
Telephone Contact:	

Hospitality Security Supervisor	
Bars 1,2,3 Private Dining	TBA
Telephone Contact:	

Hospitality Security Supervisor	
Bars 3,4,5 Private Dining	TBA
Telephone Contact:	

Stage Security Supervisor	
	TBA
Telephone Contact:	

PRS Security Supervisor	
Bars 1,2,3 Private Dining	TBA
Telephone Contact:	

Compliance Supervisor	
Bars 3,4,5	TBA
Telephone Contact:	

Security Management Plan Contact List:

Event Manager	Christian Pepper	0404843471
Promoter	Andrew McManus	039481-6377
Production Manager	Gary Brokenshire	TBA
NSW Police	Gavin Dengate	9349 9299
NSW Police	David McBeath	9349 9299
NSW Police	Paul Carrett	TBA
NSW Police	Karen Griffiths	9349 9299
Security Manager	Stephen Wilkinson	0458311250
Ambulance	TBA	TBA
St Johns Ambulance	TBA	TBA
Fire	TBA	TBA
OH&S Risk Manager	Neil Shahin	0416002610
Traffic and Transport Manager	Karl Kristian	9569 9922

NSW Police

The event organiser is committed to engage police in accordance with the NSWPF Cost Recovery and User Charges Policy. The exact number of police required and subsequent cost will be determined by the NSW Police Force taking into consideration other security arrangements and risk mitigation strategies proposed.

Security and the Event Organisers have had meetings with Senior Police, the appropriate paperwork forms for the engagement of user-pay police officers has been submitted. Police have given an early indication of 1:100 ratios of security officers to patrons. Security has made deployment arrangements of 300 to 400 hundred licensed security officer.

Security and the Event Management will support the policing services for this event which may include the provision for an adequate command structure, a contingent of police deployed within the event, and a policing response outside the event to deal with the access and egress of the event patrons inclusive of the management of additional traffic and transport.

Traffic management plans will be forwarded to the NSW Police, Transport Management Centre and other relevant government agencies.

During a recent site visit a location was identified for an emergency command and control centre, a designated police area and shelter, a police break area all within close proximity to the event security for immediate liaison.

The event organiser, traffic management company and security will ensure that all emergency access points are freely available to emergency personnel and vehicles. These points and access will be outlined and included in the site emergency evacuation plan and included on the site emergency evacuation map which will be prepared after further planned stake holder's consultation and with the assistance of the O.H&S safety consultant.

Police have given an early indication of 1:100 ratio of security officers to patrons as a further part of the liquor licencing conditions an interim alcohol management plan has been submitted to Chief-inspector MacBeath, provisions have also been made in this Security Management plan and future meetings of stakeholders are to include the office of liquor, gaming and racing for their input and expertise.

A detailed emergency evacuation plan with the possible assembly areas identified will be provided by the occupational health and safety consultant. The event manager has appointed Neil Shahin as the OH&S consultant who has prepared an interim document but will prepare the remainder of the document with consultation from all stakeholders.

An emergency management committee will be established by the event organisers involving the NSW Police Force, Transport Management Centre, Fire & Rescue NSW, NSW Ambulance, the medical provider, the OH&S consultant, and other government agencies as deemed necessary. All emergency plans relative to this committee will be submitted 90 days prior to the event and sufficient meetings held to consider and exercise the plans as required. The formation of this committee is also identified in the Security Risk Management Document.

Security Roles and Responsibilities

Parking

Patron Parking (VIP)	
Responsibility:	Action to be taken:
Security	Security will check patrons tickets as they enter the car park. If the holder has a valid ticket then they will be allowed to enter and park. (VIP Patrons without the correct accreditation will be turned away to find alternative parking as there are only limited pre-booked spaces available.)

