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THE DELL EVENTS COMMUNICATIONS PLAN

AYRBURN, ARROWTOWN NZ

Version: V2 DRAFT

Prepared for: Ayrburn Precinct Ltd

Prepared by: Architects of Entertainment Pty Ltd

Revision Date: 11-April-2024

This document has been developed in consultation with a number of stakeholders and is considered a working document in draft format. A final version will be issued once all stakeholder feedback has been received and agreed upon. This document refers to a number of related plans prepared by third parties, which are attached as appendices.

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DOCUMENT ISSUE & VERSION CONTROL

During the planning phase for each event, a consultation process including stakeholder meetings, committee meetings, one-on-one meetings, and communications with stakeholders via email, phone and video conferencing will occur.

During the consultation process, draft documents will be distributed to stakeholders and other relevant personnel. Documenting and recording the consultation process during the development of the Communications Plan is an important part of the broader goals of effective event planning and management.

A document management system has been implemented to track amendments to this document, and their source, and to ensure those changes are tracked and communicated effectively.

This document is V2 DRAFT

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1. DEFINITIONS

AGENCIES	Private and Government Institutions or organisations that manage or specialise in a particular field relating to the operations of the Event
CHIEF WARDEN	The individual employed to take command during an emergency or evacuation. They are the primary liaison with emergency services.
COMMUNICATIONS	The distribution of Event information to appropriate parties.
CONDITIONS OF ENTRY	A set of terms a patron is required to accept before entering the Venue.
CONSULTATION COMMITTEE	A group of stakeholders delegated to consider, plan and take action on matters relating to Communications.
ECC	Event Control Centre.
EMERGENCY CONTROL ORGANISATION	“ECO”, a group of stakeholders responsible for documenting and maintaining the Emergency Management Plan.
EVENT	The Dell Events
EVENT HOTLINE	A phone line open to the public during site occupation to call or text any concerns or questions regarding the Event. The number will be distributed to surrounding residents 2-weeks prior to the event.
EVENT MANAGER	The primary planner of the Event and who controls all communication and documentation.
FAQs	Frequently asked questions.
OPERATION	The function of an agency in the delivery of their service.
PROHIBITED ITEMS	A list of items which are prohibited inside the Venue.
PROMOTER	The entity who owns the event. Responsible for financing, marketing and programming the event.
TOOL BOX MEETING	Group discussion with heads of departments that focuses on safety issues.
VENUE	Ayrburn, Ayr Avenue Arrowtown NZ 9371

2. CONSULTATION COMMITTEE

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3. INTRODUCTION

This Communications Plan considers the communication of information in the context of event planning, safety, welfare and emergency management. The purpose of the document is to detail a communication hierarchy and procedures for communication. It will do this by outlining:

- Who will communicate and to whom;
- What will be communicated;
- When those people will communicate; and
- How those communications will occur.

This plan is split into two areas of communication:

Internal Communications, regarding communications between the Promoter, the Event Management Team, Agencies, contractors, suppliers and other event personnel; and

Public Communications, regarding communications between the public and Event representatives.

Each area of the plan is presented in the four key phases of the life-cycle of an event and should be read and understood as if each phase were its own sub-plan.

The four key phases are:

1. Pre-Event Communications
2. During Event Communications
3. Emergency Communications
4. Post-Event Communications

Each sub-plan details how, what and when each interested party will send and receive communications throughout that phase of the event.

The interested parties in this communications plan are:

- Event Management Team
- Agencies & Committees
- Suppliers, Contractors & Volunteers
- Patrons and the general public

An illustrative overview of the above is shown in figure 3.0A.

Figure 3.0A - Management Communication Structure

INTERNAL	Pre-Event	During Event	Emergency	Post Event
Event Management	<ul style="list-style-type: none"> ● Agencies - Private ● Agencies - Government ● Committees ● Documentation ● Meetings 	<ul style="list-style-type: none"> ● ECC ● Meetings ● Briefings ● Radio ● Phone ● IT ● CCTV 	<ul style="list-style-type: none"> ● ECC ● Joint Control ● Briefings ● Radio ● Phone ● IT ● CCTV 	<ul style="list-style-type: none"> ● Informal debrief ● Incident Reports ● Formal Debrief ● Multi-agency debrief
Agencies & Committees	<ul style="list-style-type: none"> ● Documents ● Meetings ● Planning ● Tabletops ● Briefings 	<ul style="list-style-type: none"> ● ECC ● Meetings ● Briefings ● Radio ● Phone ● IT ● CCTV 	<ul style="list-style-type: none"> ● ECC ● Joint Control ● Briefings ● Radio ● Phone ● IT ● CCTV 	<ul style="list-style-type: none"> ● Informal debrief ● Incident Reports ● Formal Debrief ● Multi-agency debrief
Suppliers Contractors Volunteers	<ul style="list-style-type: none"> ● Documentation ● Online Induction ● Walkthrough ● Briefing 	<ul style="list-style-type: none"> ● Induction ● Briefing ● Radio 	<ul style="list-style-type: none"> ● Briefing ● Radio 	<ul style="list-style-type: none"> ● Incident reports
Public	<ul style="list-style-type: none"> ● Print Media ● Signage ● Online ● Media ● Social Media ● Mobile Apps 	<ul style="list-style-type: none"> ● Signage ● PA/Screens ● Artist ● Staff ● Social Media ● Mobile Apps ● Hotline 	<ul style="list-style-type: none"> ● Signage ● PA/Screens ● Loud Hailers ● Artist ● Staff ● Media ● Social Media ● Mobile Apps ● VMS 	<ul style="list-style-type: none"> ● Post-event evaluation survey ● Media ● Social Media

4. INTERNAL COMMUNICATIONS

4.1. Pre-Event

In the Pre-Event phase, it is expected that the Promoter will appoint an Event Manager, either from inside their own ranks or from an outside organisation. It is a vital function of the Event Manager role in the Pre-Event phase to plan and manage the development of communications between Agencies and to deliver concise and accurate briefings to Suppliers and Contractors.

This is primarily actioned by:

- Engaging Private Agencies and providing information for their plans of management;
- Engaging with Government Agencies and providing information for their operations;
- Appointing and managing Committees;
- Collating and reviewing documentation for deliberation and decision making by the Committees;
- Chairing All-Agency Briefings;
- Deliver final briefings and inductions; and
- Conducting site walkthroughs.

4.1.1. Consultative Planning

The Promoter is always the owner of the Event. As such the Promoter must first engage the first two key Agencies before the consultative planning process can begin, namely the Venue and the Event Management Team. Once a venue is confirmed the Event Management Team will make contact with Agencies by way of phone and email in the interests of engaging them to consult on the planning and overall management of the Event. These groups may include but are not limited to:

Private Agencies

- Liquor licensing
- Risk management service providers
- Safety management service providers
- Security service providers
- Medical service providers
- Traffic management service providers
- Waste management service providers
- Noise management service providers
- Peer-to-Peer harm reduction service providers
- Transport providers
- Water Safety

Government Agencies

- Police LAC Operations and Licensing;
- Health, LHD Operations;
- State Ambulance;
- Liquor licensing authorities;
- State public transport;
- Department of Land, Environment and Water; and
- State and local Fire departments.

Senior Management

The Event Management Team and the Promoter will directly contract or appoint Senior Managers with specific briefs relating to departments within the Event. These roles can include but are not limited to:

- Event Manager
- Chief Warden
- Site Manager
- Production Manager
- PR & Communications Manager
- Artist Liaison

4.1.2. Committees

Once contact with Agencies has been established, the Event Management Team will appoint relevant Agency personnel to Committees.

Committees have the function of centralising interagency communications and controlling information flow throughout the Pre-Event phase. Their primary purpose is to deliberate on matters pertaining to that committee's purview, and to provide information and feedback for the head of the committee to adopt and implement in their planning and operations.

It is the Event Manager's responsibility to initiate Committee communications, manage communications inside Committees, manage communications between Committees, and manage actionable items resulting from Committee meetings.

Outlines of typical Committee Structures can be found at figure 4.1A.

Figure 4.1A - Committee Structures

EMERGENCY CONTROL ORGANISATION								
CHIEF WARDEN	PROMOTER	EVENT MGMT	HEAD OF SECURITY	HEAD OF MEDICAL	VENUE MGMT	AMBULANCE	POLICE	FIRE SERVICE

COMMUNICATIONS COMMITTEE												
PROMOTER	PR MGMT	EVENT MGMT	CHIEF WARDEN	HEAD OF SECURITY	HEAD OF MEDICAL	LICENSEE	VENDORS	TRAFFIC MGMT	VENUE MGMT	POLICE	AMBULANCE	FIRE SERVICE

ACCESS CONTROL COMMITTEE									
PROMOTER	EVENT MGMT	CHIEF WARDEN	HEAD OF SECURITY	HEAD OF MEDICAL	TRAFFIC MGMT	VENUE MGMT	TRANSPORT	TICKETING	POLICE

SAFETY & COMPLIANCE COMMITTEE											
PROMOTER	EVENT MGMT	CHIEF WARDEN	HEAD OF SECURITY	HEAD OF MEDICAL	LICENSEE	VENDORS	VENUE MGMT	POLICE	AMBULANCE	FIRE SERVICE	HEALTH

VENUE MANAGEMENT COMMITTEE							
PROMOTER	EVENT MGMT	CHIEF WARDEN	SITE MGMT	TRAFFIC MGMT	WASTE MGMT	NOISE MGMT	VENUE MGMT

4.1.3. Documentation

Documentation is the primary method for capturing and delivering key information. Documents in draft format will be used throughout the consultative planning phase to deliver key information to all Agencies and Committees until such time as they can be finalised and tabled at an All-Agency briefing. This documentation will then form the basis of the Event Management Plan.

Plans of Management

As Agencies are engaged, they will be invited to submit plans of management relating to their operations at the Event. The Event Management Team will collate all plans of management for review by relevant Committees throughout the Pre-Event phase. Final plans will be included in the Event Management Plan.

Contractors advance

Event Management will provide all personnel engaged directly by the Event with an ‘advance’. The advance will provide event information that’s relevant to the person’s department and will contain the following. A typical advance may contain the following information:

- How to get to the event;
- List of relevant contacts;
- Site rules;
- Site operating hours;
- Meals and water detail;
- Links to safety induction; and
- Request for information (vehicle rego details, numbers of personnel, dietary requirements, etc)

4.1.4. Briefings

All-Agency Briefings

Once all Committee meetings have been held, relevant plans of management reviewed and revisions made, outcomes agreed by all parties, and all documentation produced and distributed, the Event Management Team will call an All-Agency Briefing whereby all interested parties are called together for a final briefing of the Event's operation.

The primary goal of the All-Agency meeting is for the Event Manager to brief all Stakeholders on the decisions made by the Committees, and provide an opportunity for Agencies to speak in an open forum. All-Agency Meetings will be chaired by the Event Manager.

Tabletop Briefings

The Event Manager will call the Emergency Planning Committee together for a tabletop briefing in the Pre-Event phase. The tabletop briefing will be a discussion-based session where members of the EPC meet to discuss their roles during an emergency and their departments response to a particular emergency situation. Facilitated by the Chief Warden, participants will be guided through discussions of various emergency scenarios.

Senior Management Briefings

During site occupation a daily Management Briefing meeting will be held in the administration compound and will be compulsory for all Senior Managers to attend.

Staff Briefings

Briefings will be held by Senior Management for their respective staff and personnel. Briefings will occur the week of the Event, and in some cases the day of the Event before the Event commences. The purpose of Staff Briefings is to impart essential information about the Event to staff.

These briefings will include but are not limited to:

- Emergency procedures and roles and responsibilities in emergencies;
- General WH&S communications;
- The Event Manager and Safety Manager will hold a detailed briefing with all appointed Fire Wardens as to their roles and responsibilities;
- The Head of Security will brief security teams on the approved Show Stop Procedure;
- Respective heads of department will be responsible for briefing their staff on specific department operations;

4.1.5. Inductions

A general safety induction will be sent to all suppliers, contractors and volunteers as part of the Advance, to be completed online prior to arriving at the site.

Upon arrival at site, the Safety Officer will give a site-specific briefing and safety induction to all personnel, who will be issued with a tag to verify their induction.

4.1.6. Site Walkthroughs

Before the commencement of works the Event Manager and or Site Manager will walk through the Event site with key Agency personnel to share essential information about site operations.

The day before the Event the Event Manager will hold a final Site Walkthrough with key Agency personnel for a final opportunity to provide feedback about the operation and review the overall delivery of the Event's construction.

4.2. Show-Day

4.2.1. Event Control Centre

The purpose of an ECC is to centralise the communications of all personnel operating on site on show days with the goal of facilitating effective communication, efficient operational management and co-ordinated response to emergency and other incidents.

An ECC will be established prior to the commencement of the Event. The Chief Warden will be tasked with the management of ECC personnel and coordination of information-flow and record-keeping.

ECC Representatives

The ECC can comprise of the following personnel:

- Chief Warden
- Deputy Chief Warden
- Warden Scribe
- Police
- Ambulance
- Department of Health
- Security Manager
- Security Scribe
- Medical Manager
- Venue Representative

In some instances it may be a requirement of the Event that all Agencies have a representative in the ECC. That representative will be tasked with receiving and sending information to their respective agency and keeping record of all incidents pertaining to their Agency. That representative is authorised to make critical decisions. To ensure a smooth operation all discussions should be communicated to all parties prior to decisions being made.

4.2.2. Meetings

During the course of the Event, stand up meetings involving all Agency representatives will be scheduled no less than every two hours and in most cases once every hour. The purpose of these meetings is for Heads of Department to report back to the ECC to brief all Agencies with updates. Minutes will be recorded by the Chief Warden Scribe and included in the final ECC report.

4.2.3. Communication Infrastructure

There are three main types of communication systems most regularly installed exclusively for Event operation purposes:

- Radio
- Phone
- Internet

In some cases CCTV systems and Mobile apps will also be included.

Radio

Two-way radios will be issued to those personnel whom Event Management deem necessary to be in radio contact. Each individual issued with a two-way radio will be briefed by Event Management on the emergency codes adopted by the event. Every department will have their own channel for their internal Communications but can at any point switch to another channel to talk with another head of department. Upon request a radio can be issued to a stakeholder to assist in monitoring a specific aspect of Operations. Primary mobile service providers service the area. In the instance of radio failure the event will revert to telecommunications to communicate. A full contact sheet will be printed and placed in all managers offices.

Figure 4.2A below lists the radio channels which will be used for the Event.

Figure 4.2A - Radio Channels

Channel	Department
1	ECC
2	Event
3	Site
4	Security
5	Medical
6	Traffic
7	Production
8	Bars / Vendors
9	Waste
10	Chat 1
11	Chat 2

Telephone

Landline or VOIP phones can be installed in the ECC and key management offices. These are the official Event phones. Phone numbers for these phones will be printed and posted near each phone and distributed electronically to key personnel.

Mobile network usage by patrons, especially during high usage times like emergencies and the end of the show, can easily result in the mobile network coming under heavy strain and perhaps becoming unavailable completely. Thus mobile phones should not be relied upon for event communication.

IT

A high-bandwidth, dedicated wireless internet network will be installed for use by the Event Management Team and key personnel. Details for accessing the wireless network will be distributed to relevant personnel.

CCTV

In some cases CCTV cameras will be installed in key areas across the site, for direct relay to the CCTV control room, usually located in the ECC. Areas of priority for coverage are:

- High-density areas e.g. dancefloors;
- Event entry;
- Entry and exit points into controlled barrier systems; and
- High-volume service areas.

Mobile Apps

In some cases, the Event Management Team will utilise direct message apps such as WhatsApp to create secure threads for essential operational information to be delivered instantly and with regularity. In some circumstances, direct message apps can be more effective than radio communications as they are unaffected by background noise. Mobile apps can also provide an accurate record of communications for future reference. Mobile apps can be used to provide hourly updates on gate numbers, unexpected changes to operations, outcomes of incidents, feedback on noise management.

4.3. Emergency

4.3.1. Event Control Centre

During an emergency the ECC has complete authority regarding Communications. When an emergency is declared either by the Chief Warden or by Police, the Warden System will be implemented. Only the Chief Warden can give directions to Zone Wardens during an emergency response.

All Zone Wardens will be directed to switch their two-way radio to the ECC channel and stand-by for directions from the Chief Warden. Only the Chief Warden can advise when the Event can return to normal operations.

4.3.2. Joint Control

Emergency management and response requires an interagency response. As each Agency will have a specific role to play in the response, clear and concise communication is essential to ensure the response is effective.

Each Agency will have a representative in the ECC who is authorised to make critical decisions. To ensure all parties are privy to all discussions, the Emergency Planning Committee will be established in a Table Top model and decisions will be communicated to all relevant parties from the EPC.

The Event will adopt the ‘Gold-Silver-Bronze’ model of command during an emergency, as represented in Figure 4.3A.

Figure 4.3A - Model of Command

NAME	FUNCTION	PURPOSE	WHO
Gold (or strategic)	Strategic Overall Leadership	Directing	Police Ambulance Fire & Rescue
Silver (or tactical)	Coordination of all activities to deliver what has been directed by Gold	Coordinating	Chief Warden Emergency Planning Committee
Bronze (or operational)	Carrying out actions at the scene	Doing	Area Warden’s Event Staff

4.3.3. Briefings

Briefings will occur before a response to an incident.

The Chief Warden will be responsible for briefing Zone Wardens.

Government agency representatives will be responsible for briefing their respective agencies.

Heads of Department will be responsible for all personnel under their management. HoDs will receive a brief from a Zone Warden and the HoDs will brief their team on what actions, if any, are to be taken.

4.3.4. Radios

Operations

The ECC will have a “voice of God” radio control which allows the Chief Warden to speak across all channels at once during an emergency.

Protocol

Everyone issued with a two-way radio will be briefed on radio protocol during an emergency. In all cases anyone who has not been briefed in a role during emergency response will be instructed to stay on their channel and only respond if directly called. They will report to their Head of Department.

Reporting an Emergency

When reporting an emergency situation, personnel will be required to radio directly to the ECC. The ECC will then direct the information to the relevant department.

Staff will be required to provide the following information:

- Name, position and location;
- The nature of the emergency;
- The assistance required; and
- Any other relevant information.

When reporting an emergency over the radio the Event will adopt the code system denoted in Figure 4.3A.

