



# **FERNHILL ESTATE RACE DAY SECURITY PLANNING DOCUMENT**

**SATURDAY 9<sup>TH</sup> NOVEMBER**



Corporate Venue & Event Management – CVEM  
Masters License 408296722

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# INTRODUCTION

Fernhill Estate will be holding a race day event on their site on Saturday the 9<sup>th</sup> November. The plan developed has been based around an estimated crowd of up to 30,000 people.

The purpose of the Security Management Plan is to provide guidance to the Management and staff of the site to enable them to effectively implement and manage a prompt and coordinated organisational response to security situations as they may arise during the event. This is critical in situations or critical incident which could threaten the safety of persons or property within the site, or significantly disrupt operations.

The Security Plan for the Fernhill race day event enables these goals to be applied to the proposed events including the site overlay of the specific event area. The primary consideration of the Security Plan is safe, controlled and effective management of the crowd both on site and as the move away from any area.

## SECURITY PLAN

### OPERATING PROCEDURES

#### SECURITY OVERVIEW

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The security operations are detailed in the Security deployment plan, which is the final part of this document.

In general security will be on site to ensure coverage of the entire bump in, event and bump out process.

Guard numbers will vary depending on time of day and estimated crowd numbers. Specific procedures related to security are listed in this document.

Security will have the designated role of keeping pedestrian traffic flowing through and around the various areas of the event.

Special attention should be paid to crowd densities in front of the stage areas, in the various rooms and around the forecourt open areas.

Security will monitor queues preventing them from interrupting traffic flow, traffic flow at egress points and access for emergency services should this be required.

It will be necessary to barricade or otherwise delineate paths or egress points to allow traffic flow.

Security should monitor general crowd numbers & density and liaise with the police and Production Manager

The security plan has been developed based on Corporate venue and Event Managements standard operating procedures and venue knowledge.



## INDUCTION PLAN

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All staff, suppliers, contractors and crew will be given a safety induction before commencing work on site by the Site Manager.

Those providing induction are responsible for ensuring that each staff member and supplier (including casual crew) understands the Safety Plan as it relates to their role, Site Rules. They should then complete the necessary induction sheets.

Inductions must include relevant information on: site rules, onsite hazards and hazard and incident reporting procedures, SWMS, MSDS, emergency assembly points & procedures, location of amenities/facilities such as toilets, first aid and personal protective equipment as well as procedures for accessing the site.

## SECURITY / CROWD MANAGEMENT

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Security for Fernhill race day event will be of major importance for the safety of all attending and for the facilities being used. Although restricted to venue positions, security will be important for regulating patron behaviour within the venue precinct to minimisation impact throughout the operational period.

The aim of security is to:

- Provide a secure event site
- Enforce Responsible Service of Alcohol
- Harm Minimisation
- Maintain a professional image throughout the event
- Ensure there is a level of control adequate to deter or prevent social nuisance
- Maintain the goodwill of the public and ensure harmony co-exists between the event and the public.

On event Day there will be 2 RSA Managers operational from the opening of gates. The RSA Manager will be responsible for managing the consumption of alcohol both internally and externally.

Entry Security and Entry Controls will be emphasised. The best deterrent is to have a strong presence on the entry gates and exit points so that there is a visual impact of control systems in place as the public approach and enter the event site.

- The security schedule will make sure that staff are highly visible at all times to the public. Security positions will include: Entry/exit Points, Bars, Toilets, performance rooms and Roaming patrols.
- All security guards will have radio communication throughout all operational periods.
- Conditions of entry will be signposted before patrons enter the complex. Security would, as a condition of entry, request to do a bag search where required to ensure no prohibited items enter the site. These items would be listed on entry signage and include alcohol.
- A thorough scheduled site briefing and site orientation is required for all security officers by CVEM Supervisor. Briefings should include details on anti-social behaviour; harm minimisation, responsible service of alcohol, crowd management strategies and emergency evacuation procedures.

Individual job descriptions should be provided for all security officers and briefings should occur 30 minutes prior to shift commencement.

## **CROWD ACTIONS**

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To have an effective plan, event organisers must be aware of the characteristics of the public attracted by a particular event. Once then venue management and event organisers know their crowd they must plan accordingly.

Sociologist Dr. Irving Goldaber has pointed out that the way patrons perceive the environment and the various “sociological signals” they receive at an event whether consciously or unconsciously can escalate or de-escalate patron emotion and influence their behaviour.

For example, the general attitude of the event staff, security and Police personnel, as well as the dissemination and enforcement of house rules combine to produce additional “signals” to influence patron behaviour. Other “signals” include prompt entrance policy and truthfulness in communicating about changes in event programming. When people are informed of changes and delays and the reasons for them, they can more readily accept those delays. While patrons are waiting, the provision of necessary comforts becomes crucial and can diminish discomfort and impatience.

Hundreds of events are held nationally and few, if any, have problems. But unquestionably, new and unexpected difficulties have been arising.

## **CROWD BEHAVIOUR**

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Three common types of crowds

1. Collection of people
2. Group withy common interest
  - Curious
  - Cohesive
  - Expressive
  - Aggressive
3. The Mob

### **1. A Collective Group**

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No common focus or leadership

React to individuals

Need no reactive crowd control and present very little risk

Respond to crowd control measures well

### **2.Group with Common Interest**

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All broadly termed psychological crowds of varying intensity.

Curious crowd, – e.g. to watch buskers or spectators at the scene of an accident. They gather spontaneously. They need minimal crowd control, good individual response to private security and Police.



Cohesive Group - Who assemble with a purpose and a common focus – sporting or theatre crowd, spectators to watch a crowd. They are quiet spectators. Can treat them as individuals. They are a directional crowd who maintain a sense of civil duty.

The expressive crowd - is our classic rock concert or State of Origin crowd. This is the type of crowd that displays the turbulence that needs crowd control observation and management.

Strong common ideals and beliefs, – Hedonism, anti authority and rebellious people. As they are expressive and communicate their feelings – this allows them to band together with a common interest. This is when the crowd starts to act as a mass rather than individuals.

### 3. The Mob

Clearly the extreme end of the crowd spectrum – highly unlikely to develop or occur, warrants special attention.

## **SECURITY BAG CHECKS**

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The event entry condition has specific items which are not allowed within the venue. As a result all patrons will be checked as they enter the fenced off event area. A search regime for patrons will be in effect at the entry locations. The usual prohibited items concerning weapons, cans, bottles, professional cameras & vide recorders, prohibited substances, felt pens, scissors, aerosol spray cans, alcohol or any drink will be not allowed entry into the venue. Signage will be prominently displayed to this effect

Procedure for checking of backpacks etc is as follows

Bags will be placed on table and opened by the patron. They will be requested to move items to enable security to conduct a thorough check.

No guard will place their hands inside the bags as this is a breach of legislation.

Any item found will be either disposed of in garbage's to be located at the table or the person will be given the option to return the item to their vehicle or similar.

Any person who leaves the enclosed area will need to have their bags re checked.

In an instance where a patron is suspected of having items hidden on their person they maybe asked to undergo a more thorough type search to determine the presence of metal items.

Open drinks etc will not be allowed into the area. This will prevent alcohol from being smuggled on to site.

Patrons will not be allowed entry if in possession of restricted items. Such items can be disposed of in bins provided at the entry points. Restricted items include:

- Glass wear
- Alcohol Unsealed/sealed bottles
- Sharp Objects
- Commercial video cameras
- Liquids of any kind (including eye drops, water drinks)

Patrons with illicit items will be referred to the police. Illicit items include:

- Any form of drugs
- All forms of perceivable weapon
- Fraudulent Identification

## **SEARCH PROCEDURE**

CVEM'S standard bag search procedure will be implemented for this event to control illicit, dangerous and restricted items from being brought into the event site. The general public search procedures will involve the following:

- Male and female guards will be deployed at all entry gates
- Security officers will inform all patrons that a bag search is required for entry
- If a patron refuses to comply with the request for a search. Security officers will inform the patron that they are not permitted to enter the event site
- Security supervisor will be notified of patrons that refuse to comply with search procedures, and suspicious persons will be reported to Security Control and/or Police as well as the promoter.
- Patrons will be permitted to move from the entry point at any time, and should not be detained by security officers unless prohibited, illicit or dangerous items have been sighted.
- Security must do everything reasonably practical to ensure that no prohibited items enter the event site, including alcohol, weapons, illicit substances and other items in agreement with access control procedures.
- When searching bags, security guards will request patrons to place bag on table provided, and open bag so contents are visible. Security should not put their hands inside compartments of a patron's bag.

## **SEARCH OF PREMISES – WHITE INSPECTIONS**

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Staff checks for unfamiliar or suspicious items. Searches must be orderly, complete and thorough. The number of searchers is generally kept to a minimum for the area to be searched.

