



THE WOOL STORE

**47-61 SUNSHINE ROAD, WEST FOOTSCRAY,
VICTORIA, 3012**

SECURITY MANAGEMENT PLAN



CONTENTS

1. THE BRAND BEHIND THE EVENT	3
2. THE EVENT	3
3. SCOPE OF THE SECURITY MANAGEMENT PLAN (SMP)	4
4. PURPOSE OF THE SECURITY MANAGEMENT PLAN	4
5. THE SECURITY MISSION	5
6. CONCEPT OF OPERATIONS	5
7. SECURITY'S ROLE	5
8. PHYSICAL SECURITY MEASURES	6
9. MONITORING THE CROWD	7
10. PREVENTION MEASURES	8
11. EVENT POLICIES	9
12. RADIO COMMUNICATIONS	11
13 COMPANY DETAILS	11

1. THE BRAND BEHIND THE EVENT

Untitled Group is Australia's largest independently owned music and events company, renowned as the masterminds behind much-loved festivals Beyond The Valley, Pitch Music & Arts, Wildlands, Grapevine Gathering, For The Love and Ability Festival.

2. THE EVENT

Date & Time: TBC

- **Event types, capacities, and finish times:**
 - **Major Events** – Maximum 8,500 patrons per event
 - Operating hours between 12:00pm and 11:00pm
 - Event duration not exceeding 8 hours within those times
 - Live music concerts
 - **Small Events** – Maximum 1,000 patrons
 - Low-impact community, institutional, and corporate events
 - Flexible operating hours (subject to planning permit conditions)

Location: Woolstore, 47 – 61 Sunshine Road, West Footscray

Type: Major event: Music Festival/Concert – Mass Gathering **or** Small event: low-impact community, institutional and corporate events.

Expected Attendance: Expected attendance will vary depending on event classification (Major or Small), up to the approved maximum for that category.

- Major: up to 8,500
- Small: up to 1,000

Site Capacity: 8,500

Security Staff: Security staffing levels will be determined based on event classification, patron capacity, liquor licensing requirements, risk profile, and site layout.

As a guide:

Major Events (up to 8,500 patrons)

- Staffing ratio consistent with 2 per first 100 patrons and 1 per additional 100 patrons (or as required by licensing). Based on 8,500 patrons = 86 security personnel.
- In addition to the above, five (5) additional dedicated security personnel stationed prior to, during and immediately after at 1 Roberts Street, West Footscray.
- Security patrols to include the external perimeter of 1 Roberts Street and throughout Hansen Reserve to ensure attendees do not access the rear of 1 Roberts Street, West Footscray.

NSA NATIONAL PTY LTD

- Alcohol may be available at events where a liquor licence has been obtained.
- For Major Events, pass-outs will not be permitted

Small Events (up to 1,000 patrons)

- Staffing scaled proportionally to patron numbers and event risk profile.
Based on 1,000 patrons = 11 security personnel.

The Security Management Plan will continually be assessed against the expected attendance and risk associated and amendments made if deemed necessary

3. SCOPE OF THE SECURITY MANAGEMENT PLAN (SMP)

This Security Management Plan (SMP) has been prepared primarily in relation to Major Events (up to 8,500 patrons), being the highest capacity and highest operational impact events proposed at The Woolstore.

The security controls, staffing models, risk mitigation strategies and crowd management measures outlined throughout this SMP are structured to address the operational demands of Major Events, including large-scale live music concerts.

Small Events (up to 1,000 patrons) will operate under the same overarching security framework, with staffing, infrastructure and mitigation measures scaled proportionately to reflect the lower patron capacity, reduced crowd density and lower risk profile.

This plan deals with:

- Being prepared for incidents and accidents and
- Responding to and managing them

The information in this plan will focus on crowd management, event security, and harm mitigation strategies.

4. PURPOSE OF THE SECURITY MANAGEMENT PLAN

The Security Management Plan addresses core command structures and responsibility for security coordination and management. Groups, roles and tasks are outlined for each member of the security organisation to provide clear division of operational scope. Security policy measures have been developed as security controls to coordinate operational duties, strategies and requirements. Security Policies articulate the objectives of specific security strategy and introduces standard procedures to effectively implement these initiatives. Notwithstanding the detail of planning, the security operation requires effective communication, strong leadership and close supervision. Success will be dependent upon key appointment holders working toward the common goal of providing a safe and secure event activity.

NSA NATIONAL PTY LTD

5. THE SECURITY MISSION

The security mission will be to provide a safe and secure event activity, protecting assets, personnel and guests. This mission will be achieved by giving full consideration to:

- Coordinating security resources effectively at the event and site
- Protecting sensitive security-related information by limiting distribution
- Managing effective working relationships with event stakeholders
- Coordinating security arrangements with Police (and keeping them informed)
- Anticipating likely event incidents and preparing effective responses
- Reporting and responding to incidents as they occur

6. CONCEPT OF OPERATIONS

NSA Security has developed the Concept of Operations, based upon principles of Security-in-Depth. This approach will incorporate a combination of physical security measures and operational security procedures.