Figure 4.3B - Emergency Codes

AS3745 Emergency Threat Codes		
CODE	TYPE	EXAMPLE
BROWN	External Emergency	Extreme weather, earthquake, bushfire smoke
RED	Fire and or Smoke	Internal fire or smoke
YELLOW	Internal Emergency	Power failure, water or sewage failure, communications failure, hazardous material
BLUE	Medical Emergency	Injury or illness, mass casualty
BLACK	Personal Threat	Civil disorder, active shooter, violent person, hostage / siege, vehicle as a weapon
PURPLE	Bomb Threat	Bomb threat, suspicious object, IED
ORANGE	Evacuation	For all incidents and emergencies rapid removal of people from immediate danger
GREY	Lost Person	Missing child/parents, missing person

4.3.5. Phone

In some instances the ECC will have a landline or VOIP phone installed for the specific purpose of outside communications during an emergency.

Mobile network usage by patrons, especially during high usage times like emergencies and the end of the show, can easily result in the mobile network coming under heavy strain and perhaps becoming unavailable completely. Thus mobile phones should not be relied upon for emergency communications.

4.3.6. CCTV

In cases where a CCTV system has been installed, the EPC can view the emergency in real time from the ECC. In some cases, the data can be recorded to be recalled at a later time for debriefing or evidentiary purposes.

4.4. Post-Event

4.4.1. Informal Debrief

This is a round-table meeting called by the Chief Warden and held within the first hour of the end of the Event where all Stakeholders table their notes and logs from the day and decide if any further actionables are required for the day. This is also referred to as a “hot debrief”.

4.4.2. Formal Debrief

The final meeting of the committees. All private and government agencies are gathered for a round table meeting where all final incident reports are tabled and deliberated on for future planning. This is referred to as a “cold debrief”.

4.4.3. Incident Reports

Contractors

All incident reports will be emailed to the Safety Officer to collate and forward to the Event Management team.

Event Management Team

The Event Management Team will review all incident reports and include them in the Final Debrief Report.

4.4.4. Final Post-Event Report

This is a final report prepared and delivered by the Event Management Team. It is the master post-event report and collates and summarises all reports received by Agencies. It will be disseminated to the owners of the Event and can be made available to Agencies upon request.

5. PUBLIC COMMUNICATIONS

Unlike Internal Communications, responsibilities for Public Communications are shared between the Promoter and the Event Management Team. Communications via media owned or controlled by the Promoter e.g. website, social media, will be the responsibility of the Promoter. In most other cases the Event Management Team will be responsible for other communications.

It is important to note that Public Communication in this context is separate and distinct from the practice of Public Relations. Where Public Relations' primary concern is the relationship between the media and the Promoter, in the interest of promoting the Event to the general public, Public Communication is concerned with informing the general public about operations during each phase of the Event, and informing patrons of key information relevant to their safety and wellbeing, and their participation in the operation of the Event.

An accessibility plan has been created that considers the needs of persons with a disability and accessible communication methods.

Please see Appendix A: 'Accessibility Plan'

5.1. Pre-Event

5.1.1. Print Media

The public will be notified of the Event, and will be advised of any changes or disruptions to local networks during the period of site occupation via print media. This is often the responsibility of the Event Management Team, but in some cases is handled by the landowner or even the local council.

These notifications will happen in two ways:

Notification of Event

A notification will be published in the local paper no later than 14 days before site occupation and will contain details of the Event and contact details, including the event hotline number and the event website URL.

Letter to Residents

No later than 14 days before site occupation, a physical letter outlining Event details and contact information will be distributed via mailbox letter drop to all residents within a predetermined radius of the Event site. The letter will contain:

- The date and time of the Event
- Approved sound amplification schedule
- Event Hotline number to call for any noise, safety or other community concerns or feedback
- Details of changed traffic conditions, if applicable
- Details of any other significant changes that may impact the community.

5.1.2. Signage

In some cases the Event Management Team will install variable message signs (“VMS”) advising motorists of the upcoming event in locations around the local road network. Other signage will be installed around the perimeter of the Event site not before 7 days prior to site occupation informing the public on how the land will be used, the days of occupation and hours of operation.

5.1.3. Online

The Promoter will make all information about the Event available on the Event’s website via FAQs.

5.1.4. Media

The Promoter via their public relations manager will be responsible for media coverage of the Event. It is expected that the event will receive media coverage across television, radio and print media, and this coverage will inform the public about the Event and provide them with general information about the Event.

5.1.5. Social Media

Social media controlled by the Promoter will be used for targeted messaging and communications, and for communicating directly to ticket-holders. The Event Management Team can leverage a Promoter’s social media audience to deliver safety messaging, specific Event information, and announce unexpected changes to Event operations.

5.1.6. Mobile Apps

In some cases, a Promoter will use custom-built mobile apps to communicate to ticket-holders. By leveraging this direct form of communication, the Event Management Team can send key Event information directly to patrons prior to Event Day.

5.2. During Event

5.2.1. Signage

The Event Management Team will install signage in the Pre-Event phase, for Public Communications during the event. Four categories of signage will be installed.

1. External Wayfinding & Directional Signage

- VMS
- Vinyl print signage

2. Entry Signage

- Conditions of Entry
- Prohibited Items
- Queue labels
- Licensee Information
- Box Office / Guest Services
- Cloak Room
- Party Safe Messaging

3. Internal Wayfinding & Directional Signage

- Bars & Food
- Amenities
- Stage Names
- Set Times
- Destinations

4. Compliance Signage

- Medical & First Aid
- Emergency Exits
- Assembly Areas
- Patron Hotline
- Free Water
- COVID Safe
- Party Safe

5.2.2. Public Address Systems

The Event will have either single or multiple public address systems installed. The systems will be capable of providing even coverage of audio to patrons. In the instance that the Event Management Team or other Event representatives need to communicate with the audience verbally, the Event will take control of the public address system and address the crowd directly, either by a pre-approved Event personnel speaking into a microphone or with a pre-recorded message.

Verbal communication from the public address system can include;

- Event information
- Transport information
- Safety messaging
- Evacuation messaging
- Transport information
- Show Stop

5.2.3. Video Screens

In some instances the Event will have LED or projection screens installed at the primary performance area. The screens will be large enough and bright enough to provide mostly unobstructed lines of sight for the audience. In the instance that the event needs to communicate with the audience visually, the Event will take control of the video system and address the crowd with visual messaging.

Examples of visual messaging can include:

- Event information
- Transport information
- Safety messaging
- Evacuation messaging
- Transport information
- Show Stop

5.2.4. Mobile Apps

The Promoter will have control of patron-facing mobile app messaging. Mobile apps can be utilised to update patrons with key event information as the Event progresses. This can be used to inform patrons of unexpected changes to set times, line-up changes, incoming weather events, or to reinforce safe-partying messaging and key peer-to-peer messages.

5.2.5. Event Hotline

An Event Hotline mobile phone number will be purchased by the Event Management Team for the exclusive purpose of receiving incoming calls from the public, including patrons. The Event Hotline number will be published in the Notification of Event, Letter to Residents, and will be printed on signage inside the Event. A mobile phone handset loaded with the SIM card for the Event Hotline number will be located in the Event Office or the ECC and will be staffed at all times. A record of all calls to the Event Hotline will be kept. Information received from the public via the Event Hotline will be triaged by the ECC and, if actionable, will be communicated to relevant Head of Departments.

5.3. During an Emergency

5.3.1. Signage

Emergency Exit signs will be installed at all emergency exits around the site. Assembly Area signage will be installed at all assembly areas external to the site.

5.3.2. Public Address System

The Event will have an override system in place allowing it to take control of the public address system at any time. Pre-recorded emergency messaging will be given to the override system operator prior to the commencement of the Event.

In the instance where pre-recorded messaging is not available, a dedicated microphone will be stage left marked "Voice of God", and will be for the exclusive use of the Event Management Team for the specific purpose of delivering emergency announcements and instructions to patrons.

5.3.3. Video Screens

The Event will have an override system in place allowing it to take control of the video system at any time. Pre-recorded emergency messaging will be given to the override system operator prior to the commencement of the Event.

5.3.4. Loudhailers

In the event of power failure, structural collapse, or electrical storms rendering the public address or video system inaccessible or unusable, loudhailers will be used to Communicate to patrons.

5.3.5. Artists

Artists or their representatives will be briefed on show stop procedures prior to their performances and in some instances will be asked to address the audience as a measure to prevent an escalation in crowd behavior. Artists will not be required to convey emergency messaging to patrons.

5.3.6. Event Personnel

Personnel will follow the instructions given to them by their direct manager and will form part of the model of command structure. Personnel may be required to speak to patrons directly. Personnel will be briefed to remain calm and friendly in their communications with patrons.

5.3.7. Media

The Promoter and their public relations manager will prepare a Crisis Communication Plan which will outline procedures and protocols relating to media communications during an emergency event.

Event personnel, artists and contractors will be briefed not to comment directly to the media on any issue regarding the Event unless instructed to do so by the Event Manager, and instead refer media to the public relations manager.

If required, the Promoter via their public relations manager will brief key media partners with essential information to be broadcast and publicised through their channels.

Media will not be permitted to use cameras or recording devices during the emergency response.

5.3.8. Social Media

The Promoter will remain in full control over social media communications in an emergency situation.

5.3.9. Mobile Apps

If the Event has a custom-built or branded mobile app, the Promoter may use it to deliver emergency messaging and highlight emergency exits and assembly areas to patrons.

5.4. Post Event

5.4.1. Social Media

Social media platforms will be the main channel of Post-Event Public Communication. The Promoter will be responsible for managing all social media correspondence with the public. The week following the event is essential for communication regarding lost property, responding to feedback and general enquiries.

5.4.2. Evaluation Survey

The Promoter may choose to send an evaluation survey to their patrons. These surveys often seek opinions regarding the Event and provide an opportunity for comment and feedback on key areas of operation.

The data gathered from these surveys can be highly valuable when planning the following year's event, and can provide valuable evidence regarding patron interactions with Agencies which can be tabled at the formal debrief.

5.4.3. Media

The Promoter can utilise media outlets to deliver Post-Event communications to the public. These can include statistics about the Event and follow-up reports on incidents.

For more information about the Communications Plan please contact:

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THE DELL EVENTS ACCESS CONTROL PLAN

AYRBURN, ARROWTOWN NZ

Version: V2 DRAFT

Prepared For: Ayrburn Precinct Ltd

Prepared by: Architects of Entertainment Pty Ltd

Revision Date: 11-April-2024

This document has been developed in consultation with a number of stakeholders and is considered a working document in draft format. A final version will be issued once all stakeholder feedback has been received and agreed upon. This document refers to a number of related plans prepared by third parties, which are attached as appendices.

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DOCUMENT ISSUE & VERSION CONTROL

During the planning phase of each event, a consultation process including stakeholder meetings, committee meetings, one-on-one meetings, and communications with stakeholders via email, phone and video conferencing will occur.

During the consultation process, draft documents will be distributed to stakeholders and other relevant personnel. Documenting and recording the consultation process during the development of the Access Control Plan is an important part of the broader goals of effective event planning and management.

A document management system has been implemented to track amendments to this document, and their source, and to ensure those changes are tracked and communicated effectively.

This document is V2 DRAFT

Document Version Control

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Version 3.0		

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1. DEFINITIONS

AGENCIES	Institutions or organisations that manage or specialise in a particular field.
ACCESS CONTROL	Systems and procedures employed to control the access of persons and vehicles to the Venue.
ACCREDITATION	A physical or digital pass allowing a person or vehicle access to the Venue or Restricted Areas.
ACCREDITATION PLAN	A protocol of visual identification employed to manage access to the Venue and Restricted Areas inside the Venue.
ARRIVAL	The process by which patrons, artists and staff arrive at the Venue prior to Ingress.
CONDITIONS OF ENTRY	A set of terms a patron is required to accept before entering the Venue.
CONSULTATION COMMITTEE	A group of Stakeholders delegated to consider, plan and take action on matters relating to Access Control.
DEPARTURE	The process by which staff, artists and patrons, leave the Event after Egress.
ECC	Event Control Centre
EGRESS	The process by which patrons exit the Venue before Departure.
ENTRY	A point of entry to the Venue for patrons.
EVENT	The Dell Events
EVENT MANAGER	The primary planner of the Event and who controls all communication and documentation.
INFRASTRUCTURE	Fundamental physical facilities that are installed to carry out or manage a function. e.g Structures, equipment, network.
INGRESS	The process by which staff, artists and patrons enter the Venue after Arrival.
OPERATION	The function of an Agency in the delivery of their service.
PASS BOARD	A signage board, displaying information relating to Accreditation.
PASSES	Visual accessories that are worn on the body that define access restrictions.
PASSOUT	A system by which patrons can leave and re-enter the Venue.
PRECINCT	The boundary at which the Event's duty of care begins and ends as defined by the external operation.
PROHIBITED ITEMS	A list of items which are prohibited inside the Venue.
PROMOTER	The entity who owns the event. Responsible for financing, marketing and programming the event.
RESTRICTED AREAS	Areas inside the Venue where access is restricted to those with appropriate Accreditation.
VENUE	Ayrburn, Ayr Avenue Arrowtown NZ 9371

2. CONSULTATION COMMITTEE REGISTER

The following Agencies form the Access Control Consultation Committee and will be involved in planning and Operations relating to Access Control and this Access Control Plan.

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TBC	Event Manager	TBC
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QLDC	Council	TBC

3. ACCESS CONTROL

Architects of Entertainment defines event Access Control as the systems and procedures employed to control the access of persons and vehicles to an event venue. The goal of any access control operation is to allow those who require access to an event venue to move between the outside world, the venue, and any associated restricted areas within the venue, in a safe, orderly, efficient and compliant manner.

The purpose of this Access Control Plan is to outline the particular systems and procedures for the Event. This plan has been prepared in conjunction with various private and government Agencies, and the final version will be agreed upon by the Access Control Consultation Committee. This document is to be distributed to all parties involved with the Access Control Plan and used as a blueprint and reference for operations before, during and after the Event.

4. EVENT DETAILS

Event Name	The Dell Events
Venue	Ayrburn
Address	Ayr Avenue Arrowtown NZ 9371
Event Day	7 events per year
Event Start	Varies per Event
Event Finish	Varies per Event
Ingress Commences	60 minutes prior to doors
Egress Commences	60 minutes prior to close

5. CREDENTIALS

This section outlines the credentials that will allow access to the Venue during the Event, how people access those credentials, the obligations of those holding credentials, and the obligations of those involved in the access control operation.

The Event has two types of credentials: Personnel (persons working at the event) and Patron (ticket holders).

5.1. Ticketing

The Event is ticketed. The only way for a patron to gain credentials is to hold a valid ticket.

There are only two ways a patron can obtain a ticket to the Event:

- Purchase a valid ticket from the Event's ticketing agent or re-sale outlet.
- Receive a guest ticket from an authorised person.

Ticket prices will vary per Event.

Purchase of a VIP ticket to the Event will include: VIP bar, VIP toilets and viewing.

5.2. Accreditation

Figure 5.2A tables the types of Accreditation available at the Event, their access levels and visual details.

- The Event Accreditation system will use a physical, visual system.
- Event Accreditation will come in two forms: Passes and Wristbands.
- Personnel Accreditation will be distributed by the Event Management Team to Heads of Department for further distribution to individual personnel.
- Patron Accreditation will be distributed by ticketing staff at the Entry to patrons holding a valid ticket.
- Only GA and VIP Wristbands are verified for service of alcohol. Any personnel who have ended their shift and wish to consume alcohol must produce ID and be issued with a GA Wristband.

Figure 5.2A: Types of Accreditation at the Event

NAME	CREDNTIAL	TYPE	AREA	COLOUR
AAA	PERSONNEL	PASS	ACCESS ALL AREAS	BLACK & WHITE
ARTIST	PERSONNEL	PASS	DRESSING ROOMS / BACKSTAGE / STAGE/ FOH	PINK & BLACK
MEDIA	PERSONNEL	WRISTBAND	BACKSTAGE / STAGE / PIT	YELLOW BLACK TEXT
CREW	PERSONNEL	WRISTBAND	STAGE / PIT / FOH	BLACK WHITE TEXT
WORKING	PERSONNEL	WRISTBAND	BEHIND SERVICE AREAS	BLUE WHITE TEXT
GA 18+	PATRON	WRISTBAND	GENERAL ADMISSION	GREEN WHITE TEXT
GA U18	PATRON	WRISTBAND	GENERAL ADMISSION	RED WHITE TEXT
VIP 18+	PATRON	WRISTBAND	VIP AREA	PURPLE WHITE TEXT

5.2.1. Passes

Passes are laminated cards, usually no smaller than a credit card, which are worn on the body so as to be visible at all times. It is a Condition of Entry that Passes are to be worn at all times. Passes are not transferable and anyone found to not be in possession of their pass will be ejected from the venue.

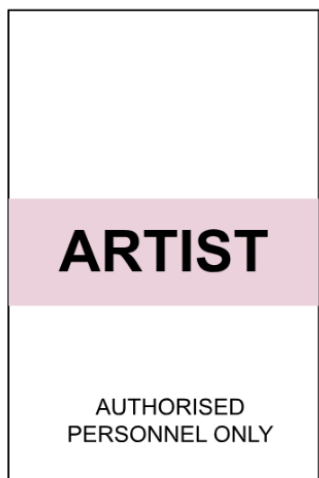
Figure 5.2B: An example of a AAA Pass, for illustrative purposes only



AAA Pass

Key event personnel will be issued with a AAA Pass. This does not allow the recipient service of alcohol at any event bar.

Figure 5.2C: An example of an Artist Pass, for illustrative purposes only



Artist Pass

Artists will be issued with an ARTIST Pass. This does not allow the recipient service of alcohol at any bar.

5.2.2. Wristbands

Wristbands are TYVEK bands worn around the wrist, usually brightly coloured to identify the Accreditation type it represents. Each wristband will have its identification printed on the wristband. Wristbands will be applied to the person receiving Accreditation by the person distributing it, and must be worn at all times.

GA 18+ Wristbands

Patrons who produce a valid General Admission 18+ ticket with accompanying ID will be issued with a GA 18+ wristband, for visual verification that they have lawful access to the Venue and are verified for the service of alcohol.

Figure 5.2D: An example of a GA 18+ Wristband, for illustrative purposes only



GA U18 Wristbands

Patrons under the age of 18 will be issued with a GA U18 wristband, for visual verification that they have lawful access to the Venue and that they are NOT over the age of 18 and do not have access to the service of alcohol.