A search must be systematic and cover corridors, landings, storage areas, locker rooms, waste containers, electrical panels, telephone booths, offices, equipment, fixtures, furnishings etc. in the area.

The use of two-way radios during the search should be avoided and searchers should not smoke. All necessary pedestrian and vehicular traffic should be diverted from the area. If using a torch when searching for an explosive device you should use a blue filter on the torch.

## **FINDING A DEVICE**

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If any actual or suspected explosive device or suspicious object is discovered – DO NOT TOUCH OR DISTURB the device or object in any way. Do not immerse the object in water. Only a qualified explosive expert should approach the object.

NOTIFY THE VENUE MANAGER IMMEDIATELY AND PARTIALLY CLEAR THE AREA IF POSSIBLE

If the location is a fixed building or toilet block clear the building. If in the open tape off an area 100m around the item and prevent public re-entry.

The Venue Manager will contact the Police who will coordinate a response.

## **SECURITY PLANNING CONSIDERATIONS**

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Security figures are based on but not limited to the following:

1. Uniformed user pay police will be on site for the majority of the event.



2. Signage indicating the limitations of responsibility for patrons.
3. The currency of asset registers from event management
4. Extensive signage and announcements [where possible by entry staff] stating access conditions and crowd directional advice when required.
5. Staff who commence in static positions being redeployed as required as event proceed.
6. Provision of a lockable security command space that would house the radio and incident reporting function and lost property store.
7. The consumption of Alcohol
8. [The presence of minors – risk of alcohol being consumed by minors](#)
9. Anti-social behavior
10. Alcohol Management procedures and strategies to be implemented.

## SECURITY OFFICERS DUTIES

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### General Duties, Asset Protection & Access Control

Duties include protection of all Venue, Production, Concession, Licensee, Sponsor etc assets on site (check off asset register); prevention of unauthorised persons and vehicles and the carriage of unauthorised items entering or leaving the event venue area. This will involve checking of bona-fides for pre-issued pass systems and site delivery schedules and search of vehicles where appropriate.

Additional duties include liaison with Venue Management, assisting the general public with information and directions, provision of emergency assistance if required, response to security threats, collection of lost property. Shift Supervisor will also compile end of shift report and distribute to CVEM Office at the completion of each shift.

Advance duties will involve a sweep of the event venue to check all persons on site. Duties will include immediate response to any issue to control the area/problem, assist existing personnel assigned to area/duties. They will operate entirely as instructed by the Security Supervisor under direction from the Event Site Supervisor. All Emergency Response will be directed to the Venue Manager and the Security Supervisor

## INCIDENT REPORTING

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One of the main aims of recording data on incidents which have occurred is to keep Security Command, Event Management and other authorised staff informed of the problems and activities which are transpiring and which are effecting or may effect staff and the normal running of the event, the management and organizations, and/or which could possibly lead to a major crisis occurring or a damage claim against all involved bodies/companies.

Security staff will complete an incident report for all incidents of any nature, which occur at this event. The incident report will give sufficient information to allow the reader to accurately assimilate what has occurred. The report is to be signed and dated by the author.

An incident report will be completed as soon as practicable and given to the Security Supervisor, who will check the report for accuracy and content.

In addition to standard reporting of all incidents the incident report contains specific sections for completion for medical/first aid incidents, property loss or damage, and Escalated Incidents (referred to Venue Manager or Police for closure).

## **COMMUNICATIONS**

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The primary means of communication will be by the two-way radio network. All security officers will have two-way radio communications. Production management as well as production staff will also be in radio contact.

CVEM communication procedures will be utilised for the event.

When using radio equipment security officers and event staff will follow the following procedures.

### **General**

- Radio transmissions should be kept as short as possible so as not to congest the network.
- All persons using the radio should refrain from using offensive derogatory and suggestive language. (no swearing, lewd comments, or snide remarks regarding patrons)
- When changing channels the operator should allow a short time before activating and talking. This will allow time to determine if the channel is in use
- When dealing with patrons if using an open radio keep volume down to a minimum.

### **Operational**

- When the operator first makes a call they should always identify themselves and their location.
- The nature of the call should be relayed.
- Time should be allowed for a response from the other person.
- No matter how urgent the call the operator needs to remain calm and speak in a calm normal voice.
- Do not yell into the radio.
- Answer any request as required.
- If you are carrying a radio and you are not involved with the incident please stay off the channel.
- Please wait until the incident being dealt with is completed before starting a new call.
- If the request you have is urgent please break in and identify the issue.

### **Maintenance**

- When you first collect a radio you need to ensure that it is signed out and its number recorded.
- The radio should be turned on and a test transmission made prior to leaving the area to ensure that it is operational.
- Check that the unit is on the correct channel.
- The radio should be returned at the end of the shift and any faults or damage reported to the staff member in control.
- When using attachments they too should be tested prior to leaving sign on.
- If they are personal equipment it is your responsibility to ensure they are kept in good working order
- Make sure battery charged and recharge after use
- Keep radio dry – don't place on wet surfaces

### **Co-ordination of Communications**



All radio communications will be controlled by the CVEM security control room for the event (location TBA). One security officer will be deployed to man this area and will control and manage all radio communications and disseminate critical information to relevant stakeholders. The control centre will also maintain a radio log for the event. They will be able to maintain contact with the other services such as site management, first aid and production.

Position / Role	Person	Call sign
Security Manager	TBA	Security 1
Security Control Room	TBA	Security Control / Control
First Aid	TBA	Medical 1
Police	TBA	Police 1
Event Manager	Matt Harris	Event 1
Site Manager	Josh Green	Site 1
Main Stage	TBA	Security Stage Super
VIP Area	TBA	Security VIP Super
Betting Ring	TBA	Security Betting Ring Super
Stable area	TBA	Security Stable Super
Bar Security	TBA	Security Bar Super
Entry Security	TBA	Entry Super

## SECURITY UNIFORMS

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Security personnel will be dressed in full CVEM Event Uniform, being:

- CVEM polo shirt
- Black trousers/pants
- Black belt
- Black shoes
- Green traffic vests, (External Security)
- CVEM id card, lanyard

All Security Officers will also carry

- Security License
- Security Notebook & Pen
- Radio

## INTOXICATION

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The Licensee has a strict policy on the service of intoxicated persons within the premises. All staff are to ensure that they confirm the issues with the Security Manager to ensure a uniform approach.

If a patron is deemed as being intoxicated the security officer is to immediately notify the shift Security Manager. They should request their attendance to the area so a full description of the patron can be recorded. Once this is done depending on the circumstances, the person should be informed that they have been identified as being intoxicated and request them to make their way from the premises.

If the person is very intoxicated, is attempting to buy another drink or is argumentative they should be assessed as to the way they travelled to site. If they arrived by bus they are to be asked to go to the alcohol tent. If they refuse or have suitable individual transport they asked to leave the premises immediately. At all times the officer should remain calm and speak in a control toned voice.

## LOUD OR UNACCEPTABLE BEHAVIOUR

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In the first instance the security officer should approach the person or group and explain that the venue has a policy preventing this and that there are other patrons who may not wish to be exposed to that type of behaviour. They should be warned that if there is a repeat of the issue they would be asked to leave the premises. Depending on the response the security officer should proceed with the following

- If the person settles the security officer should move from the immediate area and notify the Security Manager and inform them of the incident. The details along with a description should be recorded for the incident register. They should then monitor the situation to ensure compliance.
- Should the person or group become argumentative the security officer should request that the duty manager attend the area. They should monitor the situation until the necessary back up arrives then explain the situation to all parties. Should the senior person request the patrons to leave the security officer should assist with the process.

## PHYSICAL ATTACK

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If a security officer is called to an incident involving a physical attack or if they inadvertently come across one during their patrols they should attempt to comply with the following set procedures;

- NO SECURITY OFFICER SHOULD PLACE HIM OR HERSELF IN ANY SITUATION WHERE THEY FEEL AT RISK OF **PROBABLE** INJURY.
- If possible the security officer should attempt to break up the incident and separate the offenders until assistance arrives.
- In all circumstances where a physical attack has taken place both parties will have to leave the SITE. (The only exception to this is where staff witnesses that one of the persons had no input into the altercation and was totally innocent).
- All steps should be taken to prevent a flare up of the incident. The patrons involved should be separated and spoken to individually.
- Depending on the severity of the incident and the circumstances senior staff will need to decide whether the Police need to be notified.
- Once the persons have left the venue they are to be monitored to ensure there is no repeat outside the gates and that they quietly leave the area.
- A full incident report is to be completed by all staff involved

## EJECTION PROCEDURES

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The security personnel employed at this site are required to carry out their duties in a professional low-key manner. As Fernhill Estate is a quality organisation and the majority of clientele reflect this any dealings with the patrons should be completed in a manner so as not to cause any discomfort or concern for other patrons in the immediate area.