Staff Parking (Venue)	
Responsibility:	Action to be taken:
Security	Security will check staff parking passes and lists as they enter the staff car park. If the holder has a valid pass then they will be allowed to enter and park. (Staff without the correct parking accreditation will be turned away)

Bus Patrons

Bus Patrons (Chalmers St)	
Responsibility:	Action to be taken:
Security	Bus admission access will be via the managed ticketing system, which allows for specific modes of transport to be selected on purchase of ticket. On Chalmers St adjacent to Central Station a Security checkpoint will be established where bag checks and patron processing will commence, tickets will be checked and scanned at this location so we will know how many patrons have entered the venue via this mode of transport, persons without the correct accreditation will be turned away. Security will also carry out general processing duties and ensure that RSA guidelines are followed as per the Alcohol Management Plan. Patrons showing signs of intoxication will not be allowed to board the bus to the venue. Security will check patron wristbands as they enter the designated bus queue area. If the holder has a valid wrist band/Lanyard and or colored ticket then they will be allowed to enter the bus to be transported to the venue. (Patrons without the correct accreditation will be turned away to find alternative transport to the venue as bus places are limited and managed through ticket management system, although there are provisions for patrons who miss their specific timeslot it will be at the discretion of the Bus Security Manager if it is safe to process the patron who has missed their timeslot)

Ferry Patrons

Ferry Wharf Checkpoint (Barangaroo)	
Responsibility:	Action to be taken:
Security	<p>Ferry admission access will be via the managed ticketing system, which allows for specific modes of transport to be selected on purchase of ticket. At Barangaroo a Security checkpoint will be established where bag checks and patron processing will commence, tickets will be checked and scanned at this location so we will know how many patrons have entered the venue via this mode of transport, persons without the correct accreditation will be turned away. Security will also carry out general processing duties and ensure that RSA guidelines are followed as per the Alcohol Management Plan. Patrons showing signs of intoxication will not be allowed to board the ferry to the venue. Security will check patron wristbands as they enter the designated ferry queue area. If the holder has a valid wrist band/Lanyard and or colored ticket then they will be allowed to enter the bus to be transported to the venue. (Patrons without the correct accreditation will be turned away to find alternative transport to the venue as bus places are limited and managed through ticket management system, although there are provisions for patrons who miss their specific timeslot it will be at the discretion of the Bus Security Manager if it is safe to process the patron who has missed their timeslot) (Security will have an area where patrons that have been processed will wait, so vessel boarding is not impeded and can be managed safely with no large queues located on the pontoons or near the vessels)</p>

Ferry Security

Ferry Security Staff	
Responsibility:	Action to be taken:
Security	<p>There will be four Security Officers on each vessel. These officers will constantly patrol the vessel to discourage anti-social behavior and to assist with the safety of the vessel. They will be briefed on the safety of the vessel and safety devices.</p> <p>They will be instructed to look for patrons that have been processed at the Barangaroo processing point showing signs of intoxication.</p> <p>Patrons showing signs of intoxication will not be allowed into the venue and pointed out to Ferry entry staff and will be placed on a bus with Security back to the bus processing point in Chalmers Street.</p>

Site Entry

Tunnel Gate (Vehicle Entry)	
	Action to be taken:
Vehicles	Security will check vehicle and occupant accreditation as vehicles enter the tunnel gate. If the holder has valid accreditation for themselves and valid vehicle accreditation, then they will be allowed to the venue. (People/Contractors/Stall holders without the correct accreditation will be turned away)
Buses	Approved buses will be allowed to proceed to the Bus drop off point to drop their passengers and depart via bus entry point. (Egress ticket holders will be color coded, security will control access to the purpose built bus terminals with crowd control barrier and crowd managed queuing which is built and designed by a nominated transport consultant),
Emergency Vehicles	Emergency vehicles with accreditation will be provided access to the venue. Police will also be present on show day to ensure only authorized Police vehicles will be allowed access to the site. (During an emergency all emergency vehicles will have unimpeded access)

Vehicle deliveries are permitted between 0700 hours and 1800 hours each day.