Figure 5.2E: An example of a GA U18 Wristband, for illustrative purposes only



VIP 18+ Wristbands

Patrons who produce a valid VIP 18+ ticket with accompanying ID will be issued with a VIP 18+ wristband, for visual verification that they have lawful access to the Venue and the VIP area and are verified for the service of alcohol.

Figure 5.2F: An example of a GA 18+ Wristband, for illustrative purposes only



Media Wristbands

Appointed media personnel will be issued with a MEDIA wristband upon Entry. This wristband is for Access Control only and does not verify service of alcohol.

Figure 5.2G: An example of a Media Wristband, for illustrative purposes only



Crew Wristbands

Event, Site and Production personnel will be issued with a CREW wristband. This wristband is for Access Control only and does not verify service of alcohol.

Figure 5.2H: An example of a Crew Wristband, for illustrative purposes only



Working Wristbands

Bar staff and vendors will be issued with a WORKING wristband. This wristband is for Access Control only and does not verify service of alcohol.

Figure 5.2I: An example of a Working Wristband, for illustrative purposes only



5.3. Pass Boards

Pass Boards clearly display which forms of Accreditation allows access past certain checkpoints, including the Entry, entrances to Restricted Areas, stage and backstage. Pass Boards will be printed and installed at all checkpoints. Static security positions will be rostered at these locations and security will be instructed to allow access only to those holding the correct Accreditation.

5.4. Passouts

Passouts will be permitted at the events.

5.5. Conditions Of Entry

Event specific conditions of entry may apply per event, the below conditions will apply for all events.

**VALID & CURRENT PHOTO I.D IS REQUIRED TO GAIN ENTRY FOR 18+.
THE ORGANISERS RESERVE THE RIGHT TO REFUSE ENTRY TO PEOPLE WHO DO NOT COMPLY OR BREACH
ANY OF THE CONDITIONS OF ENTRY AS STIPULATED BELOW.**

- You must have a valid ticket or official event accreditation to enter the venue
- Patrons will be required to present photo ID as proof of age and verification of ticket holder to receive an official event wristband and may be requested to show ID upon request within the event. Accepted forms of ID are Government issued photo identification i.e Drivers License, Photo Card, Current Passport
- Any person gaining unauthorized access to this event may be liable to prosecution
- Any person found not to be wearing an official event wristband will be ejected from the event
- You must not enter the Venue if you are feeling unwell or have symptoms of COVID 19
- Persons known to police may be excluded from the event
- Promoters and organisers reserve the right to search all persons and all personal possessions at the time of entry to the venue. Failure to comply will mean you will be prevented from entering the event
- This event is fully licensed. Alcohol sales are subject to Responsible Service of Alcohol Practices. We are prohibited by law from serving liquor to patrons under the age of 18 and intoxicated persons
- Activities such as 'stage diving', 'moshing', 'climbing' and 'crowd surfing' are strictly prohibited
- Persons causing a disturbance or refusing to comply with requests from Security will be ejected from the event
- The organisers reserve the right to refuse entry or reject patrons from the event at its sole discretion
- The promoter or venue shall not be held liable for loss, injury or damages sustained entering or at the event
- By entering this event site, you agree to be filmed or photographed which may be used for marketing or promotional purposes
- The promoter reserves the right to vary advertised programmes and to add, withdraw or substitute artists where necessary
- Volume levels at all outdoor events vary depending on many factors such as EPA noise restrictions and may or may not be as loud as an indoor event
- Smoking is not permitted within 4 meters of a food consumption area
- Any person bearing or wearing gang colours, patches or insignias are not permitted entry to the event
- Anyone found to be breaking conditions of entry inside or outside the event or any behaviour deemed to be antisocial will be refused entry and/or ejected from the site without refund
- By using our medical facilities, you consent to the promoter having access to your medical records
- By entering you consent to being photographed or filmed
- Heavy strobing effects may be employed throughout the duration of the show, anyone who enters the venue is accepting the potential health risks associated and cannot hold the event or venue liable

A PERSONAL SAFETY AND SECURITY SEARCH IS A CONDITION OF ENTRY

5.6. Prohibited Items

THE ORGANISERS RESERVE THE RIGHT TO REFUSE ENTRY TO PEOPLE CARRYING ANY OF THE ITEMS LISTED BELOW

The following restricted or prohibited items are not permitted by patrons into the event:

- Illicit drugs;
- BYO alcohol;
- Glass. No glass is allowed;
- Anything that may reasonably be considered a weapon, including potential missiles or studded belts;
- Professional photo or video equipment. Anything with a detachable lens.
- Animals (other than registered guide dogs);
- Flares, fireworks or sparklers;
- Lasers or laser pointers;
- Professional recording or broadcast devices without the promoter's permission;
- Flags with poles, large flags or banners that may obstruct the view of other patrons;
- Any item that you intend (or such quantities of the item from which management can reasonably infer that you intend) to distribute, hawk, sell, offer, expose for sale or display for marketing or promotional purposes;
- Any other items as determined by Security or Management that may cause injury or public nuisance; and
- Roll on, spray, cream deodorant or perfume are not permitted into the festival
- Sealed drink containers.
- Skateboards
- Bags larger than A4
- Eskies
- Umbrellas
- Glow Sticks
- Selfie Stick
- Large flashlights or torches
- Food products of a commercial quantity; with broken or tampered manufactures seal ; fruit or self prepared food. Security reserves the right to not allow food products into the event.

ANIMALS ARE NOT PERMITTED EXCEPT GUIDE DOGS AND OTHER REGISTERED ASSISTANCE DOGS

PATRONS MUST NOT STAND ON BINS OR FENCES

ANY INJURY CAUSED AND SUFFERED AS A RESULT IS THE PATRONS RESPONSIBILITY

ILLEGAL ITEMS WILL BE CONFISCATED AND CRIMINAL CHARGES MAY APPLY.

ONLY EMPTY PLASTIC REUSABLE WATER BOTTLES ARE ALLOWED INTO THE EVENT

6. EVENT STAFF

Event staff play a pivotal role in Access Control and sit inside a clearly defined operational and reporting hierarchy. The following tables identify what the key event staff roles are and provide clarity on roles and tasks.

6.1. Front Of House

The Front Of House (“FOH”) Manager is employed directly by the Event and is responsible for ensuring all agencies operate as per the plans of management, and for ensuring the seamless processing of patrons on Ingress and Egress. The FOH Manager will be on two-way radio and in direct communication with the ECC. In the instance that a FOH Manager is not employed the Event Manager will assume the role.

Figure 6.1A: Front Of House Manager Role Description

POSITION	FOH MANAGER
REPORT TO	EVENT MANAGER
KEY LIAISON	SECURITY, GATES MANAGER
ROLE	Main point of contact for all agencies operating at the Entry.
TASKS	<ul style="list-style-type: none"> • Setting up Entry lanes • Installing Entry signage • Ensuring all Infrastructure is installed as per the Entry plan • Ensuring all staff are in position • Ensuring all wristbands are available and in correct location • Assisting all agencies operating at the Entry to deliver their Operation • Opening & closing lanes as required • Ensuring patrons are being communicated to effectively

6.2. Ticketing

The role of the ticketing agency is to provide equipment and personnel who are trained and experienced with event Entry protocols to check that patron IDs match the ID of the ticket holder, to scan tickets and to distribute wristbands to patrons. Each Entry lane will be staffed with two ticketing staff, one to conduct ticket scanning and one to provide wristbands to patrons.

Figure 6.2A: Ticketing Manager Role Description

POSITION	TICKETING MANAGER
REPORT TO	PROMOTER
KEY LIAISON	FOH MANAGER
ROLE	Supplying equipment and personnel to process ticket holders.
TASKS	<ul style="list-style-type: none"> • Providing key point of contact to FOH Manager • Ensuring all scanners are charged and in working order • Providing staff to operate equipment • Checking tickets match personal ID • Wristbanding all patrons

6.3. Ticket Office

The role of the Ticket Office is to administer on-the-day walk-up sales, ticket collection for guests and provide information when required. The Ticket Office staff will be staffed with one person per window and a manager. The manager will be on two-way radio and in communication with the FOH Manager.

Figure 6.3A: Box Office Manager Role Description

POSITION	TICKET OFFICE MANAGER
REPORT TO	PROMOTER
KEY LIAISON	FOH MANAGER
ROLE	Administer the sale of walk-up tickets and guest ticket collections.
TASKS	<ul style="list-style-type: none"> Providing key point of contact to FOH Manager Liaise with Promoter on Guest List Ensuring POS is in working order Ensuring security of tickets and cash Managing box office staff Checking Guest Tickets match personal I.D Wristbanding Guest Ticket patrons

6.4. Cloak Room

The Cloak Room is a service the Event provides to its patrons for them to securely store personal belongings while attending the Event. It also acts as a place for patrons to store certain Prohibited Items that have not been confiscated on Entry.

Figure 6.4A: Cloak Room Manager Role Description

POSITION	CLOAK ROOM
REPORT TO	PROMOTER
KEY LIAISON	FOH MANAGER
ROLE	Administer the Cloak Room service for Prohibited Items
TASKS	<ul style="list-style-type: none"> Providing key point of contact to FOH Manager Setting up the Cloak Room Ensuring correct signage is in place Ensuring security of tickets and cash Ensuring security of items Ensuring items are returned to the right person

6.5. Artist Liaison

The Artist Liaison, who will be employed directly by the Event, will be responsible for meeting and greeting all artists and artist touring parties upon their Arrival and Departure and ensuring all parties are issued with appropriate Accreditation. The Artist Liaison will be on two-way radio and in direct communication with the ECC.

Figure 6.5A: Artist Liaison Role Description

POSITION	ARTIST LIAISON
REPORT TO	PROMOTER
KEY LIAISON	PROMOTER / EVENT MANAGER
ROLE	Main point of contact for all artists.
TASKS	<ul style="list-style-type: none"> Setting up dressing rooms Installing signage in artist areas Managing department staff Distribution of artist Accreditation Briefing security as required Engaging security for artist personal protection measures Ensuring adequate security presence in back of house areas

7. AGENCIES

The role of all Agencies and their representatives is to deliver the Event in accordance with the plans of management as agreed by the Consultation Committee during the planning. The following provides a framework to establish a hierarchy of command for Access Control as well as provide clarity on roles and tasks.

7.1. Security

The role of Security is to devise and deliver an appropriate roster of qualified and competent security personnel to undertake the role required of them for their rostered position. Security personnel will be under the management of the Security Supervisor who will report to the Security manager. All security personnel will be on two-way radio on a dedicated channel and the Security Manager will be in direct communication with the ECC.

Figure 7.1A: Security Role Descriptions

POSITION	PERIMETER / ID CHECK / BAG SEARCH / RESTRICTED AREAS
REPORT TO	SECURITY CONTROL
KEY LIAISON	FOH MANAGER
ROLE	Manage the deployment of security guards at the Entry as per the roster.
ROSTER POSITIONS	PRIMARY TASKS
PERIMETER	Early intoxicated persons detection Early anti social behaviour detection Deter unlawful Entry Detect unlawful Entry
ID CHECK	Monitor for intoxicated persons Check patron ID Communicate NO Passout policy Ensure patrons are aware of Prohibited Items signage
BAG SEARCH	Monitor for intoxicated persons Check bags for prohibited items
RESTRICTED AREAS	Ensuring Pass Board is installed and understood Checking Accreditation Allowing / denying access as required

7.2. Medical

The role of Medical is to administer medical aid to any patron in need upon Arrival. Head of Medical will be in direct communication with the ECC.

Figure 7.2A: Medical Staff Role Description

POSITION	MEDICAL STAFF
REPORT TO	HEAD OF MEDICAL
KEY LIAISON	CHIEF WARDEN / AMBULANCE
ROLE	Administer medical aid to patrons in need upon Entry to the Venue.
TASKS	Rove the Entry to identify patrons needing medical assistance. Respond to communications of patron/s needing medical assistance at the Entry. Report incidents to the Head of Medical. Transport patron/s needing medical assistance to the medical tent. Provide medical aid.

7.3. Police

The role of Police is to ensure the highest level of public safety by working collaboratively with the Event’s agencies to maintain public order and deter antisocial behaviour or activities and to detain those who are suspected of breaking the law. There are many factors which contribute to the complexity of a Police Operation at an event, including that event’s size, its location and its history. In some cases a subscription of User Pay Police may be required. In all cases, Event Management will notify and engage with the appropriate Police representatives on operational and licensing matters.

Figure 7.4A: Police Role Descriptions

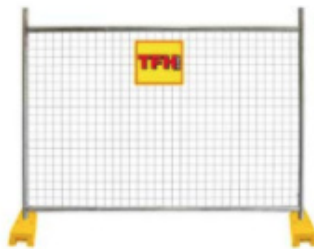
POSITION	UNIFORMED POLICE
REPORT TO	FORWARD COMMAND
KEY LIAISON	N/A
ROLE	Deployment and response to any major incident
TASKS	Identify intoxicated patrons Identify anti social behaviour Detect unlawful entry Detain persons engaging in illegal activity Provide support to event security Coordinate police resources in response to incidents

8. INFRASTRUCTURE

8.1. Fencing & Barricade

- Temporary fencing will be installed in areas across the site to delineate event perimeters, internal Restricted Areas, work areas and areas that contain potentially hazardous materials.
- Perimeter fencing will be a 6ft high temporary fencing product (see *Figure 8.1A*) that will be covered in a 'scrim' that blocks vision through the fence line. This product has been chosen as it is the most appropriate and accessible product on the market for the purpose.
- Internal fencing will be a 6ft high temporary fencing product (see *Figure 8.1A*) that will be covered in a 'scrim' that blocks vision through the fence line. This product has been chosen as it is the most appropriate and accessible product on the market for the purpose.

Figure 8.1A: 6ft high temporary fence panel



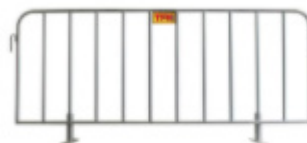
Crowd control barriers will be installed in locations to delineate queuing areas, create moats between Restricted Areas, or provide safety in high-density areas. There will be two types of crowd control barrier installed across the site.

- "Bike rack" (see *Figure 8.1B*) will be installed at the patron entrances to the Event Entry bars service lanes as a way of corralling and organising queues into those areas.
- "Punter barrier" (see *Figure 8.1C*) will be installed in the high-density areas of the site. These areas are directly in front of the stage and around the technical operating position - these areas are commonly referred to as the 'dance floor'.

Figure 8.1B: "Bike rack barrier"



Figure 8.1C: "Punter barrier"



8.2. Marquees & Underhire

- Temporary structures will be installed by way of identifying Entry points into the venue.
- The size of the structure will be determined by the number of expected patrons working at a minimum lane to patron ratio of 1:1,000.
- Trestle tables will be installed and arranged to allow security to efficiently conduct bag search.
- Appropriate power will be provided to the structures for lighting.
- Crowd control barrier will be installed to manage queuing



Figure 7.2B: "Gable-style" marquee structure



Figure 7.2C: "Pagoda-style" structure

9. TRANSPORT

The aim of the Transport Plan is to ensure the safety of patrons upon Arrival and during Departure while causing as little disruption to the local area as possible. An event specific Transport Plan has been developed that covers Bus Services, Shuttle Buses and Parking.

Please refer to Appendix I: 'Transport Plan'

10. INGRESS

The Ingress plan aims to deconflict queuing as much as possible and gain maximum lineal meterage for queuing, allowing queues to remain orderly and easy to navigate for patrons while mitigating impact on public access routes. It is expected that Ingress into the Precinct will begin 60 mins before advertised opening time.

10.1. Patron Arrivals

The Event is providing dedicated event shuttle bus services to and from the event. It is expected that the majority of patrons will utilise shuttle services, taxi / uber and event parking options.

10.1.1. Event Shuttles Arrivals

- Alight on Ayr Avenue to the holding bay in the vinyards. Traffic Control to manage shuttles traveling to the pick up / drop off point
- Patrons to be directed to enter the Venue via Homestead Driveway
- Grid Ref: D9

10.1.2. Taxi / Rideshare / Private Vehicle Arrivals

- Alight on Ayr Avenue
- Patrons to be directed to enter the Venue via Ayrburn precinct car park
- Grid Ref: E7

10.1.4. Car Park Arrivals

- Alight on Ayr Avenue
- Patrons to be directed to enter the venue via the walkway North-West of the Woolshed
- Grid Ref: F6

Please refer to Appendix C.6: 'CAD Plan - Internal Access Plan'

10.2. Entry Management

- ID Check and QR scan in queues to expedite processing at entry
- 3 x ID & Bag Search Lanes
- ID Check at ticket scan to verify identity match with ticket
- All bags will be searched for Prohibited Items.
- Once all checks have been passed the patron will be issued with an event wristband.
- If a patron is deemed intoxicated they will be denied Entry to the Event
- In the event of the patron needing medical assistance they will be escorted to Medical.

10.3. Venue Entry Points

There are two points of Entry to the Venue;

10.3.1. GA / VIP Entry

- Grid Ref: C7
- The Entry tent is 3m wide
- 3 lanes with a 1m width
- Once the Ingress process is complete, lanes will be removed to provide a clear Egress point
- There will be a dedicated VIP entry lane at the front entry.

10.3.2. Artist Entry

- Located on Homestead Drive.
- Artist Gate: J10

Please see Appendix C.1: 'CAD Plans - Site Plan'

10.4. Staff Sign-On

Staff members who are arriving on the day of the Event will be required to sign on with their manager and collect their Accreditation and uniform. Staff will be requested to arrive no later than 1 hour prior to their shift. All staff will be directed to the staff sign on area which will be located at the box office.

Staff Sign-On: Ticket Office

10.5. Artist Arrivals and Check In

Artists drop-off will be on Homestead Driveway. There, artists will be directed to the Artist Check In point which is outside the dressing rooms. Once checked in they will be issued with Accreditation.

11. EGRESS

- There are two points of Egress from the Venue via the front entry and artist entry.
- Upon egress, the site crew will clear the main entry.
- All CCB will be removed from the Entry tent to ensure a one way free flowing egress.
- It is expected that Egress will commence 30 minutes prior to the end of the event.
- It is expected that Egress will take no more than 90 minutes until the Precinct is clear of patrons.