## Vandalism/Theft

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All security staff employed at the venue are required to keep watch for issues relating to vandalism, theft etc. Remember that you can only take action if you actually see



something happening. Unlike Police you cannot act on suspicion. However if there is a situation where you are confident that a patron is committing an offence but you can't see it, you are to notify the Security Manager. Obtain a full description and remain in the area to monitor the situation.

If a case of vandalism or theft is identified and you or another person can identify the offender notify the Security Manager and request their attendance. Detain the person and notify them of the situation.

The police will then generally be called to attend and take a report. They will decide if charges are to be laid.

A full incident report is to be completed by all staff involved. It is preferable that a statement of some type be obtained from any witnesses. At least their name and personal details.

## Physical Ejection

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It is an accepted fact that there will be occasions where a patron or a group of patrons will require ejection from the premises using physical restraint. These circumstances will mostly be where the patron is a risk of injuring other patrons or staff or has potential to harm themselves.

It is essential that all staff use as much self control as possible.

You are reminded to only to use **reasonable** force only. Excessive force **will not** be tolerated.

The definition of reasonable force is

"A person may use no more force than absolutely necessary"

Please remember that when using force you must believe on reasonable grounds that the type and amount of force used was necessary to carry out the arrest or stop the threat

Where possible you are to ensure that the person is restrained in such a manner that there is no risk of injury while being escorted.

When completing this type of ejection please use the closest exit. Ensure where possible that the Security Manager is in the area to act as a witness.

## Armed Hold Up

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With society changing the threat of an armed hold up is increasing. It is essential that all security personnel remain calm when confronted with this situation.

Ensure that if confronted you do not do anything that will put either you or other persons at risk. **DO NOT BE A HERO.**

You are only to intervene if you are certain that it is safe to do so. Your main duty is to remain calm and observe details of the offenders that can be used by the Police at a later date. Also lend assistance to staff and patrons to encourage them to remain calm.

# EVENT POLICIES

## ACCREDITATION

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A detailed accreditation plan has been developed for event day. Copies of the sheets will be available closer to the date of the event.

## Security

Security sign on location to be confirmed. Security Uniform will be yellow shirts with clearly marked identification. All security will have licenses displayed.

## Police

Police sign on location to be confirmed.

No accreditation

**The only persons allowed on the event site without any accreditation will be police, ambulance and fire services.**

Access to restricted back of house areas is by authorized personnel only. Back of House areas etc will be restricted to accredited personnel.

## PROTOCOL FOR PEOPLE WITH A DISABILITY

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Public with a range of disabilities will be among the many visitors experiencing the event. As with all other public groups, it will be important to cater for their requirements. The ability to deal with any difficulties related to people with a disability quickly and efficiently will be critical and Security will be briefed in this regard.

In general:

- Do not assume a patron with a disability needs help – ask first and accept the response 'no thanks'.
- If a patron has a hearing impairment, make sure they can see your lips – speak clearly but use your normal volume. Use a pen and paper to help communicate.
- When speaking to a patron in a wheelchair – bend down to eye level to speak. Respect the patron's personal space – do not lean on the wheelchair.
- Identify yourself when speaking to a patron with a visual impairment. Do not use hand gestures to explain directions, use phrases such as 'on your left', 'at the end of this row'.
- Do not speak to, touch or feed guide dogs that are working with people who are sight impaired. Guide dogs are working animals and should not be distracted.

## PROTOCOL FOR CULTURAL AWARENESS

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All staff need to ensure that they communicate effectively when necessary to all persons (directions, customer service, evacuation etc).

In general:

- Give patron's time to explain and understand.
- Speak clearly.
- Avoid jargon and Australian colloquialisms.
- Be aware of the differences in interpretations of personal space – take your cue from the patron.
- If you are communicating through an 'interpreter' – talk to the patron, not the interpreter, and pause every few sentences to allow for interpretation.
- Be respectful, friendly and smile.
- Remember, the patron's culture is different but equal to yours.



## **LOSS / THEFT PREVENTION AND RESPONSE**

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In the event of general public, staff members and exhibitors reporting a theft or loss of personal item, officers will inform the Security Supervisor immediately.

An incident report will be compiled regarding the incident and the person will also be advised to proceed to the nearest Police officer to compile a report. Venue Management will be notified by the Security Supervisor immediately.

In the event of general public, staff members reporting a theft, damage or loss of assets on site, officers will inform the Security Supervisor immediately, remain in the area and commence notebook reporting and investigations.

## **LOST AND FOUND**

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Should Security be handed or discover any personal items they will take them to the Security Office. These items will be catalogued and reported to the Event Manager. As a matter of policy all other staff on site will notify Security of any items found or handed in for security to collect.

All lost property items will be directed to Event Management. Upon receipt at the Security Office every item will be recorded on the Lost and Found log (item description, location found, and ID enclosed etc) and placed in storage until such times as it is transferred to Event Management.

These items will be available for collection from Event Management throughout the event period.

Persons claiming lost property will be questioned to verify ownership, the Lost and Found log updated to note claim (Claimant, ID etc), and the items returned to the rightful owner.

## **DRUG MANAGEMENT**

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As the Fernhill Estate seek to ensure that patrons are not harmed as a result of the use of illicit substances the following policy considerations will apply:

- All staff and patrons will be encouraged to consider both their own health and safety and that of fellow patrons staff etc
- All staff patrons will be subject to laws prohibiting use, possession or supply of illicit drugs
- All staff and patrons will be subject to a "NO TOLERANCE" policy on the use of illicit drugs.
- Any illicit drug use will result in immediate removal from site and handing over to police.

All staff and security personnel will be made aware of the policy prior to the event.

## **HARM MINIMISATION**

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As it is the aim of the event promoters to promote a safe environment for the staff, patrons and wider community a Harm Minimization Policy has been implemented.

To reduce the risk of patron harm caused by illicit substances and excessive alcohol, the festival will implement procedures that ensure that:

- The event is an all age event. Entry to the event is restricted to unaccompanied over 18's by requiring proof of age identification (identification will be only the methods approved by the NSW authorities, NSW Photo Card, Drivers License, Current Passport). All underage entries must be in the immediate company of a responsible adult (as deemed under the legislation)
- Bag search procedures and pat downs will be implemented by security personnel at all access points
- Patrons will be removed from the site if considered to be intoxicated, or if they are unable to provide proof that their age is over 18 years and have alcohol or they are in the direct accompaniment of a responsible adult.
- Water will be made available on a complimentary basis at sign posted locations

Event and security personnel will assist with information about venue facilities and information regarding the local area including nearest taxi and public transport pick up locations.

## **MEDICAL INCIDENT**

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Medical teams will be fully equipped with Advanced Resuscitation and AED kit and have access to sufficient amounts of water to dispense to patrons who are exhibiting symptoms of distress, hypertension or over exuberance. This water will be provided by distilled water dispenser with individual paper cups and will have several stations throughout the venue for their exclusive use.

If a Security Officer comes across a medical situation or incident, and has access to a two-way radio, they will immediately contact the Security Supervisor for assistance. They will always remain with the injured party and provide any assistance or comfort that they can whilst waiting for First Aid to arrive.

As all Security staff are qualified in Senior First Aid they will assist where possible whilst waiting paramedic/first aid assistance if required. They will not move the injured person unless he / she will be placed in even greater danger by remaining in the location.

## **PATRON REMOVAL GUIDELINES**

### **Removal of patrons from licensed premises (within all of event area)**

If a patron is intoxicated or disorderly, annoying or endangering other patrons, personnel or established property.

- Security officer will contact Security Supervisor and advise them of the location and nature of incident.
- The Security officer will approach patron politely, but firmly and explain the licensing policy pertaining to the event and request they leave the licensed premises.
- If the patron refuses a request to leave the premises the Security Supervisor will assess the situation and may consider physically removing the patron.