No contractors are to work on site or deliver to or remove equipment from site when Sydney Resolutions Pty Ltd staff members are not present. Site security is there to provide a caretaker and asset protection service and not a supervisory role.

Patron Entry

Patron Entry Gates	
Pedestrian Entry Gate	The pedestrian entry gate to the venue is located inside the venue at the bottom of the entry stairs which will come down from the roadway that runs to the old Glebe Island bridge and will include a crowd management flow area consisting of crowd control barrier leading to an Entry point processing area.
Ferry Entry Gate	Located on the Eastern side of the venue there will be a processing point after two managed pontoon entry points. As patrons have been processed prior to boarding their respective vessels it is envisaged that there should be no delay in entering the venue. Patrons will be observed entering the venue, Patrons showing signs of intoxication will not be allowed into the venue and will be placed on a bus with Security back to the bus processing point in Chalmers Street.
Bus Gate Entry	Located on site, entry is via the bus entry gate identified in the Transport Management Plan and is for patrons conveyed to the entry via bus. Patrons will be observed entering the venue, Patrons showing signs of intoxication will not be allowed into the venue and will be placed on a bus with Security back to the bus processing point in Chalmers Street.
ECC Operator	Thorough bag and ticket checks will be carried out at the entrances to the venue. Security will refuse entry to any persons showing signs of intoxication and ensure all conditions of entry are enforced

See Conditions of Entry on Page 13 of this Security Management Plan

Temporary steps would be installed at the southern boundary of the site providing access to and from the former Glebe Island Bridge roadway. The steps would accommodate the approximately 6-metre change of level between the main level of the site and the level of the roadway. A temporary ramp would also be constructed adjacent to the site entry steps to assist patients that are mobility impaired.

Maritime Security Patrols	
Responsibility:	Action to be taken:
Security	There will be Four Security vessels that will patrol the vicinity of the Glebe Island and Barangaroo area assisting with the management of the exclusion zones. These vessels will also assist with the ferry pontoons ensuring only authorized vessels use the pontoon system. They will also be able to assist the ferry guards if urgent assistance is needed. (It is proposed that these boat crews will also have a lifeguard in each boat for added safety)

Anzac Bridge	
Responsibility:	Action to be taken:
Security	There will be a team of 15 Security Officers that will patrol the bridge to assist with pedestrian flow on the bridge and ensure patrons don't impede with traffic on the Anzac Bridge. These officers will ensure that the screening on the bridge is not interfered with and to ensure patrons don't endanger themselves by climbing looking for a vantage point. (User pay Police will also patrol the bridge).

Perimeter Security	
Responsibility:	Action to be taken:
Security	The fence around the event will constructed in such a way to ensure that there is no unauthorised access to the venue and will be screened to stop viewing. The boundary fence and waterways around the event site will be constantly patrolled by Perimeter Security Officers and Maritime Security boat patrols.

Helipad Security	
Responsibility:	Action to be taken:
Security	An area has been identified if an Emergency Services Helicopter is required to land, then the relevant CASA guidelines will be followed. The area will be cordoned off with the relevant crowd control measures and will be in a restricted area of the site. All relevant safety precautions will be carried out in every possible circumstance.

Local Resident and Local Business Security	
Responsibility	Action to be taken:
Security (Residents)	There will be a team assigned to patrol the local residential area to discourage anti-social behaviour and respond to residents needs and complaints. This team will patrol the local area and call the Police to specific incidents if required.
Security (Businesses)	There will be a team assigned to patrol the local businesses and Mariner area to discourage anti-social behaviour and respond to any Security related requirements. This team will patrol the local area and call the Police to specific incidents if required.

Footpath Patrol on the Corner of the Cresecent	
Responsibility:	Action to be taken:
Security	There will be a team assigned to the Corner of the City Westlink and the Crescent area to discourage anti-social behaviour and respond to resident needs and complaints. This team will patrol the Crescent discouraging patrons from stopping and dropping patrons and call the Police to specific incidents if required.