This plan supports hazard mitigation measures and safety mechanisms to ensure the safety of site personnel and patrons, including:

- Early identification, assessment and treatment of event security risks
- Physical security measures to restrict unauthorised items and access
- Accreditation measures to validate authorised personnel into restricted areas
- Surveillance to identify potential operational threats and risks
- Static and roving security locations to deter or prevent unauthorised entry
- Mobile patrols to respond to potential operational threats
- Coordinated communications and reporting procedures

7. SECURITY'S ROLE

The roles and functions of the security team will be crucial in the prevention of crowd issues as well as safety at the event.

For Major Events, the primary function of security will be crowd control associated with large-scale live music events.

For Small Events, security deployment will reflect the lower patron density and risk profile of community, institutional or corporate events.

Security staff supplied by NSA will be properly licensed and registered, as per the Private Security Act 2004: They will have:

- Effective communication skills
- Basic training in firefighting and evacuation procedures
- A valid first aid certificate

- A valid RSA (Responsible Service of Alcohol) certificate
- Some knowledge of self-defence and how to control violent or unruly behaviour and intoxicated persons
- Knowledge on their limitations on removing patrons and refusing entry to patrons
- Knowledge on lawful search techniques
- The required skills to deescalate a potentially violent situation

General Security Procedures

A crowd control register will be maintained of the names and the valid security license numbers by NSA Security.

Security staff will immediately report and record incidents involving:

- Violence
- Crime
- Ill health
- Safety or OHS Concerns
- Physical or Sexual Assault
- Disorder
- All other relevant occurrences / incident / matters

This copied document to be made available for the sole purpose of enabling its consideration and review as part of a planning process under the Planning and Environment Act 1987. The document must not be used for any purpose which may breach any copyright

All incidents will be logged with Emergency Operations Centre.

Security staff will assist in identifying patrons who are:

- Intoxicated by alcohol and other drugs
- Are being aggressive or anti-social
- Are in distress or require medical assistance
- Have the incorrect event accreditation

8. PHYSICAL SECURITY MEASURES

Event management is to ensure that appropriate rated security infrastructure provides adequate safety measures and provides an effective deterrence against unauthorized entry into the event site and restricted areas.

Event management has chosen a provider to supply and install all required infrastructure. Physical security measures that require installation will be done by an authorised organisation and overseen by the Safety Officer and will comply with all relevant Australian standards.

Temporary structures will be utilised for staging, back of house (marquees) and temporary fencing for access control, asset protection and crowd control.

9. MONITORING THE CROWD

Monitoring crowd behaviour is an essential aspect of the event crowd management system because it indicates whether the system in place is working and enables detection of potential problems at an early stage.

When thinking about monitoring requirements at the event, the following was considered:

- How quickly crowding could develop to a dangerous level in various areas inside the site / event
- How quick the response could be to crowding problems, such as by preventing more people coming in or by dispersing people from overcrowded areas
- If a crowding incident occurred, how quickly it would be known and acted upon to prevent any escalation
- Whether there are enough staff within the site / event to monitor all the areas where there are potential crowding problems
- If there are enough good vantage points for staff to monitor all the areas effectively

There may be some areas where crowds are likely to build up. Problem areas identified at the event which may encounter some issues will be:

- Bottlenecks, such as the entrances and exits into the venue, bars and front of stage

The likelihood and consequences of any sudden crowd movements has been established. At current the risk is rated LOW. Security staff at the entrance / exit to the event area will monitor and control all access and egress.

To ensure the security response is effective, immediate and efficient, the following will be implemented and adhered to:

- Staff to look out for certain types of behaviour
- Establishing / enforcing rules for the public on acceptable behaviour, together with penalties for unacceptable behaviour, such as cautioning and or the eviction or removal from the site
- Enforcing procedures for dealing with unacceptable behaviour

Staff within the crowd

NSA Security will position security staff in the event site so that they can:

- Sense atmospheres, tensions, moods
- Look out for signs of distress
- Respond quickly to incidents and accidents
- Address, and discourage, any dangerous behaviour quickly before it spreads, such as jumping on or climbing on structures for a better view, moshing or crowd surfing
- Help people and deal with queries
- Permit access and egress, as well as restricting
- Provide asset protection and crowd control

- RSA (Responsible Service of Alcohol)
- Monitor and report any patron or staff that show signs of ill health

Security Roster / Deployment

Crowd controllers, licensed under the Private Security Act, are to be employed at a ratio of 2 crowd controllers for the first 100 patrons and 1 crowd controller for each additional 100 patrons or part thereof. Based on the attendance of 8,500 patrons 86 security staff will be deployed, and based on the attendance of 1,000 patrons, 11 security staff will be deployed.