### **I. Assisted Removals**

At all stages of the assisted removal the amount of force used must be reasonable and necessary and the following procedure will be followed:



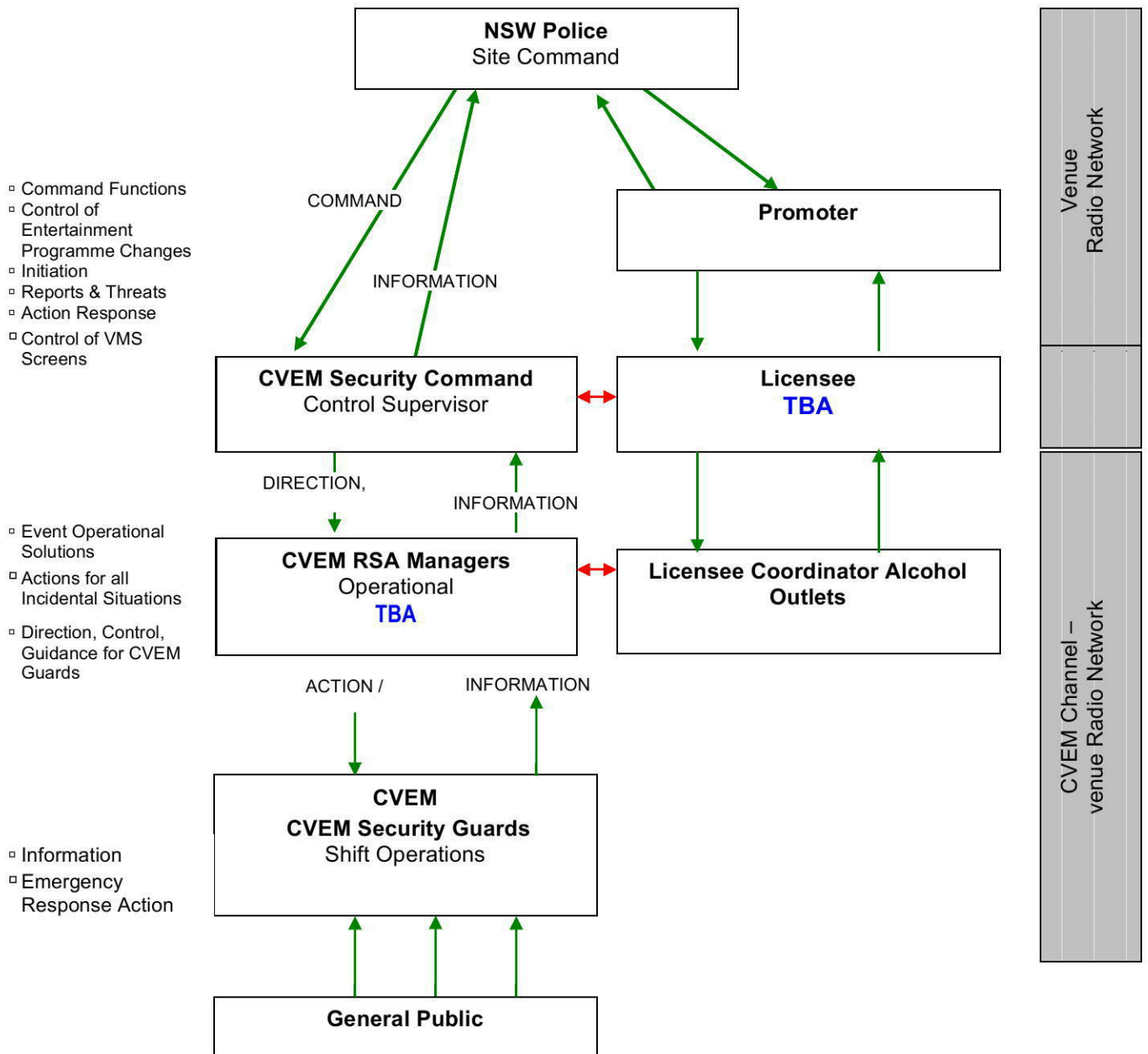
- Security officer notifies Security Supervisor of location and nature of incident.
- The process of removing intoxicated/disorderly patron(s) should be attended by a security supervisor.
- Once removed from the licensed area security patrolling the surrounding areas will be notified so that they can monitor his or her progress.
- Should the situation warrant further action, detain the person(s) and place in custody of general policing, Police contacted to take appropriate action.
- A full record of any such event must be documented on an Incident Report.

## **II. Multiple Assisted Removals**

- Multiple physical removals are to be approached exactly as if you were removing one patron.
- Security Supervisor is to take control and direct officers to form pyramids around the patrons they are wishing to remove.
- When all the persons are effectively contained the officers will guide the patrons outside the closest entry/exit control point.
- Should the situation warrant further action however, detain the person(s) and place in custody of general policing, Police contacted to take appropriate action.
- Security Supervisor will notify venue management.
- A full record of any such event must be documented on an Incident Report.

# CROWD MANAGEMENT OPERATIONAL ACTIVITY

## Command & Control



# ALCOHOL MANAGEMENT PLAN

## ALCOHOL LICENSING

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The entire event area is licensed with alcohol purchased restricted to consumption on site. All alcohol will be administered under the licence of Licensee (TBA). Licensing Approval has not been reviewed as a component of alcohol management plan.

## CROWD MANAGEMENT STAFF MANPOWER

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- ❑ The best deterrent is to have a distinct presence throughout the venue entry points so that there is a visual impact of control systems in place as the public observe the event site. This will ensure the public's perception of the event is that of a site controlled by proper authorities, this will also reduce the incidents that may occur. This perception is best achieved by the existence of adequate manpower. The staffing schedule will make sure that staff is highly visible at all times to the patrons. This will be supported by white distinct event uniforms.
- ❑ There will be 117 CVEM security officers and event staff including 5 supervisors managing crowd movement and activity internal and 2 RSA Managers to ensure compliance to liquor licence conditions for a maximum crowd of 30,000 patrons.

## COMMUNICATIONS

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Primary method of communication two-way radio network. CVEM are also contactable via mobile (number to be confirmed) in accordance with Supervisor Mobile Telephone

Radios have been allocated to CVEM Event Security with the majority of security positions within close proximity to enable clear communication without the use of radio transmissions.

Production and catering staff will also have radios on our network so as to allow his staff to communicate to security any situations requiring security.

## RSA CERTIFICATION

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All security rostered for the event will have a current NSW RSA certificate. A copy of a current certificate, Current Interim Certificate or RSA card will be kept on CVEM's records to ensure compliance.

Staff who have not got current RSA certification will not be allowed to sign on and commence their shift.

## ALCOHOL MANAGEMENT

An alcohol plan of management is in place. The objective of this plan is to

- \* Prevent under age drinking.
- \* Prevent intoxication.

- \* Show the public the event is in control of the alcohol distribution.
- \* Promote the responsible serving of alcohol.

## **MANAGEMENT STRATEGIES**

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In order to ensure compliance with legislation the promoter has implemented specific strategies designed to ensure the requirements under the legislation are met.

These Policies and procedures include:

- The event is an all age event so no person will be able to consume alcohol without suitable identification proving they are over 18.
- The event is an all age event so all patrons will be required to provide suitable identification to purchase alcohol.
- Persons under the age of 18yrs must remain in the company of a responsible adult. A responsible adult is determined as detailed in the Liquor Act.
- The entire licensed area will be fenced to separate it from the carpark area.
- All patrons entering the event will pass through controlled entry gates where they will undergo checks of their bags etc to ensure that no unauthorised alcohol is bought onto the premises.
- Security will assist at all entry points to monitor patrons for levels of intoxication, age related issues and anti-social behaviour
- All entry points will be manned all day to ensure no alcohol is removed from the venue.
- All bars will offer water to patrons as per the ACT.
- There will be two security officers tasked as a dedicated RSA manager who will roam the site monitoring any RSA related issues.
- Adequate RSA trained crowd control security will be rostered on to site. All will be issued with communications equipment to enable them to relay any RSA issues. (Staff numbers are as per attached deployment).
- Security will maintain a high profile presence throughout the venue. All guards will be licensed and have their licenses clearly displayed.
- Patrons can exit through the entry as well as an alternate exit at the completion of the event [emergency gates]. Signage will be posted above exit. Security to monitor exits through duration of event. No alcohol to be taken off the premises.
- Constant monitoring of external perimeter through out duration of event. Major issues, fence jumping, passing accreditation over fence and alcohol consumption outside of licensed areas and quiet and good order of those patrons leaving the site.
- All general security issues to be dealt with through C.V.E.M site management who will liaise with the promoter and Licensee's
- All bar marquees cease trade prior to the completion of the event.
- All drinks sold on the premises will be opened at the point of sale.
- A corralling system has been developed to hold patrons deemed intoxicated who have attended the event by bus or similar where ejection from site will cause Duty of Care and Harm Minimisation issues.

## **VOLUNTARY UNDERTAKINGS IN RESPECT TO EVENTS**

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As part of any licensing approval the organisation will implement any voluntary undertakings as required for compliance with conditions of the liquor license.



## EVENT EXPECTATIONS

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### High risk incidents include;

- Intoxication
- Fence jumping
- Anti – social behaviour [assaults]
- Injuries (e.g. cuts), altercations
- Quiet and good order issues
- Recreational drug use.

### General security operations;

- Monitoring for intoxication, secondary supply to minor or intoxicated 3<sup>rd</sup> party.
- Monitoring for Recreational drug use.
- Stable areas protect assets and horses, staff etc.
- Deter anti-social behaviour
- Crowd control
- Perimeter control,
- Checking bags.
- Escorting any injured patrons to St Johns first aid for assessment.