Stage and Back Stage Area	
Task:	Action to be taken:
Back Stage Access	Back Stage access will be via the site accreditation system, access will be via Security checkpoints, persons without the correct accreditation will be turned away.
Stage Access	Stage access will be via the site accreditation system, access will be via Security checkpoints, persons without the correct accreditation will be turned away. Persons with no accreditation without a reasonable excuse will be removed from the premises.
Dressing Rooms	Security will be placed on specific dressing rooms access will be via the site accreditation system, access will be via Security checkpoints, persons without the correct accreditation will be turned away. Persons with no accreditation without a reasonable excuse will be removed from the premises.
Backstage area	Security will be patrolling the backstage area, random accreditation checks will be carried out, anyone without the correct accreditation will be turned away. Persons with no accreditation without a reasonable excuse will be removed from the premises.
Pit	Security will ensure only authorized persons have access to this area and patrons will be stopped from trying to enter the front of the stage.

Private Reserved Seating	
Responsibility:	Action to be taken:
Security	Private Reserved Seating access will be via the ticketing system, access will be via Security checkpoints, persons without the correct accreditation will be turned away. Security will also carry general Security Duties and RSA as per the Alcohol Management Plan.

Grandstand Seating	
Responsibility:	Action to be taken:
Security	Grand Stand Seating access will be via the ticketing system, access will be via Security checkpoints, persons without the correct accreditation will be turned away. Security will also carry general Security Duties and RSA as per the Alcohol Management Plan.

General Admission	
Responsibility:	Action to be taken:
Security	General admission access will be via the ticketing system, access will be via Security checkpoints, persons without the correct accreditation will be turned away. Security will also carry general Security Duties and RSA as per the Alcohol Management Plan.

General Security Duties	
Responsibility:	Action to be taken:
Security	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 Help Enforce strict RSA Guidelines.

Concert audience area

Ushers and Security will assist patrons in this area with access control points to ensure only correct ticket holders gain access to the relevant areas and monitor crowd behaviour and RSA.

There would be an area within the middle seating area which would have ramped access from the pedestrian access aisle and which would include seating arrangements designed to be suitable for people with a disability.

VIP Dining	
Responsibility:	Action to be taken:
Security	Access will be via the ticketing system, access will be via Security checkpoints, persons without the correct accreditation will be turned away. Security will also carry general Security Duties and RSA as per the Alcohol Management Plan.

Walking Route	
Responsibility:	Action to be taken:
Security	There will be a Security staff placed at strategic locations on the walking route to discourage anti-social behaviour and respond to residents needs and complaints. This team will monitor the walk route area and call the Police to specific incidents if required, reducing the impact to the local community.

Rapid Deployment Unit	
Responsibility:	Action to be taken:
Security	There will be a team of 15 staff that will have access to a 25 seater bus and can be deployed to a walking route or residential area if necessary.

CONDITIONS OF ENTRY

The following conditions of entry will apply to all McManus Entertainment patrons attending the McManus Entertainment Concerts or Festivals. These conditions should be read in conjunction with the conditions appearing on each ticket that apply to all ticket holders.

Refusal of Entry

For the comfort, safety and enjoyment of all patrons, McManus Entertainment patrons management reserves the right to:

- Refuse entry to any persons deemed to be intoxicated and / or disorderly;
- Refuse entry to any unauthorised persons;
- Refuse entry to any patrons who do not comply with a request to conduct a bag or personal (i.e. pat down, or metal detection scan) search;
- Refuse entry of items which have the potential to cause injury or public nuisance (ie large flags /banners, musical instruments etc).