11.1. Venue Exit Points

- GA / VIP Exit Grid Ref: C7
- Artist Exit Grid Ref: J10

Please see Appendix C.1: 'CAD Plans - Site Plan'

11.2. Departure

11.2.1. Taxi / Rideshare / Private Vehicles Departures

- Pick up location in the Ayrburn Precinct Car Park
- To be directed to exit the Venue via Ayr Avenue
- Grid Ref: F7

11.2.2. Event Shuttle Bus Departures

- Pick up location in the paddock North of Homestead Driveway
- Patrons to be directed to exit the Venue via Gate A (Grid Ref D11 - *Appendix C.1: CAD Plans - Site Plan*)
- Shuttles will exit the Venue via Waterfall Park Road (Grid Ref: C9 - *Appendix C.6: CAD Plans - Internal Access Plan*)

11.2.3. Car Park Departures

- To be directed to exit the Venue via Ayr Avenue.
- Grid Ref: E6

Please refer to Appendix C.6: 'CAD Plan - Internal Access Plan'

For more information about the Access Control Plan please contact:

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THE DELL EVENTS SAFETY & COMPLIANCE PLAN

AYRBURN, ARROWTOWN NZ

Version: V2 DRAFT

Prepared For: Ayrburn Precinct Ltd

Prepared by: Architects of Entertainment Pty Ltd

Revision Date: 11-April-2024

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DOCUMENT ISSUE & VERSION CONTROL

During the planning phase for each event, a consultation process including stakeholder meetings, committee meetings, one-on-one meetings, and communications with stakeholders via email, phone and video conferencing will occur.

During the consultation process, draft documents will be distributed to stakeholders and other relevant personnel. Documenting and recording the consultation process during the development of the Safety & Compliance Plan is an important part of the broader goals of effective event planning and management.

A document management system has been implemented to track amendments to this document, and their source, and to ensure those changes are tracked and communicated effectively.

This document is V2 DRAFT

Document Version Control

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Version 1.0	08-December-2023	Architects of Entertainment Pty Ltd
Version 2.0		
Version 3.0		

Document Issue Control

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1. DEFINITIONS

AGENCIES	Institutions or organisations that manage or specialise in a particular field.
ASSEMBLY AREA	A location that is positioned away from the Venue where patrons and staff will gather during an Emergency Evacuation.
CHIEF WARDEN	The individual employed to take command during an emergency or evacuation. They are the primary liaison with emergency services.
COMPLIANCE	Conforming to the rules and standards set out by regulatory bodies that govern the events industry.
CONSULTATION COMMITTEE	A group of stakeholders delegated to consider, plan and take action on matters relating to Safety & Compliance.
ECC	Event Control Centre.
ENTRY	A point of entry to the Venue for patrons.
EVENT	The Dell Events.
EVENT MANAGER	The primary planner of the Event and who controls all communication and documentation.
INFRASTRUCTURE	Fundamental physical facilities that are installed to carry out or manage a function. e.g Structures, equipment, network.
OPERATION	The function of an Agency in the delivery of their service.
PAC	Police Area Command.
PPE	Personal Protective Equipment.
PROMOTER	The entity who owns the Event. Responsible for financing, marketing and programming the Event.
VENUE	Ayrburn, Ayr Avenue Arrowtown NZ 9371
ZONE WARDENS	The person in charge of managing a specific area during an emergency.

2. CONSULTATION COMMITTEE REGISTER

The following stakeholders form the Safety & Compliance Committee and will be involved in the consultation process relating to Safety & Compliance operations.

Lauren Christie, Winton	General Manager	+64 21 910 981 Lauren.Christie@winton.nz
TBC	Operations Manager	TBC
TBC	Event Manager	TBC
Nathaniel Holmes, Architects of Entertainment	Event Designer	+61 422 169 363 nathaniel@architectsofentertainment.com
Craig Sheridan, Sheridan Consulting	Risk Assessor	+61 448 205 169 craig@sheridanconsultinggroup.com.au
Matt Marquis, First Security	Head of Security	+64 27 36 888 33 Matt.Marquis@firstsecurity.co.nz
Anna Wilson, St John	Medical	hannah.perry@stjohn.org.nz
Trevor Page, Southern Safety Service	Traffic / Safety Officer	+64 21 033 8340 trev@southernsafety.co.nz
Anna Wilson Smart Environmental	Waste	+64 27 209 2419 awilson@smartenvironmental.co.nz
Simon Matheson Police	Police - Alcohol Harm Prevention	+64 21 191 2761 simon.matheson@police.govt.nz
QLDC	Council	TBC

3. SAFETY & COMPLIANCE

The most important goal of the Event is to ensure the safety of all stakeholders as they interact with the Event.

A safe event requires:

- Meticulous planning and consultation using a multi-tiered, interagency approach;
- The development of strategies to ensure safe outcomes;
- The documentation and communication of the above; and
- The effective operation of the operation in a real-world context.

The purpose of this Safety & Compliance Plan is to outline the strategies, systems and procedures relating to safety for this Event. It outlines the steps the Event has identified as paramount to the safe operation of the Event and the commitments of private and government Agencies in the pursuit of this goal.

This plan has been prepared in conjunction with various Agencies, for review and sign-off by the Safety & Compliance Committee. This document is to be distributed to all parties involved with the Safety & Compliance Plan and used as a blueprint and reference for operations before, during and after the Event.

4. SAFETY

4.1. Emergency Management Plan

The Event has engaged the services of Sheridan Consulting to provide an Event-specific Emergency Management Plan. The Event is committed to managing and ensuring the safety of patrons, contractors, staff and volunteers. The Event will assist with the identification of strategic and operational safety issues that could impact the Event as a whole.

Please refer to Appendix D: Emergency Management Plan

4.2. Risk Management

The Event has engaged the services of Sheridan Consulting to provide an Event-specific Risk Assessment. Event Management will assist with the identification of strategic and operational risks that could impact on the Event as a whole. The Event is committed to managing risk associated with the Event, ensuring the application of risk management by contractors, staff and volunteers.

Please refer to Appendix E: Risk Assessment

4.3. Medical

Event Management believes three key items are of particular importance.

- A robust **triage** process.
- Being prepared for **surge presentations**.
- Clearly defined **chain of command** between private and government Agencies.

4.3.1. Medical Services

The Event will engage St John as the private medical consultant and medical professional provider for each Event if required. St John have specific experience in event medical services and have the capability to satisfy the criteria of the Events held at Ayrburn.

Medical services will be housed in the Main Medical Compound.

A Site Supervisor for St John and will manage all personnel, mobilisation and deployments throughout the Event.

Grid Ref: E4 - Main Medical Compound

An event specific medical management plan will be produced per event and provided to Council, Police and Ambulance for review.

4.4. Adverse Weather Plan

As the Event is outdoors, close monitoring of weather conditions is required. The Event Control Centre will monitor the weather via the Met Services website [metservice.com](https://www.metservice.com).

Please refer to Appendix B: 'Adverse Weather Plan'

4.5. Equal Access & Opportunity

The Event defines equal access as equal opportunity. By creating accessible events we create inclusive, equal opportunity spaces that allow all members of the community to enjoy all aspects of an event, its services and offerings.

An accessibility plan has been created that considers the accessibility needs for persons with a disability through site design and communications.

Please refer to Appendix A: 'Accessibility Plan'

4.6. Lost Person / Child

A Lost Person / Child Procedure has been developed for the event. This will be distributed to all event staff and included in briefings.

Please refer to Appendix D: 'Emergency Management Plan'

4.7. Fire Safety

Fire Extinguishers will be located in all structures and buildings within the Event site.

Please refer to Appendix C.5: 'Zone & Evac Plan'

5. GOVERNMENT AGENCY CONSULTATION

5.1. Queenstown Lakes District Council (QLDC)

QLDC will be notified prior to each Event.

5.2. Police

The Event and the Police will work closely together to ensure a safe environment for all persons participating in each Event.

5.3. Ambulance

The Event will work closely with Queenstown Ambulance to ensure a safe environment for all persons participating in the Event. Consultation between the Event, St John and Queenstown Ambulance will occur regularly prior to each event to ensure the appropriate procedures are in place in the event of an ambulance transfer.

5.4. Health - Local Health District

The Local Health District will be notified of each Event if required.

5.5. Fire Service

The Fire Service will be notified of each Event.

Distance to closest Fire Stations:

Arrowtown Fire Station - 4 minute drive (3km)
Frankton Fire Station - 19 minute drive (12.6km)

6. CROWD MANAGEMENT

6.1. Security & Crowd Management

The Event will engage a Security provider to provide Security & Crowd Management services for each Event. A Security Management Plan has been developed by First Security who has specific experience in outdoor events.

Deployment of a security roster will include static positions along the perimeter to deter and detect any unlawful entry; internal areas of the site that have restricted access and positions at the entry to execute the entry plan. They will also be positioned on all bars and treasuries and throughout the Event site.

Please refer to Appendix F: Security & Crowd Management Plan

6.2. Zones

The Event site has been divided into five zones. All agencies will be briefed on adopting this zone plan in their own operations.

- Zone 1: Entry, Medical, Bar 1, Food Vendors, FOH
- Zone 2: Bakehouse, Bar 2, Waste Compound
- Zone 3: Stage, BOH, Event Office, Dressing Rooms,
- Zone 4: VIP Area, Bar 3, Toilets

Please refer to Appendix C.5 'CAD Plans - Zone & Evac Plan'

6.3. Emergency Exits & Assembly Areas

There are six Emergency Exit points including the main entry and two Assembly Areas. These have been labeled on the site plan and will be referred to during all briefings.

Total aggregated egressable meterage = 25.5m

Emergency Exits

- | | | |
|--------------------|------|---------------|
| • Emergency Exit 1 | 5m | Grid Ref: F3 |
| • Emergency Exit 2 | 3m | Grid Ref: C6 |
| • Emergency Exit 3 | 5m | Grid Ref: D11 |
| • Emergency Exit 4 | 5m | Grid Ref: J10 |
| • Emergency Exit 5 | 2.5m | Grid Ref: J9 |
| • Emergency Exit 6 | 5m | Grid Ref: I4 |

Assembly Areas

- Grid Ref: C1
- Grid Ref: D12

Please refer to Appendix D.5 'CAD Plans - Zone & Evac Plan'

6.4. Emergency Evacuation

In the event of an emergency situation the below Agencies and personnel will assume control.

Police / Fire & Rescue / Ambulance
Chief Warden
Head of Security
Zone Wardens

All directions for emergency procedures will come through radio control or directly from the above listed stakeholders. All directions must be followed immediately.

The site will have five emergency entry/exit points. All access gates to the site will be secured in such a way that no hindrance is made to the emergency services. Please note that all emergency exit gates will be able to be swung open.

In the unlikely event that the site requires a full evacuation the following procedure will be followed:

- Announcements will be made over the stage PA system.
- Providing it is safe to do so gates will be opened outward by the dedicated security guard.
- Patrons will be directed to exit out the nearest gate to the nominated mustering area.
- In the event of an evacuation/ emergency, the designated meeting point for stakeholders will be in ECC (Grid Ref: I10)

Please refer to Appendix C.5 'CAD Plans - Zone & Evac Plan'

7. DRUGS & ALCOHOL

The Event is committed to providing a safe environment for all patrons in line with advice provided by the private and government Agencies with which the Event engages during the consultation and planning of the Event.

Throughout the consultation process we have been able to identify some key measures in the effective management of drugs and alcohol.

- Education Govt. Agencies / Promoter
- Prevention Police / Security / Promoter
- Detection Police / Security / Medical
- Communication Ayrburn / Promoter / ECC
- Response Security / Police / Medical / Ambulance

Mitigating factors in the effective management of drugs and alcohol that the Event will employ include but are not limited to;

- Engagement of Security and Medical teams
- Engagement with Police
- Engagement with Ambulance
- 100% bag search on entry
- Free water available throughout the site and at all bars
- Restrictions on number of drinks allowed to be purchased at any one time
- Roving RSA Marshalls across the site
- Medical & Security response teams
- Robust medical roster
- On-the-day visual and verbal messaging

Further detail on the management of Drugs & Alcohol are derived from the following plans.

- Ayrburn Alcohol Management Plan
- Sheridan Consulting Emergency Management Plan
- First Security Security and Crowd Management Plan
- St John Medical Operations Plan

7.1. Alcohol Management

Responsible service of alcohol (RSA) is critical to ensuring patron safety. The event has employed several measures to ensure RSA is protected during the operation. These are detailed as follows:

Licenses

At the event, bars are licensed and managed by the Venue.

The Approved Operations Manager and will liaise with authorities to ensure compliance with local liquor legislation and licence requirements.

Event organisers deem upholding liquor laws and regulations as key to the production of a safe and enjoyable event. To ensure this, management have put in place a number of standard operating procedures with respect to the maintenance of RSA:

- All bar staff engaged in the sale or supply of alcohol will have serve wise training and/or a valid Duty Managers certificate.
- Patrons will be vetted at the entry to the event – any patron obviously affected by alcohol due to ‘pre-loading’ will be refused entry.
- RSA checkpoints will be located at all bars
- Food vendors and food trucks will be engaged to service the event. Food will be available at all times that the license is being exercised.
- BYO alcohol is prohibited. Any persons found importing alcohol into the event will have said alcohol confiscated and the offender may be ejected from the event. This condition will be included on the Conditions of Entry signage.
- Maximum number of drinks patrons can purchase at once may be reduced at any time.
- All alcohol will be opened at service to avoid stockpiling
- Shots, doubles or drinks designed to be quickly consumed such as “shooters” or straight alcohol over ice will not be served
- Free water will be available at all bars

There will be three alcohol service points throughout the site:

- Bar 1 Grid Ref: C4
- Bar 2 Grid Ref: C11
- Bar 3 Grid Ref: I6

8. WELFARE

8.1. Lost Property

All Lost Property items will be collected and managed at the front gate where they will be logged by the front gate manager and made available for collection until 30 mins after the event.

Post event these items will be available for collection from the Venue for the following week. After this time, unclaimed items will be handed into the local Police Station. This information will be advised on the Event's website and social media so patrons are aware prior to the event and can make alternative arrangements for any loose items they may consider bringing to the event.

9. FOOD & WATER

9.1. Availability of Food

Ayrburn will be managing food vendors at the Event.
Food will be available to both patrons and event staff.
Food will be available during the operating times of the Event.

9.2. Safe Food Handling

All regulatory health requirements will be met in regards to events and temporary food stalls/food trucks.

All necessary wash up stations and gas checks will be carried out by a licensed professional and certificates provided to Council as required.

A Venue representative will be on site from the start of the vendor load in, throughout the event and until all food services have left the Venue.

All waste is to be removed with the food vendors and not left on site.

9.3. Availability of Water

9.3.1. Free Water

Ambient temperature, free water will be readily available to patrons and staff alike during all hours of the event's operation. Free water will be available at all bars.

9.3.2. Chilled Water

Chilled water will be available for purchase at the bar and at all food vendors during all hours of the Event's Operation.

**For more information about the Safety & Compliance Plan
please contact:**

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THE DELL EVENTS VENUE MANAGEMENT PLAN

AYRBURN, ARROWTOWN NZ

Version: V2 DRAFT

Prepared For: Ayrburn Precinct Ltd

Prepared by: Architects of Entertainment Ptd Ltd

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During the planning phase for each event a consultation process including stakeholder meetings, committee meetings, one-on-one meetings, and communications with stakeholders via email, phone and video conferencing will occur.

During the consultation process, draft documents will be distributed to stakeholders and other relevant personnel. Documenting and recording the consultation process during the development of the Venue Management Plan is an important part of the broader goals of effective event planning and management.

A document management system has been implemented to track amendments to this document, and their source, and to ensure those changes are tracked and communicated effectively.

This document is V2 DRAFT

Document Version Control

Document Version Control	Date Published	Author
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Version 3.0		

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1. DEFINITIONS

ACCREDITATION	A physical or digital pass allowing a person or vehicle access to the Venue or Restricted Areas.
AGENCIES	Institutions or organisations that manage or specialise in a particular field.
CONDITIONS OF ENTRY	A set of terms a patron is required to accept before entering the Venue.
CONSULTATION COMMITTEE	A group of Agencies delegated to consider, plan and take action on matters relating to Venue Management.
ENTRY	A point of entry to the Venue for patrons.
EVENT	The Dell Events
EVENT MANAGER	The primary planner of the Event and who controls all communication and documentation.
INFRASTRUCTURE	Fundamental physical facilities that are installed to carry out or manage a function. e.g Structures, equipment, network.
OPERATION	The function of an Agency in the delivery of their service.
PASSES	Visual accessories that are worn on the body that define access restrictions.
PRECINCT	The boundary at which the Event's duty of care begins and ends as defined by the external operation.
PROHIBITED ITEMS	A list of items which are prohibited inside the Venue.
RESTRICTED AREAS	Areas inside the Venue where access is restricted to those with appropriate Accreditation.
VENUE	Ayrburn, Ayr Avenue Arrowtown NZ 9371

2. COMMITTEE & CONSULTATION REGISTER

The following stakeholders form the Internal Venue Management Committee and will be involved in the consultation process relating to these operations.

Lauren Christie, Winton	General Manager	+64 21 910 981 Lauren.Christie@winton.nz
TBC	Operations Manager	TBC
TBC	Event Manager	TBC
Nathaniel Holmes, Architects of Entertainment	Event Designer	+61 422 169 363 nathaniel@architectsofentertainment.com
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Anna Wilson Smart Environmental	Waste	+64 27 209 2419 awilson@smartenvironmental.co.nz
Micky Yang Marshall Day Acoustics	Noise Management	+64 21 057 1091 Micky.Yang@marshallday.co.nz
QLDC	Council	TBC

3. VENUE MANAGEMENT MATRIX

The following matrix shows the roles and responsibilities of key staff in both the pre-site occupation and site occupation period.