## RESPONSIBLE SERVICE OF ALCOHOL

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### Policy

It is the policy of CVEM that all Responsible Service of Alcohol and Harm Minimisation issues be monitored as per the legal requirements.

The promoter and Licensee has a strict policy on the service of intoxicated persons within the premises. All staff are to ensure that they consult with the RSA Manager to ensure a uniform approach.

If a patron is deemed as being intoxicated the security officer is to immediately notify the shift RSA Manager.

They should request their attendance to the area so a full description of the patron can be recorded.

Once this is done depending on the circumstances, the person should be informed that they have been identified as being intoxicated and request them to make their way from the premises.

If the person is very intoxicated, is attempting to buy another drink or is argumentative they should be asked to leave the premises immediately. At all times the officer should remain calm and speak in a control toned voice.

If the person becomes argumentative, the Security Manager may need to be called in to lend assistance with the explanation of the circumstances.

They will ensure that the patron is informed of the legal requirements and the fact the Police may possibly be called for failure to quit licensed premises.

It is essential that thorough records of the incident be kept. When the person leaves the premises the officer is to monitor the doors to prevent re-entry.

### Rationale

The rationale behind this policy is to ensure that the patrons who attend the venue are monitored so as to comply with the legislation and not become involve in actions that may cause harm to themselves or others.

- ❑ The RSA Manager will ensure all security staff involved in alcohol related areas have current RSA Certification and have been briefed of venue policy,

community and legislative requirements prior to commencing their duty.

- ❑ At the commencement of the day when the crowds are arriving the RSA manager will make themselves known to the organizers of any groups in the general admission areas. They will notify them of the venues RSA policy and inform them that if a person is identified as a problem the organizer will be notified first. This is so they can self-monitor the person. If after this the person doesn't comply with requests they would be asked to leave the venue.
- ❑ The RSA Manager will be constantly updated by security staff of persons showing changes in their behaviour due to the consumption of liquor. They will be responsible for monitoring of these patrons and recording actions taken.
- ❑ The RSA manager will also monitor any large groups as they are entering the site. They will identify a group leader and obtain personal details where possible. They will inform the leader that should any trouble occur that person will be spoken to with the view to control the issue. If damage or further problems occur that person would be held responsible for the groups actions and their details would be past on to police.
- ❑ When the groups are in the venue the RSA manager will continually patrol all bars and open areas monitoring the condition of patrons with regards to intoxication levels and behaviour.
- ❑ The RSA Manager will conduct or oversight all interviews with minors if identified, secondary supply offences or intoxication issues.
- ❑ The RSA Manager will collate all information relative to offence issues and forward them for adjudication.

Security Officers: All security officers whether in static positions or patrolling have a contributing role to play in the overall RSA procedure. Their duties will include.

- ❑ Monitor the intoxication levels and behaviour of patrons. If a patron is identified as intoxicated they are to notify the RSA manager immediately for further action.
- ❑ Monitor the crowd for possible underage drinkers. If a person is suspected of being underage the guard is to request them to supply identification. The legal 3 forms of identification [Current drivers licence, Current passport, RTA approved proof of age card] are only to be accepted. They are to report any ID checks immediately to the RSA manager. If the person has no suitable ID they are to be handed over to the RSA manager.

## **IMPLEMENTATION**

The implementation and restriction of alcohol will be effected in several ways.

- ⇒ All bar service and security staff trained in harm minimisation principles including Liquor Advisory Board accredited Responsible Service of Alcohol [RSA] certification.

- ⇒ An ID check will be conducted for patrons over eighteen years of age. Dedicated security officers with RSA Certificates will support this ID function. Further ID checks will be conducted at the bar should age appear questionable.
- ⇒ Good signage at each bar and entry points with extracts from the Liquor Act reinforcing the laws on the serving of alcohol.
- ⇒ Trained and experienced staff that are forthright and open when approaching patrons to ensure that over consumption is ceased.
- ⇒ Comprehensive staff briefings.
- ⇒ Separated bar service points. Catering outlets have been separated from public bar outlets to avoid conflict of food and beverage trade.
- ⇒ RSA Security patrols will observe patrons to eliminate transfer of alcohol to underage or intoxicated persons.
- ⇒ Soft drink will be traded from bars and catering outlets. Dedicated water and soft-drink queue lines will trade from bar areas for under-age persons if required.
- ⇒ Bars will voluntarily close should consumption be considered too high and/or if crowd behavioural issues develop.
- ⇒ Glass receptacles for alcohol are prohibited with sales in cans, plastic cups and PET bottles only bottled wine is excluded.
- ⇒ Unit sales will be limited to 4 per person.
- ⇒ All alcohol will be opened at the point of sale.
- ⇒ Low strength (light) beer will be sold at a reduced price to encourage consumption.
- ⇒ Free water is available on site.

## **BARS**

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These guards will be located within the licensed bar areas and will ensure the responsible service of alcohol at the sales delivery point [positioned with each bar staff sales cashier].

Other duties will be to control any incidences or disturbances, observations of alcohol licensing laws and general crowd safety at the bar area. Duties include visual checks for each sales transaction and supplementary ID checks on an as needs basis [at service delivery point].

**At bar closure guards will continue to control any incidences or disturbances outside the closed bar areas, assist egress from the venue, continue observations of alcohol licensing laws and general crowd safety within the event area and at egress points.**

## **SIGNAGE**

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The Licensee will provide extensive signage ('no more it's the law', underage signage, signage regarding transfer of alcohol to underage drinkers, 'intoxicated people will not be served') at all bars and entry points with extracts from the Liquor Act stating that law on the serving of alcohol and the venue policy on the same.

## **INTOXICATION GUIDELINES**

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The following is supplied by OLGR in their document (Intoxication guidelines July 2008)

These guidelines are published by the Director of Liquor and Gaming under section 5 of the *Liquor Act 2007*. They are designed to assist you to determine whether or not a person is intoxicated.

### What is the law?

The NSW *Liquor Act 2007* (section 5) states that a person is intoxicated if:

(a) *the person's speech, balance, co-ordination or behaviour is noticeably affected, and*

(b) *it is reasonable in the circumstances to believe that the affected speech, balance, co-ordination or behaviour is the result of the consumption of liquor.*

Under the NSW liquor laws Licensees and staff must ensure that patrons do not become intoxicated. Intoxicated persons are to be removed from the premises immediately or refused entry onto the licensed premises.

A Licensee is liable for permitting intoxication if an intoxicated person is detected by authorised officers (police officer, OLGR inspector) on the premises. This offence applies regardless of whether the intoxicated person is still drinking on the licensed premises.

You must always have due regard to the following objectives of the liquor laws:

- Need to minimise harm associated with the misuse and abuse of liquor
- Encourage responsible attitudes and practices towards the promotion, sale, supply, service and consumption of liquor
- Ensure that the sale, supply and consumption of liquor contribute to, and does not detract from, the amenity of community life.

### What are the noticeable signs of intoxication?

<b>Speech</b> slurring words • rambling or unintelligible conversation • incoherent or muddled speech • loss of train of thought • not understanding normal conversation • difficulty in paying Attention	<b>Coordination</b> • lack of coordination • spilling drinks • dropping drinks • fumbling change • difficulty counting money or paying • difficulty opening or closing doors • inability to find one's mouth with a glass
<b>Balance</b> unsteady on feet • swaying uncontrollably • staggering • difficulty walking straight • cannot stand or falling down • stumbling • bumping into or knocking over furniture and people	<b>Behaviour</b> rudeness • aggression • belligerent • argumentative • offensive • bad tempered • physically violent • loud /boisterous • confused • disorderly exuberance • using offensive language

	<ul style="list-style-type: none"> <li>• annoying / pestering others</li> <li>• overly friendly</li> <li>• loss of inhibition</li> <li>• inappropriate sexual advances</li> <li>• drowsiness or sleeping at a bar or table</li> <li>• vomiting</li> </ul>
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These symptoms or signs are not exhaustive, and not necessarily conclusive of intoxication

Licensees are deemed to have permitted intoxication unless they prove:

- They took the following steps:
  - asked the intoxicated person to leave the premises
  - contacted, or attempted to contact, police for assistance in removing the person from the premises
  - refused to serve the intoxicated person any more alcohol.
- They took other reasonable steps to prevent intoxication on the licensed premises.
- The intoxicated person did not consume alcohol on the licensed premises.

Anyone, including staff and other patrons, can be prosecuted if they are found supplying liquor to an intoxicated patron.

Fines of up to \$11,000 apply.

## How else to determine if someone is intoxicated

Make observations:

- Does the person smell of alcohol?
- How long has the person been drinking?
- When did the person enter the premises?
- Was the person affected by alcohol when they arrived?
- What type of alcohol has been consumed?
- How much alcohol have you seen the person drink?