General Conditions

- McManus Entertainment patrons reserves the right to inspect / search bags of all persons who enter or exit the Stadium, regardless of size. This may include the touching of the outside of the bag and / or seeking assistance of the bag owner to remove items from the bag.
- Patrons who cause a disturbance, or refuse to comply with requests made by Event/Security staff will be evicted from the Venue.
- Pass outs will not be issued.
- Alcoholic beverages cannot be taken into or from the venue by patrons.
- Customers wishing to bring personal items into venue do so at their own risk. McManus Entertainment patrons will not be held responsible for any damages to, loss or theft of a patron's personal property.
- Umbrellas may not be brought into the Venue.
- Unauthorised soliciting and customer surveying is not permitted.
- Customers are not permitted to throw any objects around or within the Venue

Restricted / Prohibited Items

- The following restricted / prohibited items are not permitted into McManus Entertainment patrons concerts:
- Glass or cans;
- Alcoholic beverages;
- Flares / Fireworks
- Laser pointers;
- Knives or other dangerous weapons;
- Cameras with detachable lenses and camera tripods;
- Video or any recording devices;
- Confetti or shredded paper;
- Scooters, roller skates, skateboards and push bikes;
- Oversized; Eskies, Chilly Bins and other oversized objects
- Chairs;
- Umbrellas;
- Patrons are not to wear or otherwise display commercial, political or other offensive signage or logos;
- Other items as determined by McManus Entertainment patrons that may cause injury or public nuisance.

Liquor Licencing

All persons entering the McManus Presents concerts or festivals are advised that:

- They are entering licenced premises;
- Intoxicated persons will not be permitted to enter;
- Persons in possession of liquor will not be permitted to enter;
- Checking procedures will apply to prevent persons possessing liquor from entering;
- Intoxicated persons will be removed from the premises;
- It is an offence for minors to purchase and consume liquor;
- It is an offence to purchase liquor for (or supply liquor to) minors;
- Persons supplying liquor to minors will be reported to the Police and penalties may apply;

Special Condition of Entry – Patron Pat-Down Searches

Security staff may ask concert patrons to submit to a pat-down search to ensure illegal or prohibited items are not brought into the venue. Refusal by a patron to comply with a search request may result in the patron not being admitted into the Stadium for the concert.

Special Condition of Entry – Outlaw Motor Cycle Gangs / Gangs

A patron wearing 'Colours' or 'Insignia' identifying them as belonging to Outlaw Motor Cycle Gangs (OMCGs) or other groups as designated by the Police, is prohibited from entering the venue. This includes jackets, t-shirts, scarves, waistcoats, caps, patches, No chains or motorbike helmets etc.

Emergency Management Committee and Evacuation Plans

An emergency management committee will be established by the event organisers involving the NSW Police Force, Transport Management Centre, Fire & Rescue NSW, NSW Ambulance, the medical provider, the OH&S consultant, and other government agencies as deemed necessary. All emergency plans relative to this committee will be submitted 90 days prior to the event and sufficient meetings held to consider and exercise the plans as required. The formation of this committee is also identified in the Security Risk Management Document.

A detailed emergency evacuation plan with the possible assembly areas identified will be provided by the occupational health and safety consultant. The event manager has appointed Neil Shahin as the OH&S consultant.

Evacuation Plan

Once the Evacuation plan is compiled by the OH&S Consultant all relevant details will be placed in this Security Plan highlighting the **Evacuation plan, Evacuation Points, Assembly points and Security's Roles and Responsibilities.**

Identified Security Duties in the Event of an Evacuation	
Responsibility:	Action to be taken:
Security	Detail will be added once the OH&S Consultant has prepared his plans: Included Security duties will be. <ul style="list-style-type: none">• Ensure all service corridors are kept clear at all times so they can be utilised during the evacuation process• Will assist patrons to the nominated assembly points and emergency exits• Assist traffic controllers and ensure incoming Emergency vehicles have unimpeded access to the site

Security Alcohol Management

Registers

The Event Control Centre will contain an Incident Register Book and an RSA Register. The ECC operator will immediately complete an entry in the Incident Register following any incident as well as notify the relevant bar manager who will then notify the licensee via radio for more severe incidents. **RSA and Incident Registers will be kept in all Bars**