	INTERNAL		EXTERNAL	
	Pre-Occupation	During Occupation	Pre-Occupation	During Occupation
Event Management	<ul style="list-style-type: none"> • Planning & Compliance • Documentation • Event Notifications • Letter to Residents • COVID Compliance • Venue Liaison • SM Handover 	<ul style="list-style-type: none"> • Walkthrough • Event Office • Radio Comms • Gate Management • Inductions • Safety Officers • Access to Water • Fire Extinguishers • Accreditation • COVID Compliance • Noise Management 	<ul style="list-style-type: none"> • Planning & Compliance • Documentation • Land Owner liaison • Parking • Transport • Traffic 	<ul style="list-style-type: none"> • Signage • Precinct Lighting • Traffic • Parking • Transport
Site Management	<ul style="list-style-type: none"> • Receive Handover • Schedule • Supplier & Contractor Advance • Mobilisation & Resources 	<ul style="list-style-type: none"> • Briefings • Crew Management • Plant Management • Gate Liaison • Ground Protection • Build Areas delineated • Plant checks • WHS Checks • Venue Liaison 	<ul style="list-style-type: none"> • Site Visits • Review Plans of Management 	<ul style="list-style-type: none"> • Comms to Precinct Manager
Safety Officer	<ul style="list-style-type: none"> • Site Visits • Review Plans of Management • Online Inductions • Documentation 	<ul style="list-style-type: none"> • Gate Inductions • WHS Checks • Build Areas delineated • Incident & Hazard Reporting • Record keeping • Public Information 	<ul style="list-style-type: none"> • Site Visits • Review Plans of Management • Incident & Hazard Reporting • Record keeping • Public information 	<ul style="list-style-type: none"> • Comms to Precinct Manager
Heads of Department Suppliers Contractors	<ul style="list-style-type: none"> • Review advance information • Complete Inductions • Supply staff & vehicle data 	<ul style="list-style-type: none"> • Incident & Hazard reporting • COVID Compliance • Waste Collection 	<ul style="list-style-type: none"> • Review advance information • Complete Inductions • Supply staff & vehicle data 	<ul style="list-style-type: none"> • Incident & Hazard Reporting • Waste Collection

4. SITE OPERATIONS

4.1. Occupation Period

4.1.1. Dates of Occupation

Occupation will vary per event. Based on a full capacity show, the below will be followed:

- Load In will commence two days prior to event day.
- Load out will conclude one day post event day.

4.1.2. Hours of Operation

Hours of operation will vary per event. Based on a full capacity show, the below will be followed:

- Load In Day 1 07:00 > 18:00
- Load In Day 2 07:00 > 22:00
- Event Day 07:00 > 23:00
- Load Out Day 1 07:00 > 18:00

4.2. Supplier Advance

To ensure all suppliers and their inbound vehicles understand exactly what is required of them and when, the Event Management Team will issue a Supplier Advance document to all suppliers, contractors and personnel two weeks prior to mobilisation. The Supplier Advance will include maps, site rules, a safety induction link, contact details and general event information.

4.3. Site Rules

Included in Supplier Advance and the safety induction.

4.5. The Venue

The Dell is a new outdoor hospitality and events space located in the Ayrburn precinct just outside picturesque Arrowtown, New Zealand. The Dell stands out as the premier events space in the region due to its state-of-the-art staging and event infrastructure, which are designed to meet world-class standards. The Dell boasts a location that offers attendees and visitors a breathtaking view of the surrounding natural beauty located within Ayrburn, a food and wine neighborhood with restored heritage charm, enhancing the overall experience for artists, attendees and visitors alike.

4.5. Public Access During Load In / Out

Some areas of the Ayrburn precinct will remain open to the public during the load in / load out of The Dell events.

The Event Management Team will:

- Engage a safety officer who will direct and communicate to the general public
- Demarcate work areas with crowd control barriers or 1.8m temporary fencing.
- Install signage at the perimeter of the site informing the public of the change to regular conditions
- Install signage at the perimeter of work areas informing the public that these are restricted areas and heavy machinery is in operation.

4.6. Service Vehicle Access

4.6.1. Load In / Out

The Event Management Team will establish a holding bay on Homestead Driveway. The holding bay will be manned by traffic control personnel. Traffic control at the holding bay will call through the vehicles to traffic control on the service vehicle road. Vehicles being held in the holding bay will not be permitted access to the venue unless approved by traffic control.

4.6.2. During Event

It is anticipated that Service Vehicle Access will not be required during the Event phase.

4.7. Service Vehicle Movement

4.7.1. Load In / Out

Service vehicle movement inside the site will be limited to only essential vehicles.

- For movement around the site, a one-way system will be implemented for all service vehicles that are on site for deliveries or temporary installations. This will ensure predictable vehicle movements and easy to understand and follow directions.
- Vehicle exclusion zones will be established with crowd control barriers and signage.
- Ground protection products will be installed to allow service vehicles to access areas without hardstand surfaces.

4.7.2. During Event

It is anticipated that only emergency vehicles will require access to the medical compound during the Event.

4.8. Venue Asset Protection

The protection of the venue is of paramount importance to ensure the venue's assets remain intact and event patrons can enjoy the venue to its full potential. The operation of the Site will consider venue asset protection at all times during the planning and load in / out of the event.

4.8.1. Ground Protection

The movement of service vehicles and plant machinery have a high possibility of causing damage to ground surfaces inside the venue. To mitigate the potential for any such damage, the event will temporarily install ground protection products where required.

Ground protection will be most often installed in areas that require service vehicles to perform sharp turns on the grass or in sensitive areas identified during the surveying and design of the venue, or as identified by the Venue itself, but in all cases the ground protection products used will be selected on their appropriateness for the terrain and types of vehicles or equipment.

4.8.1.1. Load In / Out

During the load in / out of the event, site management will install LD20 and Trakmat or similar where required.

4.8.1.2. During Event

During the event phase, Pro Floor or similar will be installed in some areas of the site if required.

This pad will be used to protect from general wear and tear from pedestrian movement. It will be removed after event cleaners have swept the venue

4.8.2. Heritage Protection

Heritage protection is the protection of venue assets listed as being a heritage item. All heritage protection procedures such as exclusion zones will be followed throughout site occupation.

4.8.3. Environmental Protection

Environmental protection is the protection of flora and fauna that have been listed as protected species. All environmental protection procedures such as Tree Protection Zones will be followed throughout site occupation.

4.9. Plant & Machinery

4.9.1. Load In / Out

The operation of plant and machinery will be undertaken by accredited and ticketed personnel only.

Plant and machinery will be selected by the Site Manager with regards to:

- Suitability for the application;
- Operator safety;
- The safety of others on the site; and
- The protection of the venue's assets.

All plant and machinery will be checked for relevant tags and log books and is expected to be delivered by the suppliers in safe working order and in accordance with NZ Standards.

The plant being used on the Event Site will include:

- Lighting towers
- Cool rooms / Refridgerated containers
- Generators

The machinery being used on the Event Site will include:

- 2.5T Container forklift truck LPG
- 12m scissor lift, elevated work platform
- Boom lift

4.9.2. During Event

During the Event the plant in operation will be:

- Cool rooms / Refridgerated containers
- Lighting towers
- Generators

During the event it is anticipated that machinery will not be in operation.

4.10. Storage of Machinery, Equipment, Assets and Materials.

A temporary storage area will be created inside the site. Colloquially referred to as “The Boneyard”, this area is for the specific purpose of the storage of machinery, equipment assets and materials.

The area will be identified with signage and if required will be demarcated with barrier. Hazardous materials such as fuel and gas will be stored and signed according to New Zealand standards.

4.11. Adverse Weather

As the Event is outdoors, close monitoring of weather conditions is required. The Event Control Centre will monitor the weather via the Met Services website [metservice.com](https://www.metservice.com).

Please refer to Appendix B: ‘Adverse Weather Plan’

4.12. Signage Plan

4.12.1. Load In / Out

During the load in / out phase of the Event there will be two types of signage erected throughout the site:

- Informative signage
- Compliance signage

These will be used to inform both public and staff of the change in environment and the necessary measures that need to be taken whilst on site.

Informative signage

Signage will be displayed in print and digital formats around the site and on approach to the site. It will be used to advise motorists and pedestrians of changed conditions and, when required, to provide instruction to those motorists and pedestrians.

Compliance signage

Compliance signage will be displayed throughout the site during the load in / out phase of the Event. This is to ensure staff and the public are aware of the possible dangers and hazards in the area and to prevent injury for all those on site.

Examples of Load In / Out Phase Compliance Signage are shown in Figure 4.12A.

Figure 4.12A - Examples of load in / out Phase Compliance Signage



4.12.2. During Event

For the duration of the Event, four categories of signage will be installed in both print and digital formats.

Figure 4.12B - Signage Categories

External Wayfinding & Directional Signage	<ul style="list-style-type: none"> ● Variable message signs ● Vinyl print signage
Entry Signage	<ul style="list-style-type: none"> ● Conditions of Entry ● Prohibited Items ● Queue labels ● Licensee Information ● Box Office / Guest Services ● Cloak Room ● Party Safe Messaging
Internal Wayfinding & Directional Signage	<ul style="list-style-type: none"> ● Bars & Food ● Amenities ● Stage Names ● Set Times ● Destinations
Compliance Signage	<ul style="list-style-type: none"> ● Medical & First Aid ● Emergency Exits ● Patron Hotline ● Free Water ● Party Safe

Examples of During Event Compliance Signage can be seen at Figure 4.12C.

Figure 4.12C - Examples of During Event Compliance Signage.



Please also refer to Appendix G: 'Signage Plan'

4.13. Sustainability and Waste Management

The Event acknowledges the strict sustainability standards of the Venue and are committed to upholding these standards.

The Event Management Team has engaged the services of cleaning and waste management specialists Smart Environmental, who have specific and extensive experience in outdoor events.

The Event Management Team is aware that public events pose significant challenges to the effective management of waste and recycling systems, and often generate large amounts of waste in a short amount of time. The Event Management Team aims to reduce the challenges and the impacts of this public event by:

- Reducing the amount of event waste going to landfill
- Increasing the amount of product recycled
- Receiving accurate statistics on waste collection and disposal
- Improving collection methods and reduce contamination
- Using packaging relevant to waste management strategies
- Ensuring a zone of influence around the Event Site is in the cleaning management plan
- Effectively communicating goals and strategies to customers, staff and contractors

The Event will practice sustainability and waste management strategies during both the load in / out phase and event phase.

Waste Streams

Three waste streams will be implemented throughout both the load in / out and event phases; General Waste , Glass and Recycling.

Please note: due to the location of the event, composting is not a viable option.

All waste will be transported offsite by Smart Environmental where further sorting will occur.

Vendors will be responsible for removing all their own waste from the Event Site, including the removal of grey water and used oil from the site.

Please refer to Appendix J: 'Waste Management Plan'

4.13.1. Load In / Out

During the load in / out phase cleaners will be rostered on to remove litter and empty bins inside the Event Site. Cleaners will liaise with bar's management to monitor bar's waste and ensure waste streams are not contaminated.

A number of 240L general waste and recycling bins will be on site during the load in / out phase.

Staff and Contractors will be briefed on using these bins correctly and to not leave rubbish on site.

Near the completion of the load in / load out phase all waste infrastructure will be removed from site. Cleaning staff will conduct a final clean to ensure the site is ready for handover.

4.13.2. During Event

During the Event Phase, cleaners will be rostered on to remove litter produced both inside and outside the event site, service bins and amenities regularly and sanitise high-touch surfaces.

Products sold at the venue

The Event will endeavour to uphold Sustainability and Waste Management standards and industry best practice by prohibiting the sale of single-use plastic by vendors and bars.

A vendor policy agreement will be emailed to all vendors upon their engagement outlining this, and providing information as to what products can and can't be used.

Approved products will include compostable packaging, recycled paper, cardboard food pails and wooden utensils.

4.13.3. Liquid waste

The Event's amenities provider, will have an appropriate number of liquid waste pumping trucks that will pump the waste directly from the units on site where it will be transferred to an offsite treatment plant.

4.14. Amenities

Amenities will be afforded by a minimum ratio of 1:60 in the licensed area. Below are protocols relating to amenities that will be actioned during both site occupation and Event day.

- Amenities will include hand wash, paper towels and suitable waste disposable containers.
- Dedicated cleaning personnel will be allocated to maintain and service facilities to reduce the risk of infection.

16 Pan Unisex Unit

- The Event will be using 16 Pan Unisex Units where possible, as seen in Figure 4.14.A
- These include wash basins.

Accessible Unit

- The Event will be using Accessible Units where possible, as seen in Figure 4.14.B
- These include wash basins and handrails .



Figure 4.14A - Standard Single



Figure 4.14B Accessible Unit

4.15. Power & Lighting

All electrical installations will be in line with New Zealand standards. All electrical equipment installed on site will carry current tags and will be installed by a certified electrician, who will remain on site during all hours of operation.

All electrical distributions used on site will be set up and monitored by the electrical services provider.

All electrical items or leads used or supplied by suppliers are required to carry a current test tag.

4.15.1. Load In / Out

Work lights will be installed by a qualified electrician and will provide lighting to workers in key areas of access, service or where tasks are to be performed.

4.15.2. During Event

Ambient lighting will be provided by stall lighting, stage lighting and dedicated decorative lighting throughout the event.

Light towers and work lights will be installed by a qualified electrician and will provide lighting to workers in key areas of access, service, work areas and roadways.

5. EXTERNAL VENUE MANAGEMENT

5.1. Reducing Impact on the Community

The Event is committed to minimising any negative impacts on the Arrowtown and Lake Hayes communities. Measures the Event will take to reduce its impacts include the following.

5.1.1. Notifications

Stakeholders, businesses and local residents will be notified of the event. Stakeholders including police, council and transport will form part of the planning committee and will be involved in the consultation process.

5.1.2. Letters to Residents

A letter to residents will be distributed at minimum two weeks prior to the event date to the surrounding area. The letter will contain:

- The date and time of the Event
- Approved sound amplification schedule
- Event Hotline number to call for any noise, safety or other community concerns or feedback
- Details of changed traffic conditions, if applicable
- Details of any other significant changes that may impact the community.

5.1.3. Advertising

Ayrburn will advertise the events on both print and digital platforms.

5.1.4. Signage

External signage will be erected during both the load in / out and event phase.

Load In / Out

Informative and directional signage will be erected external to the venue. These will be used to inform the public of the change in environment and to direct public traffic as well as supplier deliveries.

Event Phase

Directional and compliance signage will be erected external to the venue. These will be used to direct patrons to and from the event, direct traffic and the location of Emergency Assembly areas.

5.2. Noise Management

The Event is dedicated to reducing the noise impacts of the event on neighbouring residents and wildlife and has engaged with an accredited acoustic consultant to:

Monitor the event's noise at all hours of amplification on the show day; and
Prepare a written report of the findings within two weeks of the event.

Sound Amplification Hours will be submitted to council prior to each event, with sound checks being scheduled one day prior to the event and the morning of the event.

5.3. Traffic Management

The Event has engaged the services of Southern Safety Systems for Traffic Management. The Traffic Management Plan aims to provide a plan for effective traffic management for the operation of the event and will cover the event site during site occupation and event operations.

The overall aim is to ensure the safety of patrons entering and leaving the Event site by managing the traffic flow throughout the precinct as/when required.

The Traffic Management Plan will include the provision for:

- The safe movement of vehicular and pedestrian traffic,
- The protection of workers from passing traffic,
- The design, installation and removal of any necessary temporary closures or detours,
- The provision of traffic controllers,
- The installation of temporary signs and;
- Safety barriers.

Road Closure Management

- There will be no road closures in place.

Please refer to Appendix H: 'Traffic Management Plan'

**For more information about the Venue Management Plan
please contact:**

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Development Manager

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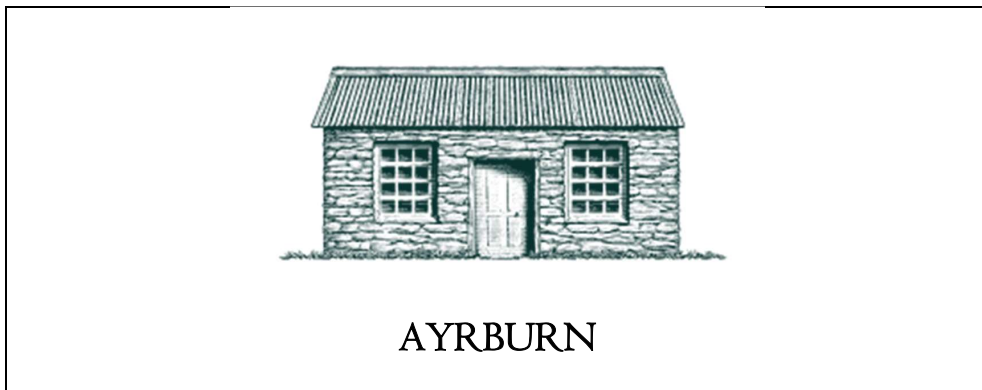
Nicola.Tristram@winton.nz

Event Venue Security Plan

FIRST Security

COMMERCIAL IN CONFIDENCE

for:



EVENT SECURITY PLAN	COPY NO. ___ OF ___
Prepared by:	Chris Harris, GM Southern
Last edited:	11/04/2024
Revision:	1
DISTRIBUTION	
Internal Management	Copy No. 1
Site Copy	Copy No. 2

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PREFACES

Commercial in Confidence

The document contains confidential information about First Security and their Client that must be respected. As such this document cannot be copied without authorisation, and it should not be removed from the premises/storage location without permission from the appropriate General Manager. Electronic copies are held on our systems and those of our specific Client only.

Limitation of Liability

Persons subject to these procedures must understand that no sets of orders or guidelines can be formed which will completely cover all cases arising in the course of their duties. Therefore, some matters will be left to the intelligence and discretion of the individual, with support. At a management level, the business and client will set down job roles and expectations that meet the requirements of the client. These tasks can change from time to time.

It must be understood if discretion is used recklessly or unreasonably, which is determined to be detrimental to the brand of the Business or its Client, that individual who violates or attempts to violate these procedures will be subject to disciplinary action, up to and including potential termination from the Business.

This document is to be read and actioned in the intent it was made – to provide guidelines to employees in performing their roles for the client in a way that is reasonable and safe and promotes the business, its employees and clients positively.

Purpose

The purpose of this document is to outline the venue event standard operating procedures and post orders for the Client mentioned that all operational employees/personnel must follow. The document will outline in an operational format the processes, roles and procedures that will be followed for service delivery and how these will fit in with other stakeholders. The document is split into categories each with its own detail to provide an accurate summary of operating procedures to ensure successful business and service delivery.