Your observations will help you form a reasonable belief as to whether the person is intoxicated as a result of alcohol consumption.

Talk to the person and their friends to help determine whether the person is intoxicated or becoming intoxicated.

## Reasonable belief that a person is intoxicated

The law requires you to form a reasonable belief that the person is intoxicated as a result of alcohol consumption. It is all right if you refuse service to a person on the basis of this belief, even if you are wrong.

Reasonable grounds for a belief that a person is intoxicated are what a reasonable person would believe in the circumstances, taking into account the relevant knowledge and facts presented.

You should be sure of your reasons for refusal of service and these reasons should not be discriminatory, for example race, sex, disability.

A person has the right to take the matter to the Anti-Discrimination Board if they feel they have been subjected to discrimination.

## Are there conditions that exhibit similar symptoms/signs to intoxication?

Some medical conditions, disabilities or the use of drugs may cause similar behaviours without the person being intoxicated as a result of alcohol consumption.

Prior to refusing service on the basis that a person is intoxicated, you should endeavour to determine whether the person has a medical condition or disability which may cause signs or symptoms similar to intoxication. If the person has a medical condition or disability, it is likely that their friends will be able to tell you. Be sensitive to a person's right to privacy.

**Examples only:**

- acute infections
- Acquired Brain Injury
- brain trauma / tumours
- delirium
- diabetes / hypoglycaemia
- epilepsy
- head injuries
- pneumonia
- seizures and post seizure states
- stroke.

Even though a person has a pre-existing condition, if you have observed the person consuming alcohol and the person has been drinking for some time, then it would be reasonable to form a belief that the person is intoxicated as a result of alcohol consumption.

## HOW TO PREVENT INTOXICATION

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It is your responsibility to prevent patrons from becoming intoxicated. There are things you can do including:

- Talk to your patrons and get to know their drinking patterns and intentions.
- Alert other staff.
- Serve free water and keep water available.
- Promote low or mid-strength alcoholic drinks, non-alcoholic drinks and food.
- Provide free snack food.
- Slow service down for the patron.
- Wait for the patron to re-order, don't automatically top up drinks.
- Do not conduct an activity or promotion that will result in patrons engaging in irresponsible, rapid or excessive consumption of liquor or unsafe activities.

## What to do if someone is intoxicated

If you have reasonable grounds for the belief that someone is intoxicated as a result of alcohol consumption you must refuse service to that person. Under the law the person must also be asked to leave the premises.

Procedures for dealing with intoxication incidents should be in place and your staff should be trained in these procedures. The OLGR's *Alcohol Management Operations Register* (AMOR) is a tool that could be used for this purpose.

For more information about AMOR:

[http://www.olgr.nsw.gov.au/gaming\\_info\\_compliance\\_tools.asp](http://www.olgr.nsw.gov.au/gaming_info_compliance_tools.asp)

When refusing service to a person:

- Introduce yourself to the person and tell them your name and your role, and ask their name.
- Approach the person in a friendly and respectful manner. Patronising or authoritarian attitudes can often evoke anger and make the person aggressive – this is a common response to threats to one's dignity and self-respect. Try not to speak to the person in front of others.

When talking to the person: use their name; use slow, distinct speech; use short, simple sentences; avoid emotion and involved discussions; use appropriate eye contact (limit for cultural reasons); and adjust speaking pace to match the patron's.

- Give a clear, concrete statement that by law they cannot be served another drink.



- Notify the manager/Licensee/supervisor or security. Also notify other bar staff that you have refused service to the person. If a shift change is nearing, notify the new staff.
- Give a clear instruction that the person must leave the premises. If necessary, guide them to the exit, ensuring that they have all their personal possessions with them.
- If considered necessary, management may consider imposing a short term ban.

## **PENALTIES**

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Supplying alcohol to an intoxicated person can be very expensive. The Licensee or staff can be fined up to \$11,000 or be issued with an on-the-spot fine by way of a penalty notice. It is also an offence for other patrons to supply alcohol to an intoxicated person, with a maximum fine of \$1,100 applying.

## **STANDARD DRINKS**

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The concept of a standard drink enables people to keep track of how much alcohol they are consuming. A standard drink contains 10 grams of pure alcohol. The Standard Drink Guide can be used to help identify how many standard drinks have been consumed.

The Standard Drink Guide is available from: <http://www.alcohol.gov.au>

## Standard Drink Guide



**1.1** 285ml  
Full Strength Beer  
4.9% Alc./Vol



**1.6**



**0.8** 285ml  
Mid Strength Beer  
3.5% Alc./Vol

**1.2**



**0.6** 285ml  
Light Beer  
2.7% Alc./Vol

**0.9**



**1.5**  
375ml  
Full Strength Beer  
4.9% Alc./Vol



**1**  
375ml  
Mid Strength Beer  
3.5% Alc./Vol



**0.8**  
375ml  
Light Beer  
2.7% Alc./Vol



**1.5**  
375ml  
Pre-mix Spirits  
5% Alc./Vol



**1.2**  
300ml  
Pre-mix Spirits  
5% Alc./Vol



**1**  
30ml  
Spirit Nip  
40% Alc./Vol



**22**  
700ml  
Bottle of Spirits  
40% Alc./Vol



**1**  
30ml  
Spirit Shot  
40% Alc./Vol



**1**  
60ml  
Port/Sherry  
Glass  
20% Alc./Vol



**1.5**  
170ml  
Average Serve of  
Sparkling Wine/  
Champagne  
11.5% Alc./Vol



**1.5**  
150ml  
Average Serve  
of Wine  
12.5% Alc./Vol



**7.5**  
750ml  
Bottle  
of Wine  
12.5% Alc./Vol

**Note. Labels on alcoholic drink containers state the number of Standard Drinks in the container.**

**Check the label to find out how many Standard Drinks are in the bottle or can.**

**The Standard Drinks shown are calculated to one decimal place. To make counting your drinks easier, you can round the numbers up or down. For example count 0.9 as 1.0 and 1.6 as 1.5.**

### More information

Phone: (02) 9995 0776

Email: [info@olgr.nsw.gov.au](mailto:info@olgr.nsw.gov.au)

These guidelines are published by the Director of Liquor and Gaming under section 5 of the *Liquor Act 2007* and are subject to periodic review. Please go to [www.olgr.nsw.gov.au](http://www.olgr.nsw.gov.au) to ensure you are using the latest guidelines.

Published 1 July 200

# SECURITY DEPLOYMENT PLAN

## SECURITY / CROWD MANAGEMENT

Security for the Fernhill Estate will be of major importance for the safety of all attending and for the facilities being used. Although restricted to venue positions, security will be important for regulating patron behaviour within the venue precinct to minimisation impact throughout the operational period.

The aim of security is to:

- Provide a secure event site
- Enforce Responsible Service of Alcohol
- Harm Minimisation
- Maintain a professional image throughout the event
- Ensure there is a level of control adequate to deter or prevent social nuisance
- Maintain the goodwill of the public and ensure harmony co-exists between the event and the public.

Security will be responsible to ensure the venue is operated effectively with a professional security operation. The following operations will assist with this.

- The event is an all age event so all patrons will be required to provide suitable identification to purchase alcohol.
- Persons under the age of 18yrs must remain in the company of a responsible adult. A responsible adult is determined as detailed in the Liquor Act.
- Entry Security and Entry Controls will be emphasised. The best deterrent is to have a strong presence on the entry gates and exit points so that there is a visual impact of control systems in place as the public approach and enter the event site.
- The security schedule will make sure that staff are highly visible at all times to the public. Security positions will include: Entry/exit Points, Bars, Toilets, VIP, Gold Seating and Roaming patrols.
- All security guards will have radio communication throughout all operational periods.
- Conditions of entry will be signposted before patrons enter the complex. Security would, as a condition of entry, request to do a bag search where required to ensure no prohibited items enter the site. These items would be listed on entry signage and include alcohol.
- A thorough scheduled site briefing and site orientation is required for all security officers by CVEM Supervisor. Briefings should include details on anti-social behaviour; harm minimisation, responsible service of alcohol, crowd management strategies and emergency evacuation procedures. Individual job descriptions should be provided for all security officers and briefings should occur 15 minutes prior to shift commencement.



## **SECURITY MANAGERS**

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There will be 2 Security Managers operational from prior to opening of gates. Security Managers will be responsible for managing the consumption of alcohol both internally and externally by directing RSA Managers and staff.

They will also manage security deployments and briefings of all staff.  
Re-deployments will also be managed.

Security managers will attend all ejections and monitor in case of escalation. They will also deal with any complaints or other possible issues.

Act as liaison between police and venue management as well as promoter and artists.  
Control any performer escorts.

The Security Managers will be constantly updated by security supervisors and officers of persons showing changes in their behaviour due to the consumption of liquor. They will be responsible for monitoring of these patrons and recording actions taken.

