



Security Management Plan





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1. THE BRAND BEHIND THE EVENT

Strawberry Fields is an annual celebration of art, sound and creative expression held for three days each November, a few hours outside of Melbourne, Australia. Each year we bring you a diverse selection of both renowned and breakthrough electronic music from both Australia and overseas. Indulge yourself in a sensory feast, including soul shaking sound, world class decor, dozens of eclectic market stalls, artistic installations, live performance art, workshops, forum discussion and more.

www.strawberry-fields.com.au

2. THE EVENT

Date: Thursday 16th of November 2017 to Sunday 19th of November 2017 – the event will run over 4 days

Location: Lot 17, Lower River Road, Tocumwal NSW – 274 km from Melbourne CBD. Estimated travel time in a vehicle is 3 hours.

Type: Music Festival – Mass Gathering. 18+ ONLY

Expected Attendance: 6000 patrons + 500 staff

Capacity: 6500 persons including staff

Security Staff: A total of 30 security staff will be deployed at the event. Additional staff may be included subject to finalisation liquor licencing requirements and conditions for the licensed areas at the event.

Licencing: Liquor/alcohol will only be available for purchase within the licenced bar area. The licenced area will be secured by RSA Security officers and high fencing. RSA Security staff will be placed at the point of sale to ensure responsible services of alcohol practices and entry/exit to ensure access is only granted to patrons over the age of 18. Alcohol may not be taken in or out of this area.

BYO will be permitted within the festival area.

As liquor licence is pending particular event conditions will be updated once received.

PASSOUTS are only permitted between 10am & midnight daily.

For additional information regarding the event visit the official web site – www.strawberry-fields.com.au



3. SCOPE OF THE SECURITY MANAGEMENT PLAN (SMP)

This Security Management Plan (SMP) has been specifically developed for **Strawberry Fields**, and is not applicable to other events / sites / venues.

This plan deals with:

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

The information in this plan will focus on the crowd management issues, event security and security coverage with specific emphasis for site management of event security and crowd management.

This security plan covers matters including:

- Event security (Crowd Control during the event)
- Responding to security incidents (crowd management, safety and security)

4. PURPOSE OF THE SECURITY MANAGEMENT PLAN

The Security Management Plan for **Strawberry Fields** 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 stakeholders working toward the common goal of providing a safe and secure event activity.

5. THE SECURITY MISSION

The **Strawberry Fields** 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 New South Wales Police (and keeping them informed)
- Anticipating likely event incidents and preparing effective responses
- Reporting and responding to event incidents



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
- Static security locations to deter or prevent unauthorised entry
- Mobile patrols to respond to potential operational threats
- Coordinated communications and reporting procedures

7. NSA SECURITY'S ROLE

The roles and functions of NSA Security will be crucial in the prevention of crowd issues as well as safety at the event. At this event their major function is crowd control, as the crowd is likely to be made up of mainly younger patrons and there is no structured seating.

Security staff supplied by NSA Security will be properly licensed and registered, physically fit and over 18 years of age. They will have:

- Good communication skills
- Basic training in fire fighting
- Basic training in evacuation procedures
- A basic knowledge in first aid and the ability to recognise distress
- 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
- All security staff will meet the requirements of the Security Industries Act with regards to licensing and training and the classifications with regards to licensing as listed in the Act for New South Wales.



General Security Procedures

A crowd control register will be maintained of the names and the valid security license numbers by NSA Security. Each security staff member will be provided a written summary (an operational order) of all they are expected to know and do.

Security staff will record incidents involving:

- Disorder
- Violence
- Other crime
- Ill health
- All other relevant occurrences / incident / matter

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
- Prevent overcrowding by making sure the number of persons does not exceed the site's legal crowd limits in the various parts of the event
- Prevent patrons, as far as possible, from climbing trees, fences and other structures such as light towers, and speaker columns
- Make sure all entrances and emergency exits are kept clear
- Identify and investigate any incident, such as violence amongst patrons
- Know the location of the first aid posts or how to contact First aid
- Prevent and deter any patrons from accessing the dam – report and remove any patron that does.
- Fully understand any methods or signals used to alert staff that an emergency has occurred
- Be capable of recognising potential fire hazards and suspect packages, reporting such findings immediately to the Event Emergency Centre
- Immediately follow any instruction given in an emergency by a police officer, or in the case of fire, instructions from the commander of the fire brigades
- Report to the Emergency Operations Centre any damage or defect which is likely to be a threat to patron safety
- Assist as required in the evacuation of the site / event, in accordance with the evacuation plan
- Assist in the prevention of breaches of OHS regulations



8. PHYSICAL SECURITY MEASURES

NSA Security has coordinated with **Strawberry Fields** Event Management to ensure that appropriate rated security infrastructure provides adequate safety measures and provide an effective deterrence against unauthorized entry into the event area and restricted areas.