ABOUT US

Company Details

Registered Name:	First Security Guard Services Ltd
Trading as:	First Security
Registered Address:	8 Duke Street, Queenstown New Zealand
Security Licences:	PSPLA 11-002356

Our Business

First Security is a New Zealand company providing a range of security services including event security, labour, commercial security solutions, and mobile patrols throughout New Zealand. We are committed to the provision of superior service that meets the individual needs of each of our clients.

FIRST Security protects what you value most

Times have changed since First Security was founded in 1999, but our commitment to protecting the values New Zealanders' hold true has remained the same.

Our philosophy of protecting people first and fostering genuine client relationships has seen us evolve from a provider to a partner.

Each member of our 2000-strong staff embodies the same values, operating 24/7, including 120 patrol vehicles, 365 days a year, New Zealand-wide. As a wholly owned subsidiary of Wilson Security, these values echo across the Tasman.

You can enjoy the confidence of a service that's backed by the industry leader, providing critical services at the highest level and delivering exceptional value.

With expertise across virtually every key sector; combined with our human resources and state-of-the-art systems and equipment, we provide protection for a business over multiple levels.

We understand that no two clients are the same. We take pride in getting to know you and design services that meet your unique requirements.

EVENT SITE

Client Details

Client:	Aryburn Precinct Limited
Client Address:	Ayrburn Domain, Ayr Ave, Arrowtown

General Event Area

AYRBURN is located at Ayrburn Domain, off Arrowtown – Lake Hays Rd, Arrowtown.

1. AYRBURN is **located** on Ayr Ave, Arrowtown.
2. There is **one entry and exit** to the precinct via a roadway (Ayr Ave).
3. There is an internal **side road** called William Paterson Close.
4. The area includes **multiple buildings and farmland**.

The area described above will be our main Area of Operation. The main issues that will be faced at the site will be likely centralised to these areas where users and traffic volumes are higher. Management measures will be implemented to minimise the effect of these movements in the wider area, such as traffic on surrounding roads.

Areas of Interest

Considering the area of operation, particular locations will provide most of the security challenges. These are:

1. **Ayr Ave entry/exit**, in particular:
 - a. Traffic volumes. This is the only entry and exit to the venue.
 - b. Vicinity to neighbouring residential and commercial areas.
 - i. Including shops, local accommodation, etc. on Speargrass Flat Rd, and both The Hills Golf Club and Millbrook Country Club.
 - c. Pedestrian access and safety.
2. **Private Transport Operations**, including:
 - a. Private cars, Buses and Private Transfers.
3. **Millbrook Resort and Country Club, and The Hills Golf Club**, in particular:
 - a. Traffic and pedestrian volumes to these venues, being on the same, and adjacent, roadway for access.
 - b. Concurrent events that may operate, minimal impact is anticipated.
4. **Parking**,
 - a. Event Parking 590 Space, Staff 100 Spaces located within the precinct.

SITUATION

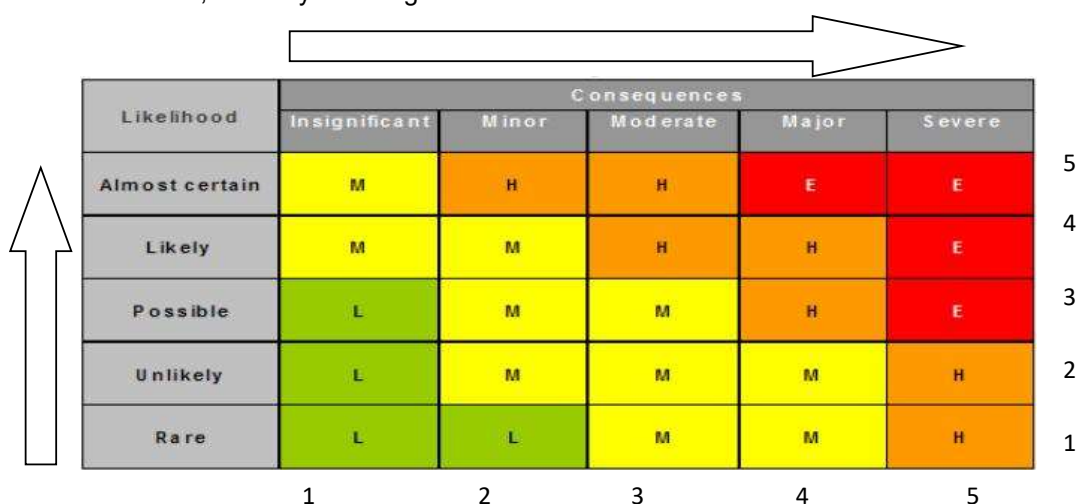
General Information

- First Security has been contracted by **AYRBURN** to provide event Safety and Security services.
- First Security will operate **mobile patrols, crowd controllers, response teams, asset protection and RSA Marshals** for the site's events.
- Dates: On-going from 2024.
- Crowd expectancy: 500 – 3,000 pax depending on the event.
- Event Day Weather: Refer to the daily forecast for up-to-date information.

Risk Assessment

This risk assessment model is based on intelligence around the site, the operations that occur inside and outside, and historical knowledge of similar operations.

The below risk matrix is designed to provide a graphical and numerical representation of the risk, the likelihood of a threat occurring and the consequence to the site if it does. Based on this, risk may be categorised as:



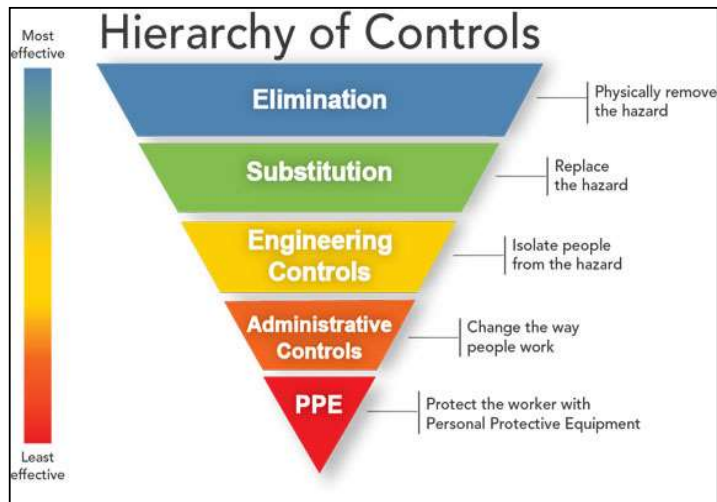
LOW (L)	MEDIUM (M)	HIGH (H)	EXTREME (E)
Managed as part of policy and procedure. Business as usual.	An increased level of risk awareness from management required. Crowd safety measures. Policy and PPE review.	Consideration is given to modifying the task. Crowd control measures. Operations Manager Oversight.	Senior Management oversight from both Client and Provider. Stop task immediately and review. Consider risk appetite if proceeding with the task.

Risk assessment for this venue in the following categories are:

- Intoxication **MED-HIGH**
- Spills, Trips and Falls **MED**
- Attempts to gain illegal entry **MED**
- Tailgating (People or Vehicles) **MED**
- Anti-Social Behaviour **MED**
- Theft or Vandalism **LOW**
- Noise Complaints **LOW**
- Domestic Incident **MED**

Controlling Risk

To bring treatment and reduction strategies together for security, we can combine both the Hierarchy of Controls and R2-D3 (Deter, Delay, Detect, Respond, Recover):



Eliminate	Substitute	Engineer	Admin Controls	PPE
Remove risk entirely	Replace with a less risky option	Isolate the area	Policy, Signage, Training, Work Instructions	Gloves, Hi-Vis, Glasses, etc.
Deter	Delay	Detect	Respond	Recover
Visible security patrols, signs	Access control	CCTV, Sensors	Security/Law Enforcement, etc.	Repair, check-in on welfare, etc.

Risk Mitigation

Techniques and deployments to assist in controlling identified risks:

- A. AYRBURN has several areas that can be utilised for multiple activities. There are fences, gates, and access measures in place to provide safe ingress and egress to separate events from other activities within the precinct.
- B. AYRBURN has multiple spaces that operate various components of the site. Security will work in unison with these other areas to ensure efficient services.
 - a. Accreditation will be used to identify authorised persons.
- C. AYRBURN holds a separate liquor licence for each venue serving alcoholic beverages. Security will assist with the Responsible Service of Alcohol (RSA).
- D. AYRBURN is responsible for its cleaning and hazard reduction strategies. The public thoroughfares are cleaned regularly by a contract cleaning company. They can be called via the Venue Operations Manager to clean up any spills.
 - a. Maintenance workers can also be called via the Venue Operations Manager to assist with any property damage, trip or other hazards.
- E. On-site security will utilise a range of facilities including asset protection officers, accreditation, CCTV and foot patrols to determine who is on-site. Patrons attending will require a valid ticket, checked upon entry to the event.
- F. If required the event will include additional crowd services.
- G. Security will coordinate evictions with appropriate resources, management oversight and Police liaison (if required).
- H. Security will work with the Venue Operations Manager to report any hazards.
- I. For outdoor areas, PPE for Security will be provided.
- J. The venue will consider the use of pyrotechnics, additional lighting, generators, etc. and the ability to provide these safely, including the consideration of additional firefighting equipment and evacuation plans.
 - a. Security will assist with crowd control during isolations or evacuations.

Security Systems

Security systems in place include:

- 1. Entry
 - a. Hard Key / Fob access control after hours.

- i. Patrons will be subject to screening at the entry points.

2. Lighting

- a. There is no street lighting around the area as it is rural.
- b. Buildings and Car parks have limited external lighting.
- c. Internal public spaces have 24/7 safety lighting.
- d. Additional light towers will be used in crowded areas during busier or higher-risk events.

3. CCTV

- a. Limited CCTV coverage is available around the venue buildings.
- b. Coverage is managed in-house by AYRBURN.

4. Intrusion Alarms

- a. Limited and managed in-house by AYRBURN.
- b. Event security arrangements are separated from this.

5. Other Agency Support

- a. A Venue Operations Manager is available on-call during the event.
- b. A Cleaning Contractor is on-site during business hours.
- c. First Aid on-site, as per their operational plans. Police as required.
- d. A Maintenance Representative is available during event hours.
- e. An Event Control Room will be established with security, emergency, venue and safety representatives. The main radio net will operate from this location as well.

6. After Hours

- a. Post-event, Security will redeploy to areas of concern during egress.
- b. Security will assist the event with external precinct management.
- c. A handover to asset protection will take place once the site is clear.

MISSION

Our mission is to continue our evolution into a comprehensive New Zealand-wide provider of services and solutions that address the physical security risks facing organisations, including risks to people and property.



We will deliver these solutions in line with the internationally recognised framework of Enterprise Security Risk Management (ESRM).

OBJECTIVES

1. Ensure site security and integrity are maintained.
2. Satisfy all obligations in the contract.
3. Provide a visible presence to provide deterrence, comfort and safety.

EXECUTION

This plan will be executed in 3 phases:

PHASE 1 – Detailed planning, risk assessment and client meetings.

PHASE 2 – Execution of the Event.

PHASE 3 – Post-event debrief.

Event Considerations

Patrons

1. Corporate patrons at some level of organised corporate package arriving at pre-scheduled timings on organised transport.
2. General admission and package patrons arriving on a mixture of public/private transport.

The mix of patrons will be pre-paid drive-up, private drop-off, and public transport, creating challenging management issues including:

- Late arrival which includes a late walk up and 'crowd rush' at the gate.
- Private vehicles and where they park/set down.

Successful management will be achieved through effective communication and efficient event management procedures. The key will be detailed planning to identify risks and the execution of an integrated Event Plan.

Staff/Workers/Media/Production/VIPs

There is potential for large numbers of Production and Event personnel who will need to be managed in a manner appropriate to their position but that also recognises overall safety and the security management plan. Clear communication lines and reporting structures will assist in ensuring their efficient management. The client should communicate changes or additions in this area to Security Management as soon as practical so communication can be made to those on the ground through official channels, which will help stop confusion, double handling and delays.

VIPs

1. Any significant VIPs or Persons of Interest should be confirmed and communicated to Security Management as soon as known.
2. Appropriate arrangements, be they by Security or other agencies, will be considered based on the person and their risk profile.

Neighbours

1. Neighbours surrounding the event venue must not be forgotten.
2. Issues include trespass, anti-social behaviour and noise, and are considerations pre- and post-event.
3. Security will assist the Events Team with managing the immediate precinct leading to the outside of the venue.
4. Liaison with Traffic Management, Police and Council will be required to minimise the risk and exposure to venue neighbours, especially for larger events.

Traffic Management

1. An external contractor will be used to manage traffic outside the event precinct and at higher-risk internal locations.
2. Traffic Management includes organising shuttles to and from the venue and managing the roadway on approach to the venue, and internally.
3. Security will be positioned at internal access points to slow and control traffic that may enter the event site.
 - a. This may include vehicle and accreditation inspections.

Emergency Services

1. Security to attend site briefing with key emergency stakeholders for an event emergency briefing session provided by the client.
2. Security to maintain communications with Police and other emergency services on event day.

Cleaning

TBC will provide cleaning services during the event.

Event and Venue Management

Site Contact - Lou Edney

Restricted and Prohibited Items

- Contraband searches will be conducted at all entry points.
- Security to follow company procedures for bag and person searches.
- Contraband found during the search to be either returned to the patron's vehicle, surrendered by the patron or kept, with the patron being refused entry.
- Prohibited items to the attention of Police, and/or refusal of entry.

Smoking Policy

- Smoking will only be permitted inside the event precinct in designated smoking zones.

Pass Out Policy

- Pass-outs are not allowed during events.
- For any unusual or unique requirements, Security will contact their Supervisor.

External Patrons and Vehicles

- Observe road activity in the area of operation.
- Support vehicle checkpoints as detailed in the traffic management plan.

- Report and act on all neighbour issues.
- Report to Control non-compliant traffic, or traffic violations.
- Crowd behaviour issues are to be dealt with promptly & reported to control. If required, inform control and request assistance.
- Complete Accreditation checks at appointed positions.
- Ensure only accredited vehicles enter the site.
- Ensure vehicle operators are aware of where to park.

Evacuation

- Potential emergencies include fire, flooding and adverse weather.
- If evacuation is required, event control will advise if it is a partial evacuation from a specific area or a full evacuation from the venue.
 - o If a full evacuation, event control will confirm if patrons need to leave immediately via the nearest exit, or, if they are to exit the venue and leave via their chosen method of transport.

Security Specific Taskings

Bump In Shifts

1. Security to attend the site office and conduct a handover meeting with the outgoing shift (and Venue Operations Manager if available).
2. Handover should include any activities of note, expected deliveries and any other notes.
3. Outgoing Security to ensure any relevant tasks are recorded in the handover log or shift activity report for the oncoming rotation.

Entry to Site

1. Entry into the site is available to:
 - a. Tenancies – 24/7 with accreditation.
 - b. Patrons – During event hours.
 - c. Contractors – As per contract or with Venue Operations Manager approval.
 - d. Deliveries – As per contract or with Venue Operations Manager approval.
 - e. Other – Approval required from the Venue Operations Manager.

Security Patrols

1. Security to conduct regular patrols of the full precinct while open:

- a. Politely interact with visitors and provide customer service.
 - b. Show a visible presence around all public areas.
 - c. Ensure persons are complying with conditions of entry.
2. Security will monitor crowd behaviour and follow company SOP for intervention if required.
 3. Security to maintain an accurate shift log of security-related activities.
 4. Report any urgent issues to the Venue Operations Manager or delegate.

Staging

1. Security will deploy Stage Teams to manage the front-of-house stage barrier, stage access and back-of-house areas.

Site Safety

Whilst on patrol, or upon receiving a report, security should:

1. Identify hazards and ensure they are eliminated, isolated or minimised with a report made for follow-up.
2. Conduct white-level checks at each location of work.
3. Ensure appropriate PPE is utilised when required.

Site Evictions

1. Eviction from the site should only be for a breach of conditions of entry or the peace, threatening, abusive or dangerous behaviour, where the eviction has been approved by the appropriate Supervisor, or, where the eviction is necessary for the safety of others.
2. Security to inform their Supervisor as to the situation and reasons why an eviction is required. Supervisor to approve and manage.
 - a. If the situation requires immediate intervention, the Guard is to call for assistance from the Supervisor as soon as possible.
3. Guard to follow company SOPs for evictions.
4. Incident report and shift log to be updated.

Crowd Management

There will be a liquor license for events and alcohol will be served.

Crowd Safety

Staff are to be familiar with emergency procedures and calling assistance. Staff are to be proactive in managing large queues and monitoring access points.

- Pre-event 'white level' checks are to be conducted.
- Hazards are to be reported and mitigated.
- Staff briefed on 'actions on' in an emergency.

Intoxication

Intoxication should be prevented with the patrons through polite, early advice to slow down, take a break or cease.

Should intoxication be observed, advice on action should be sought from the Security Supervisor or Manager (or Venue Operations Manager if deemed required), potentially requesting an eviction. Any evictions are to follow the Site Evictions procedure and company SOPs.

An additional consideration at this venue is its remoteness, and therefore ability for an intoxicated, removed patron to be able to leave the site safely. Mitigation includes liaison with local authorities, and providing safe escorts on shuttle buses.

Lost Property

Delivered to the Control Room or Information Tent. Log to be made of who found it and where, the item details, etc.

Lost Children

Lost Children (WE HAVE THE CHILD):

Staff should report immediately to Event Control and wait at that location for 10 minutes.

The Child should then be escorted to the Information/Front Desk if not reunited with the parent/guardian. Police will be contacted after 30 minutes (if not on-site) depending on the age of the child. If Police are on-site, they are to be made aware immediately after the initial 10 minutes.

Lost Children (WE DO NOT HAVE THE CHILD):

Report immediately to Event Control. Ascertain Age, Gender, Ethnicity, Clothing Worn, Name, Last seen location, Time since observed missing. Police are to be notified with details immediately if on-site. If the Police are not on-site, they must be contacted within 15 minutes of the total elapsed time if child is under 10 years of age, and 30 minutes of total elapsed time if over 10 years of age.

Security should be notified. Gate Security to ensure they are monitoring all persons exiting the area. Internal Security Patrols should conduct a sweep of their areas to attempt to locate the child.

Reuniting Lost Children:

On reuniting, identification of the parent or guardian must be obtained.

A detailed 'time' log is to be entered into the security report.

Mobile Patrols

Safety

All personnel must ensure that they operate any mobile patrol vehicle safely and within the relevant laws governing the use of the vehicle and any road, water or area for vehicle regulations.