The Security managers and RSA Managers will also monitor any large groups as they are entering the site. They will identify a group leader and obtain personal details where possible. They will inform the leader that should any trouble occur that person will be spoken to with the view to control the issue. If damage or further problems occur that person would be held responsible for the groups actions and their details would be past on to police.

The Security Managers will conduct or oversight all interviews with minors, secondary supply offences or intoxication issues.

The Security Managers will collate all information relative to offence issues and forward them for adjudication.

## **RSA MANAGERS**

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There will be a dedicated RSA Managers rostered for the entire event. They will commence duties pre event in the carpark to assist with monitoring patrons on their arrival. They will ensure there are no boot type parties with groups consuming alcohol prior to entering the gates. This is termed as pre-loading.

Once gates are opened the RSA managers will initially monitor the condition of patrons as they approach the gates so as to monitor for persons intoxicated on arrival.

During the event the RSA Managers will continue to roam through the crowd monitoring and assessing patrons to help prevent intoxication on premises. When the groups are in the venue the Security managers will continually patrol all bars and open areas monitoring the condition of patrons with regards to intoxication levels and behaviour.

If a patron is found to be intoxicated the RSA Managers will attend the area and assist with determination of the appropriate response. They will monitor any ejections and record details for reports.

If necessary they will ensure that any patron deemed in need receives first aid treatment. Also if the patron has arrived by bus and has no suitable transport they will ensure they are placed under supervision in the intoxication tent.

The RSA Manager will ensure all security staff have current RSA Certification and have been briefed of venue policy, community and legislative requirements prior to commencing their duty.

## **SECURITY SUPERVISORS**

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Security supervisors are responsible for managing the deployments for guards within their designated event zones as per the rosters.

Their basic duties will include:

- Deployment of guards in their area
- Security and safety checks of their designated area
- Access control procedures for entering the area. Ensuring crowd monitoring systems are implemented.
- Manage removal procedures for unaccredited persons
- Manage emergency response and evacuation procedures.

Security Supervisors will be selected based upon their ability to lead groups and ensure that they maintain a quality standard for the operation. They will have effective communication skills as well as necessary training so as to effectively deal with issues as they arise.

## **SECURITY OFFICERS**

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All security officers whether in static positions or patrolling have a contributing role to play in the overall RSA procedure. Their duties will include.

Monitor the intoxication levels and behaviour of patrons. If a patron is identified as on the verge of intoxication, troublesome or disorderly they will note their description notify the security managers and monitor the patron or group until they arrive.

Monitor the crowd for possible underage drinkers. If a person is suspected of being underage the guard is to request them to supply identification. The legal 3 forms of identification are only to be accepted. They are to report any ID checks immediately to the security manager. If the person has no suitable ID they are to be handed over to the security manager.

Security officers should ensure that their licenses are clearly displayed at all times. They will ensure that they do not use mobile phones while on duty.

Guards in static locations will not move from their dedicated position unless called upon to do so by their supervisor.

## **SECURITY LICENSE DISPLAY**

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It is the policy of CVEM that all security officers whilst employed on sites controlled by CVEM comply with all aspects of the Security Industry Act in Relation to showing their security license

This is to ensure that all staff employed on CVEM sites are made aware of the legislative requirements relating to the display of security licenses and that they comply with those requirements.

CVEM is required as part of their Masters License Requirement to ensure that staff comply with the legislation.

On arrival to site the security officer will ensure that they have their licensed displayed as detailed in the following sections of this policy.

The supervisor at any site will visually check that the guard has their license displayed prior to commencement of their shift.

1. The Act states the following in relation to the requirements for Security Officers and the display of Security Licenses:

***To ensure that the license is clearly visible, the amended Act requires it to be attached:***

- ***to the licensee's outer clothing (i.e. not covered by a jacket or other garment)***
- ***at or above the licensee's waist***
- ***at the front or side of the licensee's body***
- ***with the front face (i.e. the side with the photograph) clearly visible to a person standing in front of the licensee.***

***The licensee must not cover any part of the license, for example the licensee's name, so as to prevent it being seen.***

2. The second requirement for security officers under the revised Act is in relation to who must be provided with details of the licensed officer. The details are as follows:

***Section 35 of the Security Industry Act requires licensees to produce their licences for inspection if requested by a police officer or any other member of the NSW Police Force, or any other person with whom they have dealings while carrying on security activities. This means that even if a licensee is wearing their licence correctly, a person has the right to inspect the licence if, for example, they wish to take a note of the licensee's name and licence number.***

3. To ensure compliance and consistency CVEM have three preferred ways to display a license while carrying out duties depending on the uniform being worn.

The license should be displayed in a secure approved license holder. The examples are as follows.

- a. An open faced PVC holder attached to a CVEM lanyard (fitted with a safety break) worn around the neck.
- b. A clear flexible vinyl card holder attached to a CVEM lanyard (fitted with a safety break) worn around the neck.
- c. A leather pouch attached to the belt of the trousers.

4. The uniform requirement is as follows.

- a. If working on a site where a suit is required the license must be worn around the neck.
- b. when wearing t-shirts either the lanyard option or a belt attached holder



is approved. If a jacket or vest is worn the license must be put into a lanyard and worn so as it is visible.

- c. clip on style card holder type license holders are not preferred as these can be dislodged easily and make theft of the license an easy option.
- d. wear the license on the outside of all clothing including outside of any jackets or coats or any protective equipment.
- e. Ensure and constantly check that the front face (ie. The side with the photograph) remains visible to a person standing in front of you at all times.

5. Persons who do not comply with this policy will be requested to do so. If they refuse or do not comply they will be stood down from the shift and a report will be supplied to CVEM management. Repeated breaches of this requirement will result in disciplinary action be taken.

## DESIGNATED EVENT ZONES

To ensure that there is an effective operation across the venue the entire site has been separated into designated zones. At this time the zones are as follows:

- **Entry Zone**  
Is the entire entry area for both the main entry and carparking structures. This area will include the streets around the front of the venue where patrons will be arriving.
- **Food and Bar Areas**  
this area is the sections in the open areas along the main walkways where bars and food outlets are located. It will also include the open areas inside the main Betting and seating area.
- **Stage Area**  
This area is the open section at the centre of the complex. The area involved will include backstage areas as well as toilet and infrastructure etc.
- **Stable Area**  
This area is the larger sections where horses are kept during the event. As well as back of house areas
- **Betting Ring**  
This is the main betting area and includes the umbrella sections as well as smaller marquees.
- **VIP Area**  
This is the marquee structure for VIP attendees. It includes the bar area as well as secondary marquee area,

Each of these areas will have a designated supervisor as well as a team of security officers that will remain in the area and respond to incidents and issues as they arise. Where numbers are restricted in the various rooms security will be required to monitor patron numbers utilising counters for in and out.

## EVENT OPERATIONS DEPLOYMENT

### Deployment for CROWD OF APPROXIMATELY 25,000 PEOPLE

Please note deployment is subject to final ticket sales and budget approvals for the day.

All staff will be provided with a brief summation of the security requirements of the day and ensure that they all understand them.

#### EVENT DATE

9th NOVEMBER 2013

DATE	NUMBER	POSITION	DUTIES	START	FINISH	HOURS
			<b>ASSETT PROTECTION</b>			
Wednesday 6 <sup>th</sup> November	1	Overnight Security	Patrol area and monitor assetts	18.00	8.00	14.00
Thursday 7 <sup>th</sup> November	1	Overnight Security	Patrol area and monitor assetts	18.00	8.00	14.00
Friday 8 <sup>th</sup> November	1	Overnight security	Patrol areas and bars	18.00	8.00	14.00
	2	Overnight security	Monitor assetts	18.00	8.00	14.00
Saturday 9 <sup>TH</sup> November	1	Overnight Security	Monitor Assetts	22.00	8.00	10.00
	2	Overnight Security	Monitor Assetts	22.00	8.00	10.00
Sunday 10 <sup>th</sup> November	1	Daytime Sunday	Monitor Assetts	8.00	20.00	12.00
	2	Daytime Sunday	Monitor Assetts	8.00	20.00	12.00
	1	Overnight Security	Monitor Assetts	20.00	8.00	12.00
	2	Overnight Security	Monitor Assetts	20.00	8.00	12.00

