

PATRON MANAGEMENT PLAN

*The Bridge
Restaurant / Function Room
Luna Park Sydney, 1 Olympic Drive, Milsons Point*

BACKGROUND

Luna Park Sydney (LPS) is intending to develop a new venue within its boundaries. Available premises on level three of the Brasserie Building is proposed to be developed as a Restaurant and a Function Room. The advantages of this development are a stunning view of Sydney Harbour and excellent opportunity for private functions, Christmas Parties and the like to be held on premises.

SCOPE

Australian Concert & Entertainment Security (ACES) is the current provider of around the clock security services for LPS as well as event security and crowd control. ACES is a public interface venue and event security specialist with nearly three decades of experience. ACES, Assure Event Safety Consultants and Avert Risk Management Services possess significant know-how in crowd management and control, public safety and occupational health and safety.

ACES, Assure, Avert assessed the proposed development from the aspects of security, crowd management and crowd safety and emergency management.

It is assumed that the building in question is compliant to all relevant provisions of the Building Code of Australia (BCA) particularly in relation to amenities, fire detection, suppressions and fighting capabilities, emergency exits. It is assumed that LPS has applied the occupancy capacity assessment guidelines contained in the 'Guide to Fire Precautions in Existing Places of Entertainment and alike Premises' and also considered crowd migration and capacity guidelines noted in the Emergency management Australia 'Safe & Healthy Mass Gatherings' manual when estimating an occupancy limit of one hundred persons.

LPS has assessed the occupant capacity of the space in question as three hundred (300) patrons.

PREMISES

For the purposes of this Patron Management Plan (PMP) the premises in question are:

- ☐ The top floor of the 'Brasserie' at 1 Olympic Drive, Milsons Point,
- ☐ The area from the Luna Park Face to the entrance to The Bridge,
- ☐ The area from the Luna Park Sydney Car Park to the entrance to The Bridge,
- ☐ Vehicle access to LPS via the vehicle gate adjacent to the LPS Face or the LPS Car Park on the corner of Paul Street and Northcliffe Street.

This may also include from time to time:

- ☐ Olympic Drive to Alfred Street,
- ☐ The Paul Street steps.

SECURITY DEPLOYMENT

LPS and ACES are committed to providing an environment for LPS patrons that is safe and enjoyable. To this extent LPS Policies and Standard Operating Procedures (SOPs) will be applied. LPS assisted by ACES is committed to enforcing the Liquor Act. To do so, ACES in consultation with LPS, will: Assess the patron safety and OHS risk associated with the activity, select and consult upon available control options, deploy ACES Security personnel at key locations. Some such locations and related duties are (related directly to The Bridge):

- ☐ Entrance & Egress points - Headcounts, screening for levels of intoxication, enforcing RSA (Responsible Service of Alcohol)/licensing conditions,
- ☐ Roaming within the licensed area of The Bridge - Monitoring for intoxication and inappropriate behaviour,
- ☐ LPS Security Control Room - monitoring all activities on CCTV and recording radio communications.

Other deployments and duties that are regular for LPS Security (ACES), but related to The Bridge are:

- ☐ Response by LPS Security personnel assisting LPS management with enforcement of RSA issues,
- ☐ Assisting in ensuring that appropriate signage is in place warning The Bridge patrons of Liquor Act and Good Neighbour Policy,
- ☐ Assistance of LPS Security Control Room and Security operatives to LPS Management in case of an emergency response and evacuation,
- ☐ Twenty-four hour monitoring of Fire and Access alarms via LPS Security Control Room,
- ☐ Access control to any restricted areas of LPS,
- ☐ Monitoring and assisting with the safe movement of vehicles within the designated area,
- ☐ Monitoring and management of noise levels related to activities at The Bridge.

SECURITY STAFFING

All ACES Security personnel employed to work at The Bridge will be appropriately licensed (licensed of appropriate Class and validity) under the NSW Security Industry Registry terms to carry out the duties they are rostered on. Each and every Security Officer/Crowd Controller will also possess current Senior First Aid certifications and RSA certificate.

QUALITY ASSURANCE

ACES has a uniform and comprehensive set of SOPs. As part of the ACES OHSMS (Occupational Health & Safety Management System) these SOPs are supported by Safe Work Method Statements (SWMS).

ACES will work closely with LPS management in implementing a complete operating system in order to meet relevant statutory obligations and site-specific policies. This system will be subject to performance monitoring applying quality assurance management principles and continuous improvement. ACES will ensure that Security officers wear appropriate uniform identifying them as Security and have their NSW Security Industry Licenses displayed as stipulated by legislation.

ACES will work closely with LPS management and all relevant Government authorities, Councils towards achieving operational goals.

CONCLUSION

Historical experiences during various types of events at LPS in the past six years indicate some incidents, but no major crowd safety or security concerns. Considering the current level of planning and commitment, it is rational to expect that The Bridge would likely enjoy successful operation and ongoing operations.