Upon commencing a mobile patrol, employees will:

- Conduct a safety inspection of the vehicle
- Ensure the vehicle is fitted with a fire extinguisher and first aid kit
- Ensure they have their required PPE including torch and hi-vis vest

Patrols

The employee conducting the mobile patrol is responsible for:

- The prescribed duties on the mobile patrol run sheet
- Operating in a safe and secure manner
- Being a visual deterrent to crime in and around the client's premises
- All equipment issued for the patrol
- The patrol vehicle always having more than ¼ of fuel available

Employees must ensure that any keys and access codes are kept securely locked in the vehicle and that only the keys and codes required are accessed. The key box should be physically secured to the vehicle.

Personnel Code of Conduct

- Work to be performed to a high standard.
- No personal phones are to be used in public spaces.
- All breaks are to be taken out of public view.
- No excessive jewellery or visible piercings are to be worn whilst working.
- Staff to remain professional always.

Media Policy

No discussion or comment should be made or entered into with Media. Security should direct media to the Venue Operations Manager. If questioned on specific event details, a polite no comment is to be given with direction to the appropriate media liaison. General enquiries may be politely responded to.

All media will require accreditation to enter and film on-site unless previously authorised.

ACTIONS ON

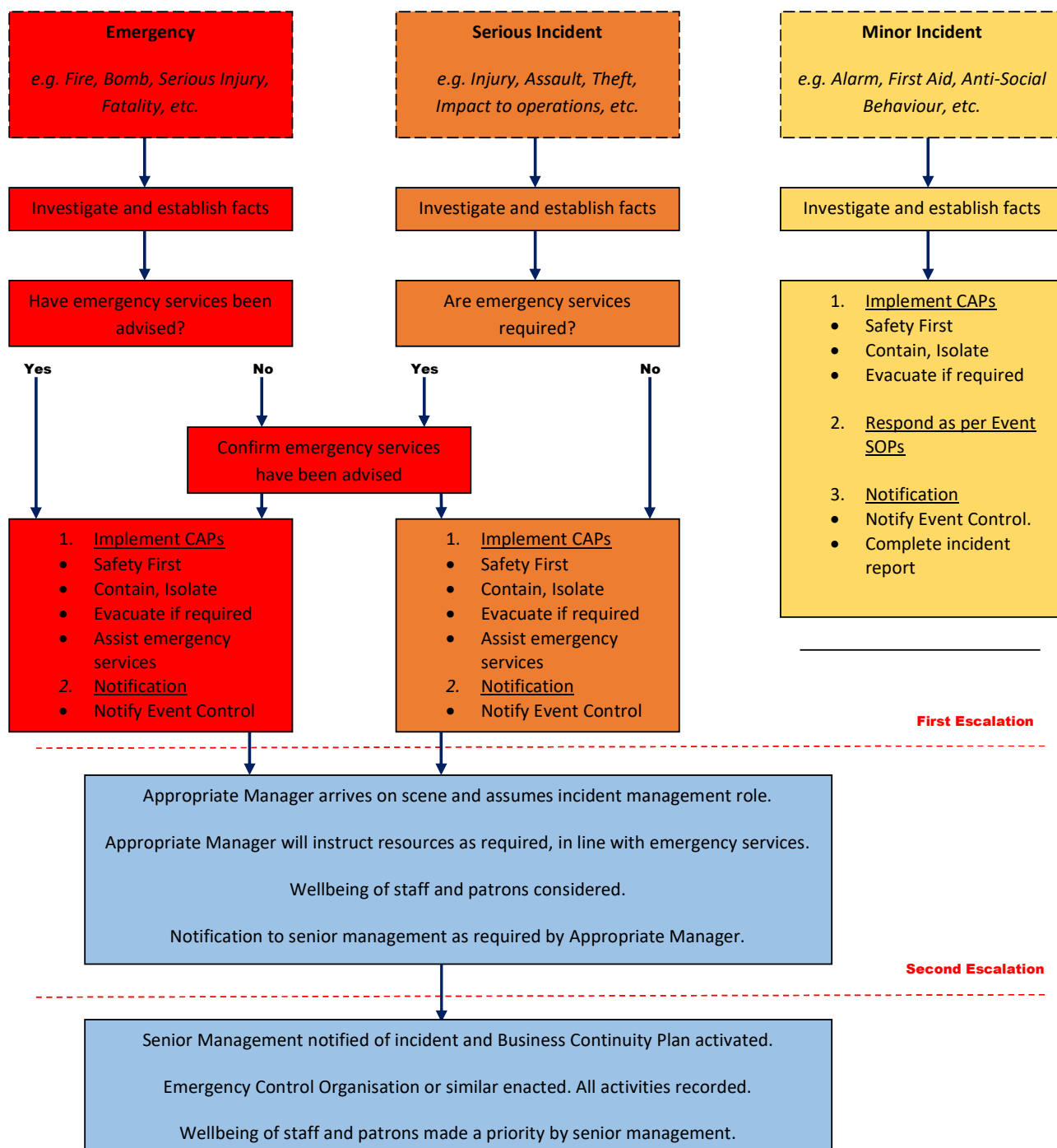
Incident	Action on Occurring
Failure of lights	<ol style="list-style-type: none"> 1) Report failure to Ops Manager for maintenance to attend. 2) If required, isolate the area to prevent entry.
Power failure	<p>Depending on the severity of the failure, site users will either be asked to remain until the fault is rectified or asked to leave.</p> <ol style="list-style-type: none"> 1) Report failure to Ops Manager for maintenance to attend. 2) Collect equipment such as PPE, Torch, etc. 3) If required, isolate the area to prevent entry. 4) If approved by the Ops, usher site users out the nearest exit. 5) Follow company SOPs if further response is required.
Fire	<ol style="list-style-type: none"> 1) Report the fire to Event Control Room immediately. 2) If required, isolate the area to prevent entry. 3) Control crowd to provide access to emergency services. 4) Follow company SOPs if further response is required.
Medical incident	<ol style="list-style-type: none"> 1) Notify Event Control and request Event First Aid. 2) Control the scene. 3) If you are appropriately trained and confident to do so, provide what assistance you can to the patient. 4) Follow company SOPs if further response is required.
Spill or Slip Hazard	<ol style="list-style-type: none"> 1) Stay at the spill or slip hazard and direct people around it. 2) Call and advise the Ops Manager. 3) Request Maintenance or Cleaners depending on the issue. 4) If able, clean the spill yourself if small enough. 5) Else, isolate the area and place warning signage in a visible location.
Poor behaviour of persons	<ol style="list-style-type: none"> 1) Safety first. Do not approach if unsafe to do so. <ol style="list-style-type: none"> a. If unsafe, contact Police via Event Control. 2) If safe, approach the situation and determine the issue. 3) Ask the person to comply with the house rules. 4) If they refuse to comply, notify your Supervisor. 5) Follow company SOPs if further response is required.
Unauthorised Entry	<ol style="list-style-type: none"> 1) Approach the person and introduce yourself. 2) Try to ascertain who the person is and why they are on-site. 3) Ask for their ID. 4) If a person is uncooperative or does not have a lawful excuse: <ol style="list-style-type: none"> a. Notify Event Control. b. If other offences have occurred, consider calling Police. 5) The person may either be permitted to stay once identity and reason established, held for Police or asked to leave. 6) Follow company SOPs if further response is required.

Access Request	<p>If a person requests access to an area but does not have the required access key or accreditation pass:</p> <ol style="list-style-type: none"> 1) Establish their identity and reason for access. Ask for ID. 2) Notify Event Control and request instruction from the Ops Manager. 3) Provide no access until Ops Manager authorises.
General damage	<p>Note location and extent of damage and contact Event Control. If you observe how it happened, provide these details to control.</p>
Evacuation	<p>An evacuation may be partial or full but will be controlled by the Ops Manager and Fire Panel via Event Control. The decision to evacuate the site will be made by the Ops Manager, relevant authority, or by Security if immediate action in the area is required.</p> <p>All persons will be evacuated out to the area immediately surrounding the site, including streets and car park areas. Security will attend the Fire Panel and liaise with emergency services.</p> <p>Follow company SOPs if further response is required.</p>
Noise Complaint	<ol style="list-style-type: none"> 1) Receive noise complaint and note in the activity log. 2) Verify the location of the noise. 3) Inform Event Control and await further instructions.
Stage Invasion	<ol style="list-style-type: none"> 1) Designated barrier team to apprehend and control. 2) Remove person fastest way off the stage. 3) Hand person over to Police or remove from site. Monitor for additional invasion.

Critical Action Points (CAPs)

1. Safety first.
 - a. Make sure it is safe for you to approach. If there is doubt, don't.
2. Isolate or Evacuate.
 - a. If you can approach safely, isolate the immediate area. If it is not safe, start evacuating from where you are away from the risk zone.
3. Cordon and Contain.
 - a. This may involve barriers, caution tape, closing doors, etc.
 - b. If unsure of the scale of the incident, make the containment area larger.
4. Get help.
 - a. Call for the appropriate services to remedy the problem as per your usual protocols.

INCIDENT ESCALATION PROCEDURE



COORDINATED TIMINGS (Example)

Timings	Activity
0700	<i>Security Patrol opens site</i>
0800	<i>Site open for business</i>
0900	<i>Security Patrol of the premise - 1</i>
1100	<i>Security to Loading Dock for deliveries</i>
1400	<i>Security Patrol of the premise - 2</i>
1600	<i>Security allows cleaners on-site</i>
1800	<i>Site bed down and lock up</i>
1900	<i>Overnight Security Patrol</i>

ADMINISTRATION AND LOGISTICS

A. UNIFORM

- a. First Security Blue / Hi Viz Yellow or Orange.

B. PARKING

- a. Staff parking located at Grid Reference F6 of the internal Access Plan.

C. BREAKS

- a. Each supervisor will communicate via logistics to manage site breaks locations for breaks to be include in aide memoir.

D. COMPLAINTS

- a. Any complaint is to be brought to the attention of the Venue Operations Manager ASAP. Complaints are to be taken seriously, and security staff will attempt to offer solutions or escalate as required.

E. MEDICAL

- a. Security to help where trained and confident to do so. For more serious matters the site First Aider should be informed followed by calling assistance from Event Control.

F. WELFARE

- a. All personnel must always be alert to any health and safety risks that could potentially cause or have the possibility of causing harm to themselves or any other person and property on-site. Any such incidents or near misses must be reported immediately.

G. SECURITY COMPLIANCE

- a. All staff in a 'Security Position or Role' are to have their security licence and any other item as required.

H. LOGGING

- a. All personnel are to maintain an activity log of their duties and events during the shift via their Supervisor. This log report will serve as confirmation of services to the client and as a debrief tool for First Security.

COMMAND, CONTROL, COMMUNICATION

Key Contact Information

Key Contact Position	Key Contact Name	Key Contact Details
Site Management	TBC	
iClean Cleaning Manager	TBC	
Maintenance Manager	TBC	
Events Manager	TBC	
Office Manager	TBC	
Security System Tech	TBC	
First Security	Chris Harris - General Manager Southern	021 407 824

Communications Plan

1 COMMUNICATIONS

Communication will be through the use of RT's (Radio Telecommunication). Key staff members will be issued an RT. When using the RT, ensure you are on the correct Channel. The RT is for work-related communication only and not for personal use.

2 CALL SIGNS

To be allocated based on location/position as deployed.

3 CHANNELS

Channel 1 = Primary Channel

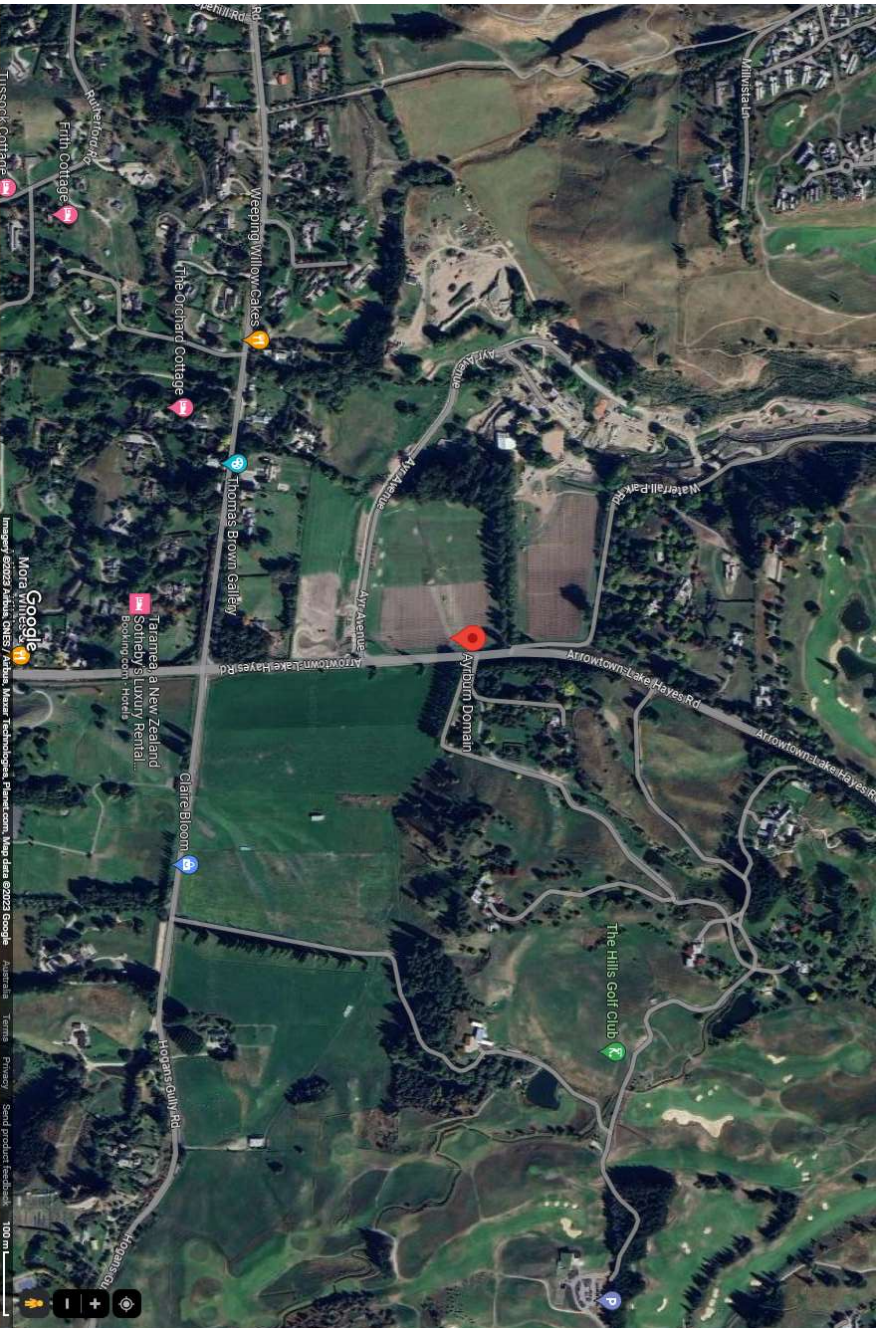
Channel 3 = Venue Channel

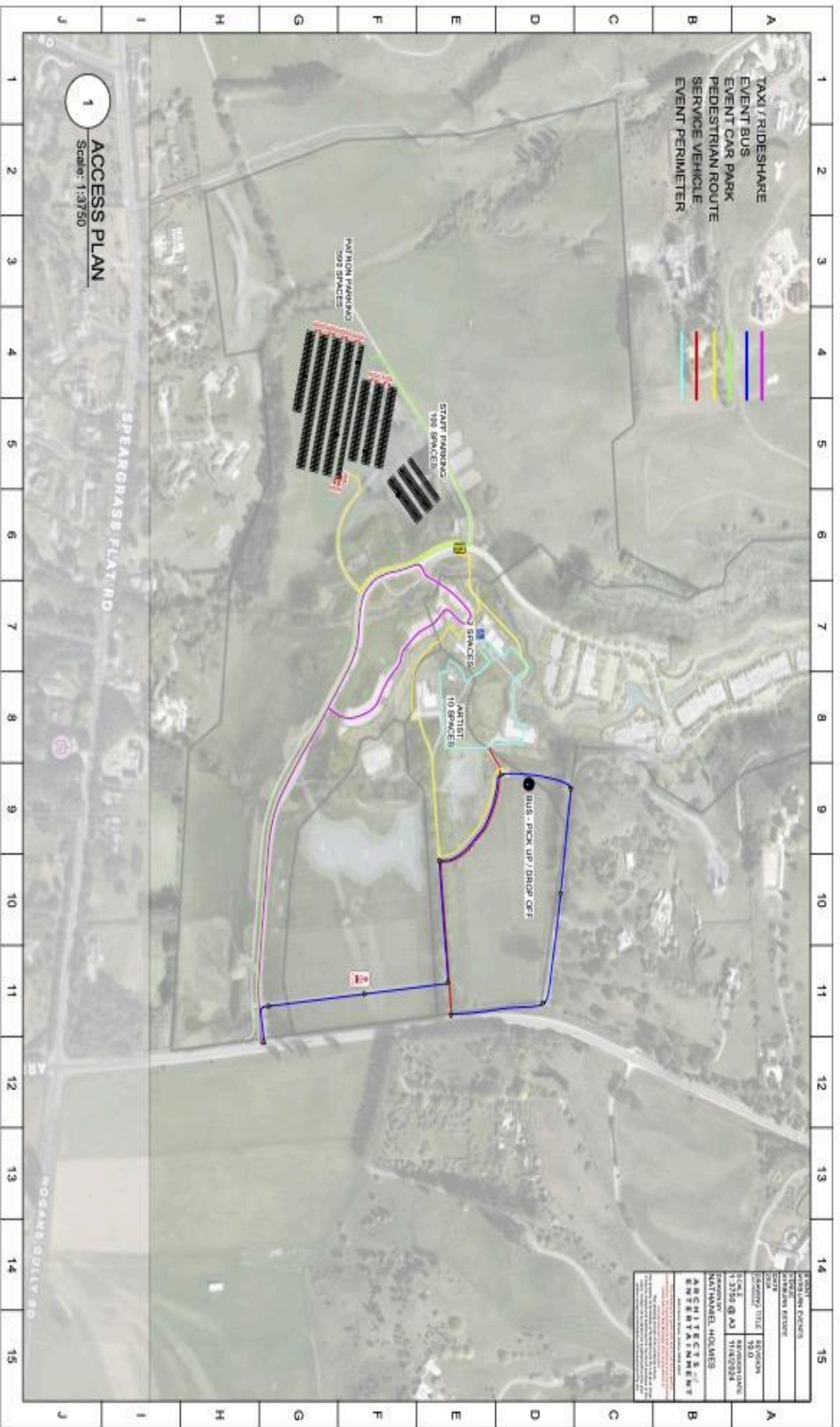
Channel 5 = Emergency Channel

Escalation Notification Plan

Priority	Position	Name	Telephone
1	Event Control		
2	Venue Operations Manager		
3	First Security Manager		
4	Media Liaison		