RSA Register	Location: Copy with Licencee and in ECC
Person responsible for Updating RSA Register	Stephen Wilkinson
RSA Register contents	<ul style="list-style-type: none"> ✓ A Copy of the licensee's manager's RSA Certificate. ✓ A Copy of staff RSA Certificates ✓ A Copy of staff RSA Handout

Incident Register	Location: ECC
Person responsible for Updating RSA Register	ECC
Types of Incidents recorded in the Register	<ul style="list-style-type: none"> ✓ Fail to Quit ✓ Refuse Entry due to Intoxication ✓ Removal / Exclusions of Patron/s ✓ Minors ✓ Signs of aggression by a Patron ✓ Criminal incidents

Managing Patrons Behavior

Preventing Intoxication

Checklist

Low-alcohol beer available	✓ Yes
Non-alcoholic beverages available	✓ Yes
Free drinking water available	✓ Yes
Limit on number of drinks per patron	✓ Depending on licence conditions
Food available	✓ Yes
Procedures are in place to help staff deal with patron who may be intoxicated	✓ Yes
Staff are trained in these procedures	✓ Yes

Procedures for Dealing with intoxication Incidents

Type of Incident: Intoxicated person trying to gain access to premises	
Responsibility:	Action to be taken:
Security	Thorough bag checks will be carried out at the entrances to the venue. Security will refuse entry to any persons showing signs of intoxication.
Security	Security to notify the ECC Operator
ECC Operator	Log occurrence and notify licensee

Type of Incident: Refusal of service to intoxicated person	
Responsibility:	Action to be taken:
Bar Staff	Refuse service and notify Bar Manager and Security
Security	Security to explain to patron, provide free water and monitor patron in Alcohol Management Zone and report it. If patron refuses to comply and follow instruction then will be asked to leave. If patron refuses to leave the premises or nearby area on-site Police will be advised.
ECC Operator	Log occurrence and notify licensee

Type of Incident: Removal of intoxicated person from premises	
Responsibility:	Action to be taken:
Security	If patron refuses to comply and follow instruction then will be asked to leave. If patron refuses to leave the premises or nearby area, on-site Police will be advised.
Security	Security will try to place patron with family or friends or arrange some form of public transport arrangement and then will report removal.
ECC Operator	Log occurrence and notify licensee

Preventing Underage Drinking

Checklist:	
Proof of Id Checks are in place in the venue	✓ Yes
Staff check ID for all patrons who look 25 years or younger	✓ Yes
Staff are trained in ID checking procedures	✓ Yes
Id checking devices are in place (eg Blacklight)	No
Minors Area Authorisation and bar area signs are displayed in relevant areas	✓ Yes
Signs about the secondary supply offence are displayed in all bars	✓ Yes
Staff are trained to recognise situations when second parties may be supplying liquor to minors	✓ Yes
Procedures are in place to help staff deal with suspected second party supply incidents	✓ Yes

Checking Proof of Age:		
Location of checking	Responsibility	What is checked
Bar queue/or line runs	Security/RSA Marshalls	NSW Proof of age, Drivers Licence, Passport, NSW Photo Card (or equivalent interstate overseas documents)
Bar	Bar staff/Bar Mangers	NSW Proof of age, Drivers Licence, Passport, NSW Photo Card (or equivalent interstate overseas documents)

Procedures for dealing with underage drinking issues and incidents

Suspected fraudulent proof of age ID	
Type of incident	Action to be taken
Patron presents Identification that appears to be fraudulent	Matter reported to onsite Police via ECC

Dealing with suspected second party supply incidents		
Type of Incident	Responsibility	Action to be taken
Second party supply incidents	Bar Staff/ Bar Managers/Security RSA Marshalls	All incidents referred to the onsite Police for further investigation

Patron Education / Awareness

Underage Drinking/Responsible Consumption of Alcohol/Failing to leave the premises/Safe Transport	
Location	Type of Activity
Main Entry	Signage on conditions of entry
Bar Areas	Signage in bar area
Website	Information on event website