Strawberry Fields 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 **Strawberry Fields** 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, NSA Security considered the following:

- 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 in 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. When they observe the main event area becoming dense, they will then begin to limit the amount people entering, whilst ensuring egress progresses to level out any crowding. They will also communicate this to the Security Supervisor.

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
- 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)

Security Roster / Deployment

Security roster to be included 14 days prior to the event.

Roving & Incident Response

Roving & Incident Response NSA Security key managers and supervisors will be equipped with UTV's or ATV's to effectively rove the festival site and neighbouring areas. Personnel allocated to this role are experienced and of high calibre and have the ability to deal with any security incident that may arise. The mobile response team can be at any location within the festival in under 60 seconds. The roving teams will target event "hot spots" e.g camping site, event perimeter and dams.





10. PREVENTION MEASURES

Overcrowding

NSA Security will work with **Strawberry Field** 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. **Strawberry Fields** will provide hourly updates of patron numbers on site by ticketing scanning records.

The maximum number of people permitted onto the event site is 6500 (including Staff)

Responsible Service of Alcohol

As 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 **Strawberry Fields** & NSA Security to minimise the effect of alcohol-related harm.

- Ensure liquor license conditions are adhered to at all times as per Liquor Act 2007.
- 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
- Ensure gate security staff search vehicles & patrons effectively upon entry and confiscate any prohibited items. Any items confiscated will be immediately reported to security management for disposal.

RSA security staff will be posted at every bar 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 – see example below.



Additional information is provided in the alcohol management plan.

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 **Strawberry Fields** to assist security management and control.



Drug Management Policy

Strawberry Fields Management 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 drug use 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

Strawberry Fields aims to promote a safe environment for staff, guests and the broader community.

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

- Entry to the festival is restricted to ticketed patrons only
- Conditions of Entry to be enforced upon entry to the event – vehicle searches and inspections
- Water will be made available on a complimentary basis at several locations
- Several static and roving first aid post around the site
- Several static and roving “Dancewise” post around the event site
- Signage to be placed around the site advising any illicit substances found on patrons will be confiscated and will lead to ejection from event or reported to police

Search Policy & Procedures

NSA Security 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 a vehicle and contents search is required prior to entry.
- 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
- Guests will not be permitted to move from the Entry Point at any time, and should not be detained by security staff unless prohibited or dangerous item has been sighted.
- 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

Strawberry Fields 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
- Assault
- Procession of weapons
- Vandalism of property / urinating
- Possession of illegal items
- Criminal Offence

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 transported to "Holding Area"
6. If the offence is minor security staff will provide the patron three options: 1. Patron to be escorted back to their camp site to clear their belongings and vacate the premises either by driving their vehicle or be dropped off by a friend. Only sober drivers will be permitted to drive off site. 2. Patron calls a friend or relative to get picked up from location. 3. With patron consent security will transport them to nearest town or to a public transport location.
7. If the offence is major security staff will detain the patron until police arrive to remove off site



12. RADIO COMMUNICATIONS

Current NSA Security Radio Communication procedures will be employed during the event activity. NSA Security will employ the use of NSA Security allocated call signs for each staff member in each location equipped with a radio.

13. NSA SECURITY CONTACT NUMBERS & COMPANY DETAILS

Name	Title	Event Status	Contact Details
George Parthy	Director	Security Manager	0419 392 445 george@nsasecurity.com.au

A security staff register will be maintained for the duration of the event. The following information will be recorded:

- Staff members full name
- NSW Security licence number
- Shift start and finish times
- Notable incidents

The register will available on request to NSW Police or OLGR.

National Security Agency Pty - NSA Security
Master Security Licence - #000101440