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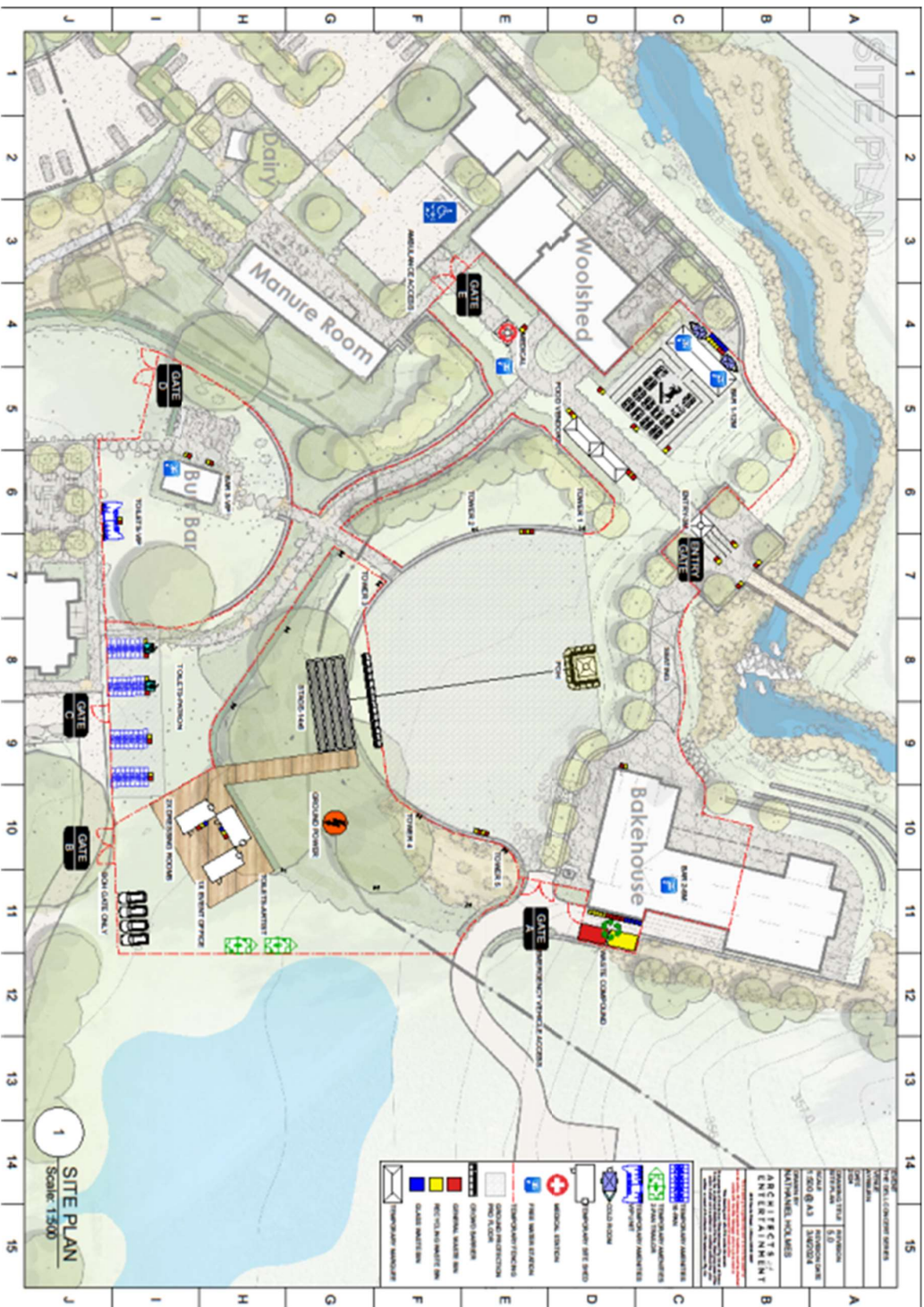


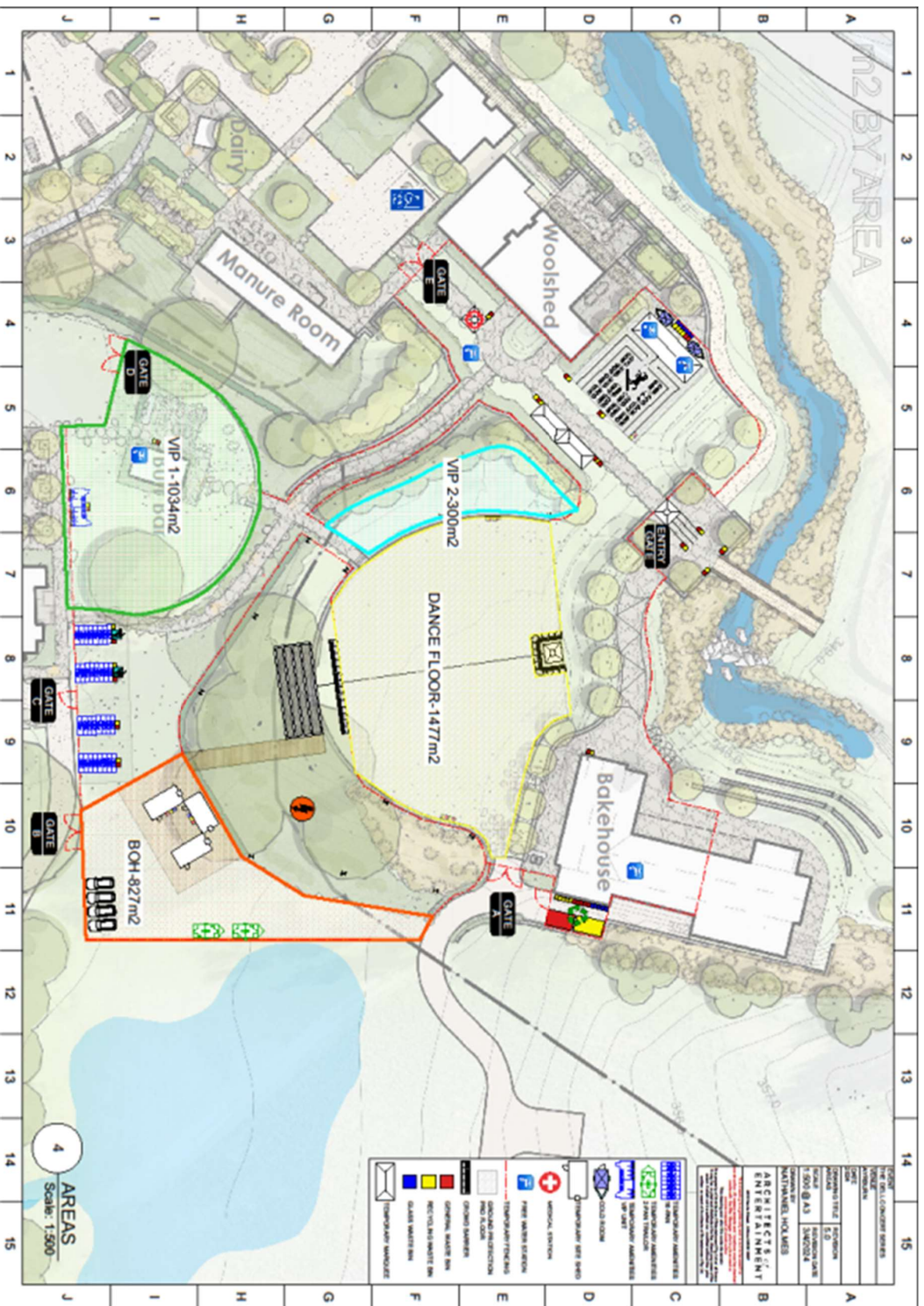
1 ACCESS PLAN
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Confidential

EVENT SECURITY PLAN - AYRSBURN

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





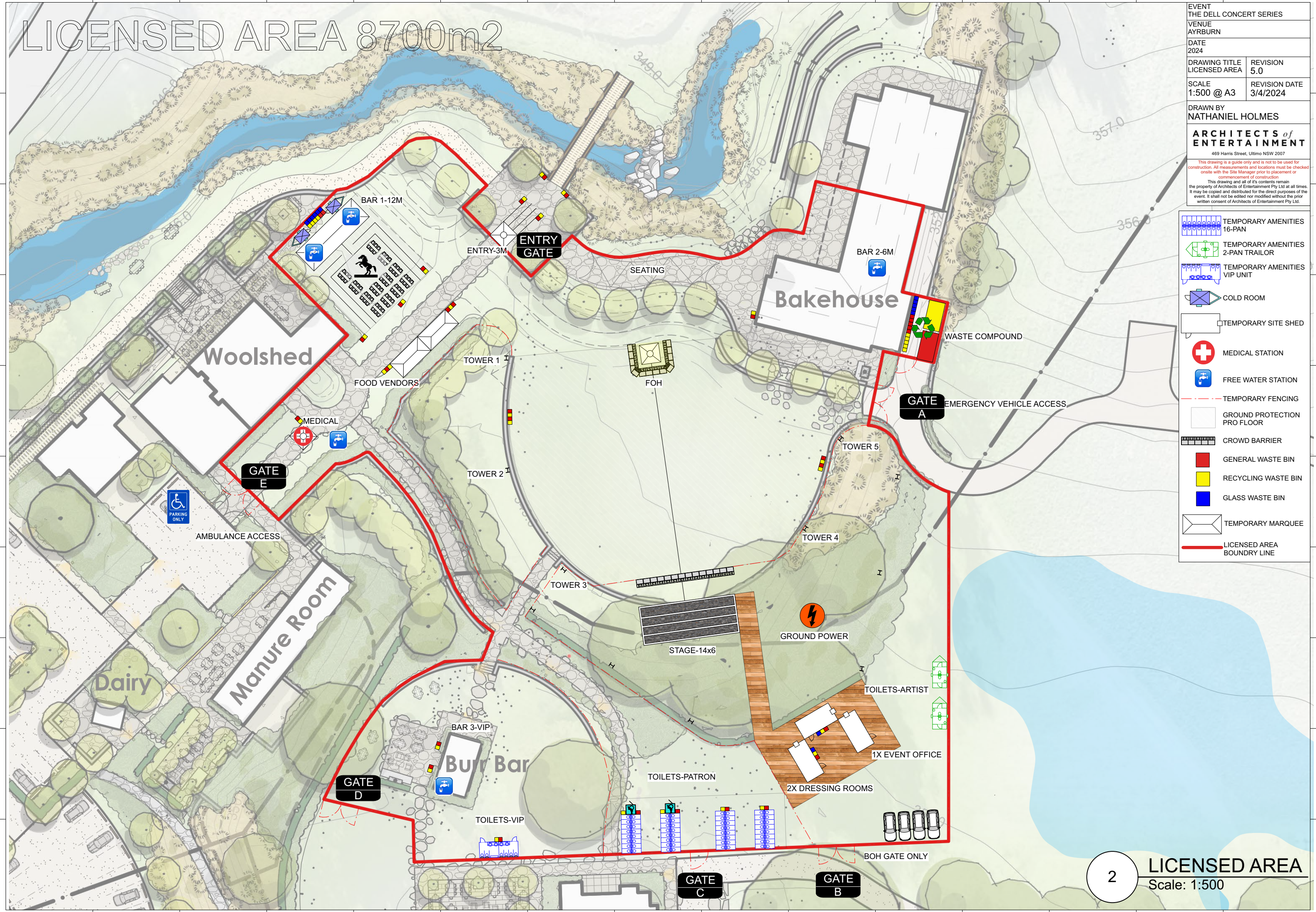


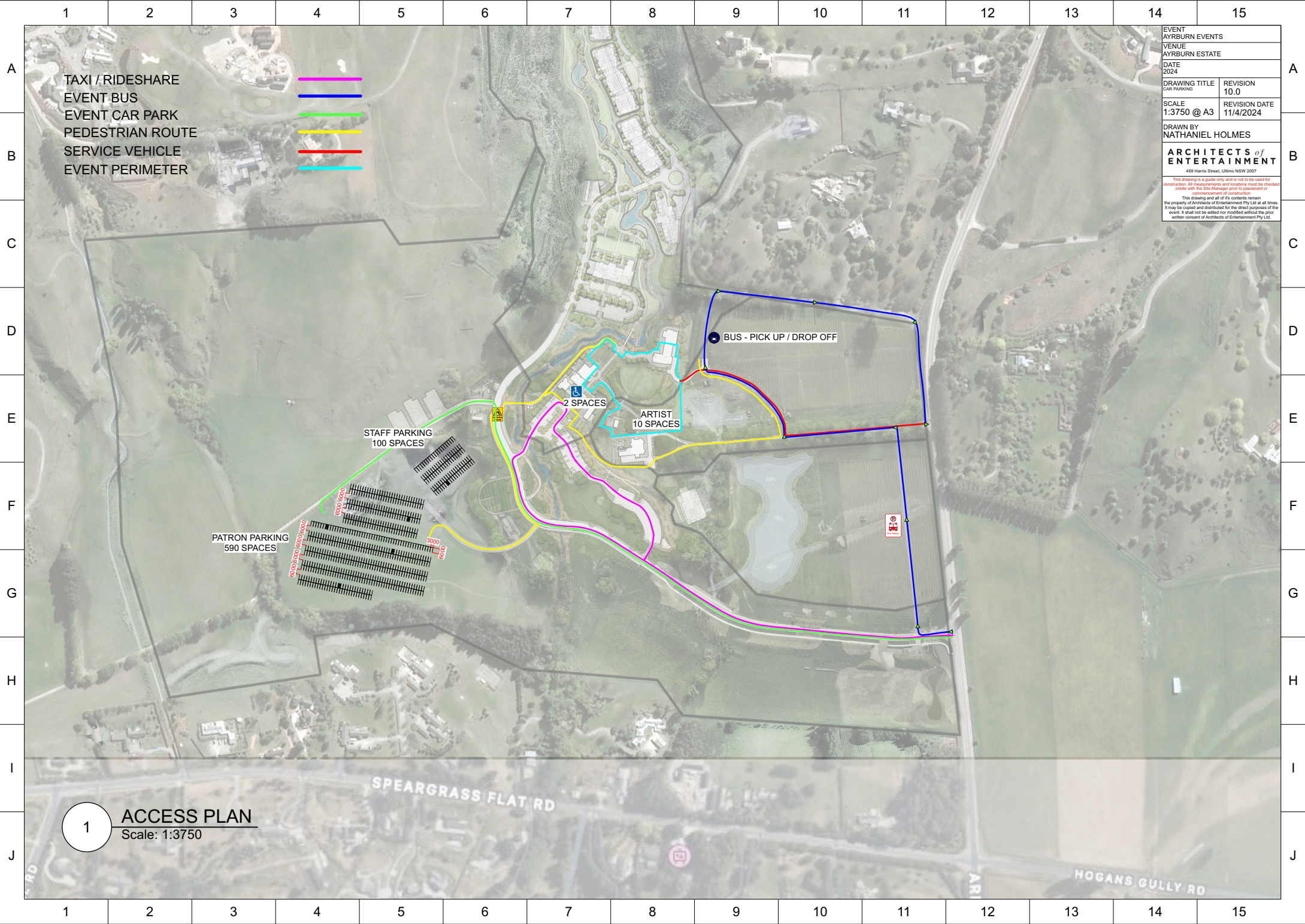
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LICENSED AREA 8700m²

EVENT THE DELL CONCERT SERIES	
VENUE AYRBURN	
DATE 2024	
DRAWING TITLE LICENSED AREA	REVISION 5.0
SCALE 1:500 @ A3	REVISION DATE 3/4/2024
DRAWN BY NATHANIEL HOLMES	
ARCHITECTS of ENTERTAINMENT <small>469 Harris Street, Ultimo NSW 2007</small>	
<small>This drawing is a guide only and is not to be used for construction. All measurements and locations must be checked onsite with the Site Manager prior to placement or commencement of construction.</small> <small>This drawing and all of its contents remain the property of Architects of Entertainment Pty Ltd at all times. It may be copied and distributed for the direct purposes of the event. It shall not be edited nor modified without the prior written consent of Architects of Entertainment Pty Ltd.</small>	

-  TEMPORARY AMENITIES 16-PAN
-  TEMPORARY AMENITIES 2-PAN TRAILOR
-  TEMPORARY AMENITIES VIP UNIT
-  COLD ROOM
-  TEMPORARY SITE SHED
-  MEDICAL STATION
-  FREE WATER STATION
-  TEMPORARY FENCING
-  GROUND PROTECTION PRO FLOOR
-  CROWD BARRIER
-  GENERAL WASTE BIN
-  RECYCLING WASTE BIN
-  GLASS WASTE BIN
-  TEMPORARY MARQUEE
-  LICENSED AREA BOUNDARY LINE





- TAXI / RIDESHARE ———
- EVENT BUS ———
- EVENT CAR PARK ———
- PEDESTRIAN ROUTE ———
- SERVICE VEHICLE ———
- EVENT PERIMETER ———

EVENT AYRBURN EVENTS	
VENUE AYRBURN ESTATE	
DATE 2024	REVISION 10.0
DRAWING TITLE CAR PARKING	REVISION DATE 11/4/2024
SCALE 1:3750 @ A3	DRAWN BY NATHANIEL HOLMES
ARCHITECTS of ENTERTAINMENT	
<small>469 Harris Street, Ultimo NSW 2007</small>	
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1 ACCESS PLAN
Scale: 1:3750

SPEARGRASS FLAT RD

HOGANS GULLY RD

BUS - PICK UP / DROP OFF

2 SPACES

ARTIST 10 SPACES

STAFF PARKING 100 SPACES

PATRON PARKING 590 SPACES