10. PREVENTION MEASURES

Overcrowding

Security management will work with Event Management to ensure that the maximum capacity of the event / site will not be exceeded. The number of patrons entering the venue will be recorded by continual observations. Event Management will provide hourly updates of patron numbers on site by ticketing scanning records.

Maximum number permitted onto site will depend on event classification:

- Major Events: **8,500** patrons
- Small Events: **1,000** patrons

Responsible Service of Alcohol

Where alcohol is to be served or to be used at the event, the potential risk of aggression, accident or injury is considerable. There are certain precautions that will be taken by Event & Security Management to minimise the effect of alcohol-related harm.

- Ensure liquor license conditions are adhered to at all times as per **Liquor Control Reform Act 1998**
- All staff involved in the service of alcohol will be required to have RSA certificate
- The provision of RSA security staff at all service entry points to monitor patrons for signs of intoxication
- The provision of roving RSA security staff throughout the event site to detect and deal intoxicated patrons
- Free drinking water is available through the event site
- Alcohol will not be sold in glass or breakable containers (plastic only)
- A range of snacks or meals to be available throughout the venue

RSA security staff will be posted at bar area to ensure all patrons entering the service area are not intoxicated and have the right accreditation to be at the event. Any patron detected to be intoxicated will be refused service. Security staff allocated to this role will be uniformed in a high visibility RSA vest.

Any patron deemed to be drunk and disorderly is to be removed from the premises.



11. EVENT POLICIES

Policies have been developed as security measures to control, coordinate and manage operational requirements. Security Policies articulate the objectives of specific security strategies in practical terms applicable to the nature of this event.

Several security policies have been developed for Event Management to assist security management and control.

Drug Management Policy

The event seeks to ensure that patrons are not harmed as a result of the use of illicit substances.

The following policy considerations apply:

- All staff and guests will be encouraged to consider their health and safety.
- All staff and guests will be subject to laws prohibiting use, possession or supply of illicit drugs.
- All staff and guests will be subject to a “No Tolerance” policy on use of illicit drugs.
- Illicit substance possession will result in immediate removal and handing over to police.
- All event staff and security personnel will be familiar with this policy and will be responsible for monitoring patron behaviour throughout the event activity

Harm Minimisation

The event aims to promote a safe environment for staff, guests and the broader community.

To reduce the risk of patron harm caused by alcohol or illicit substances, the event will implement measures to ensure that:

- Entry to the event is restricted to ticketed patrons only
- Conditions of Entry to be enforced upon entry to the event
- Water will be made available on a complimentary basis at several locations
- Several static and roving first aid post around the site

Search Policy & Procedures

Security staff will employ their existing search procedures to ensure that illicit, dangerous and suspicious items are NOT brought into the event site. Guest search procedures will involve the following deployment and methods:

- Security staff will be positioned at the guest entry gate
- Security staff will inform targeted guests that they are required to undergo search
- If the guest refuses to comply with request for search, security staff will inform the guest that they are not permitted to enter the event site.
- The Security Supervisor will be notified of guests that refuse to comply with search procedures, and suspicious persons will be asked to leave
- Security staff must do everything reasonably practicable to ensure that no prohibited items enter the event site
- When searching bags, Security will request guests to open bag so contents are visible. Hands will not be put inside compartments of a guest's bag.

Where there is reasonable ground or suspicion security staff will conduct spot checks for illicit substances on site during the event – any illicit substances detected will be immediately reported and handed to security management and then handed to Police or EOC (if police are not available).

A list of prohibited items include:

- Glass
- Alcohol
- Weapons or any other item deemed dangerous by security
- Commercial video cameras
- Gas Bottles & BBQ's
- Illicit substances
- Full list provided on event web site under terms and conditions

Removal Policy

Event removal policy has been designed to provide effective response and processing procedures to all offences committed within the event site. The removal policy includes all offences that require the removal of a person from the event site.

Incidents which may require removal from the site include:

- Breach of perimeter fence
- Stage Invasion
- Assault
- Possession of weapons
- Vandalism of property / urinating
- Criminal Offence
- Possession of illegal items

NSA NATIONAL PTY LTD

Removal Procedure

1. Patron is identified as committing an offence
2. Patron is detained by security personnel
3. Radio Security Supervisor for Incident Response support
4. Report incident to EOC/ECC
5. Patron is ejected via closest exit
6. If the offence is of a serious nature security staff will detain the patron until police arrive.

12. RADIO COMMUNICATIONS

Current Security Radio Communication procedures will be employed during the event activity. Security will employ the use of Security allocated call signs for each staff member in each location equipped with a radio. All calls will be monitored and logged by the communications manager located at the Event Operations Centre.

13 COMPANY DETAILS

NSA NATIONAL PTY LTD

Contact Number - 1300 135 950

Email – admin@nsasecurity.com.au