Monday 11 <sup>th</sup> November	1	Overnight Security	Monitor Assetts	18.00	8.00	14.00
		<b>ASSETT TOTALS</b>				<b>138</b>
			<b>EVENT SECURITY</b>			
Saturday 9 <sup>th</sup> November	1	Security Manager	Overall event control	8.00	23.00	15.00
	2	Security Supervisor	Entry areas / carparks etc	8.00	23.00	15.00
	3	Security supervisor	corp / bars etc	8.00	23.00	15.00
		<b>SUPERVISOR TOTALS</b>				<b>45.00</b>
	1	Private gate	Monitor entering traffic	8.00	22.00	14.00
	2	trade gate	Monitor entering traffic	8.00	22.00	14.00
	3	Comms officer (ECC)	Monitor radio comms etc	8.00	22.30	14.50
	4	Perimeter patrol	monitor front road fenceline	8.00	21.00	13.00
	5	residence area	patrol buildings	8.00	22.30	14.50
	6	stone wall	prevent patrons crossing wall	7.00	22.00	15.00
	7	stone wall	prevent patrons crossing wall	10.00	22.00	12.00
	8	perimeter patrol	monitor truck entry roadway	8.00	21.00	13.00
	9	fenceline	track edge carpark side	8.00	18.00	10.00
	10	fenceline	track edge carpark side	8.00	18.00	10.00
	11	fenceline	track edge carpark side	8.00	18.00	10.00
	12	fenceline	track edge carpark side	8.00	22.00	14.00
	13	fenceline	track edge carpark side	10.00	22.00	12.00
	14	fenceline	track edge carpark side	10.00	22.00	12.00
	15	fenceline	track edge carpark side	10.00	20.00	10.00



	16	Driveway crossover	ensure authorised entry	8.00	22.00	14.00
	17	fenceline	track edge Grandstand side	8.00	18.00	10.00
	18	fenceline	track edge Grandstand side	10.00	18.00	8.00
	19	fenceline	track edge Grandstand side	10.00	20.00	10.00
	20	fenceline	track edge Grandstand side	10.00	20.00	10.00
	21	truck and float parking	monitor for unauthorised entry	10.00	20.00	10.00
	22	stable entry	ensure accredited entry	8.00	22.00	14.00
	23	stable patrol	monitor for patrons	10.00	18.00	8.00
	24	main entry	bag search	8.00	18.00	10.00
	25	main entry	bag search	8.00	18.00	10.00
	26	main entry	bag search	8.00	18.00	10.00
	27	main entry	bag search	8.00	18.00	10.00
	28	main entry	bag search	8.00	18.00	10.00
	29	main entry	bag search	8.00	18.00	10.00
	30	main entry	bag search	10.00	18.00	8.00
	31	main entry	bag search	10.00	18.00	8.00
	32	main entry	bag search	10.00	22.00	12.00
	33	main entry	bag search	10.00	22.00	12.00
	34	main entry	bag search	10.00	22.00	12.00
	35	main entry	bag search	10.00	22.00	12.00
	36	main entry	bag search	10.00	22.00	12.00
	37	main entry	bag search	10.00	22.00	12.00
	38	main entry	bag search	10.00	22.00	12.00
	39	parade area	monitor patrons	9.00	18.00	9.00
	40	VIP Area fencelines	prevent track entry	8.00	20.00	12.00
	41	VIP Area fencelines	prevent track entry	8.00	20.00	12.00

	42	VIP Area fencelines	ensure no unauthorised entry	8.00	22.00	14.00
	43	VIP Area fencelines	ensure no unauthorised entry	8.00	22.00	14.00
	44	VIP Area fencelines	ensure no unauthorised entry	10.00	22.00	12.00
	45	VIP Area fencelines	ensure no unauthorised entry	10.00	22.00	12.00
	46	VIP Area fencelines	ensure no unauthorised entry	10.00	22.00	12.00
	47	VIP Area fencelines	ensure no unauthorised entry	10.00	22.00	12.00
	48	VIP Area Entry	check tickets / monitor patrons	8.00	22.00	14.00
	49	VIP Area Entry	check tickets / monitor patrons	10.00	22.00	12.00
	50	comms van	monitor area	8.00	22.00	14.00
	51	marquees fenceline	prevent track entry	8.00	20.00	12.00
	52	marquees fenceline	prevent track entry	10.00	20.00	10.00
	53	Backstage area	monitor area	8.00	22.00	14.00
	54	Backstage area	monitor area	10.00	22.00	12.00
	55	Backstage area	monitor area	10.00	22.00	12.00
	56	beer garden	monitor area	8.00	22.00	14.00
	57	beer garden	monitor area	8.00	22.00	14.00
	58	beer garden	monitor area	12.00	22.00	10.00
	59	beer garden	monitor area	12.00	22.00	10.00
	60	grandstand fenceline	prevent track access	10.00	18.00	8.00
	61	grandstand	grandstand	8.00	20.00	12.00
	62	grandstand	grandstand	8.00	20.00	12.00
	63	grandstand	grandstand	10.00	20.00	10.00
	64	grandstand	grandstand	10.00	20.00	10.00
	65	bar security	monitor intox	8.00	22.00	14.00
	66	bar security	monitor intox	8.00	22.00	14.00
	67	bar security	monitor intox	8.00	22.00	14.00

	68	bar security	monitor intox	8.00	22.00	14.00
	69	bar security	monitor intox	8.00	22.00	14.00
	70	bar security	monitor intox	8.00	22.00	14.00
	71	bar security	monitor intox	10.00	22.00	12.00
	72	bar security	monitor intox	10.00	22.00	12.00
	73	bar security	monitor intox	10.00	22.00	12.00
	74	bar security	monitor intox	10.00	22.00	12.00
	75	bar security	monitor intox	10.00	22.00	12.00
	76	bar security	monitor intox	10.00	22.00	12.00
	77	bar security	monitor intox	12.00	22.00	10.00
	78	bar security	monitor intox	12.00	22.00	10.00
	79	bar security	monitor intox	12.00	22.00	10.00
	80	bar security	monitor intox	12.00	22.00	10.00
	81	betting ring	monitor area	8.00	22.00	14.00
	82	betting ring	monitor area	8.00	22.00	14.00
	83	betting ring	monitor area	10.00	22.00	12.00
	84	betting ring	monitor area	10.00	22.00	12.00
	85	internal perimeter	prevent entry to dam / track	8.00	22.00	14.00
	86	internal perimeter	prevent entry to dam / track	8.00	22.00	14.00
	87	internal perimeter	prevent entry to dam / track	12.00	22.00	10.00
	88	internal perimeter	prevent entry to dam / track	12.00	22.00	10.00
	89	roam picnic/umbrella	monitor intox / behaviour	8.00	22.00	14.00
	90	roam picnic/umbrella	monitor intox / behaviour	8.00	22.00	14.00
	91	roam picnic/umbrella	monitor intox / behaviour	12.00	22.00	10.00
	92	roam picnic/umbrella	monitor intox / behaviour	12.00	22.00	10.00
	93	roam picnic/umbrella	monitor intox / behaviour	12.00	22.00	10.00



	94	roam picnic/umbrella	monitor intox / behaviour	12.00	22.00	10.00
	95	roam umbrella 2	monitor intox / behaviour	8.00	22.00	14.00
	96	roam umbrella 2	monitor intox / behaviour	12.00	22.00	10.00
	97	Roam Marquees	monitor intox / behaviour	8.00	22.00	14.00
	98	Roam Marquees	monitor intox / behaviour	10.00	22.00	12.00
	99	Roam General	monitor intox / behaviour	8.00	22.00	14.00
	100	Roam General	monitor intox / behaviour	8.00	22.00	14.00
	101	Concert stage	monitor crowd	12.00	22.00	10.00
	102	Concert stage	monitor crowd	12.00	22.00	10.00
	103	broadcast area	monitor area	10.00	22.00	12.00
	104	jockey area	authorised access	8.00	22.00	14.00
	105	token booths	monitor areas	8.00	22.00	14.00
	106	token booths	monitor areas	8.00	22.00	14.00
	107	token booths	monitor areas	8.00	22.00	14.00
	108	token booths	monitor areas	8.00	22.00	14.00
	109	Cashroom	control access	7.00	22.00	15.00
	110	RRT	Respond to Incidents	12.00	22.00	10.00
	111	RRT	Respond to Incidents	12.00	22.00	10.00
	112	RRT	Respond to Incidents	12.00	22.00	10.00
	113	RRT	Respond to Incidents	12.00	22.00	10.00
	114	RRT	Respond to Incidents	12.00	22.00	10.00
	115	RRT	Respond to Incidents	12.00	22.00	10.00
	116	RRT	Respond to Incidents	12.00	22.00	10.00
	117	RRT	Respond to Incidents	12.00	22.00	10.00

## **EXIT DEPLOYMENT**

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At the conclusion of the event security numbers will be increased in the street so as to work in conjunction with traffic control staff. The aim of this is to monitor the patrons as they make their way to taxi, bus and train services.

All security will remain in radio contact to ensure necessary information is supplied to the control room. Also this will enable extra resources to be dispatched should they be required.

A detailed deployment for the exit will be supplied closer to the event. Guards will be utilised from the event deployment.