Staff Training

Checklist	
Staff Training	All staff have completed a Responsible Service of Alcohol Course conducted by a RTO
Staff receive information about	<ul style="list-style-type: none"> ✓ Liquor Laws ✓ RSA ✓ Venue operating procedures (e.g. Security Id Checks) ✓ Event Induction
Staff have access to resources	<ul style="list-style-type: none"> ✓ Alcohol Management Operations Register ✓ Event induction ✓ Website

Staff training about venue procedures and other information outlined in this register

Topic	Instructions Issued	Issued to	Date Issued
Intoxication	As per Alcohol Management Operations Register	All Bar Staff, Bar Managers, RSA Marshalls, Security staff	Event day briefing
Proof of age checks	As per Alcohol Management Operations Register	All Bar Staff, Bar Managers, RSA Marshalls, Security staff	Event day briefing
Second party sales	As per Alcohol Management Operations Register	All Bar Staff, Bar Managers, RSA Marshalls, Security staff	Event day briefing
Anti-social behavior in vicinity of venue	As per Alcohol Management Operations Register	All Bar Staff, Bar Managers, RSA Marshalls, Security staff	Event day briefing
Safe transport options	As per Alcohol Management Operations Register	All Bar Staff, Bar Managers, RSA Marshalls, Security staff	Event day briefing

Specific Duties Staff Handout

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 Duties Staff Handout

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 Duties Staff Handout

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

Specific Duties Staff Handout

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 2011-3rd January 2012

Prepared by:

Stephen Wilkinson

Specific Duties Staff Handout

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 2011-3rd January 2012

Prepared by:

Stephen Wilkinson

Specific Duties Staff Handout

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 2011-3rd January 2012

Prepared by:

Stephen Wilkinson

Specific Duties Staff Handout

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 2011-3rd January 2012

Prepared by:

Stephen Wilkinson

Specific Duties Staff Handout

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 2011-3rd January 2012

Prepared by:

Stephen Wilkinson

Specific Duties Staff Handout

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 2011-3rd January 2012

Prepared by:

Stephen Wilkinson

Specific Duties Staff Handout

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 2011-3rd January 2012

Prepared by:

Stephen Wilkinson

Specific Duties Staff Handout

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 2010-3rd January 2011

Prepared by:

Stephen Wilkinson

Specific Duties Staff Handout

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 2011-3rd January 2012

Prepared by:

Stephen Wilkinson

Specific Duties Staff Handout

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 2011-3rd January 2012

Prepared by:

Stephen Wilkinson

Specific Duties Staff Handout

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 2011-3rd January 2012

Prepared by:

Stephen Wilkinson

Specific Duties Staff Handout

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 2011-3rd January 2012

Prepared by:

Stephen Wilkinson

Specific Duties Staff Handout

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 2011-3rd January 2012

Prepared by:

Stephen Wilkinson

Specific Duties Staff Handout

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 2011-3rd January 2012

Prepared by:

Stephen Wilkinson

Specific Duties Staff Handout

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 2011-3rd January 2012

Prepared by:

Stephen Wilkinson

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 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.

Register / Sign On

All guards must sign on in the crowd Sign on sheets provided and get Wrist banded. Entries are provide a permanent record for the Client and employer.

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 Event Manager should take charge and provide control until the authorities arrive;
- The Event Manager 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 decease

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.

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.

DRAFT 6



Incident / Accident / Investigation Number _____

Incident/Accident Investigation Report

Event / Response:	
Date performed:	Location / property number:
Personnel interviewed (names, roles, date):	Auditor(s):
Scope of investigation (including relevant documents, incidents and previous audits):	
Summary of findings:	
Distribution list (including electronic location):	

List of Actions	
Issue Raised or Recommendations -to be completed by auditor	Responses to issue raised/recommendation and date completed - to be completed by the Section Manager or delegate
Date when all actions completed	Supervisor / Manager (name): _____ Date: _____

