

POLICY STATEMENT

VENUES WEST

Title: Public Safety and Security
(Effective 2 December 2019)

CATEGORY: RISK AND SECURITY MANAGEMENT

OWNER: VENUE OPERATIONS AND SERVICE DELIVERY
VENUE MANAGEMENT

REFERENCE: D19/33669

INTRODUCTION

VenuesWest is committed to the safety, security and wellbeing of all people who enter our venues and the protection of our policy, assets and resources.

This policy is to be read in conjunction with the overarching VenuesWest Security Management Plan and is supported by the following RISK AND SECURITY MANAGEMENT procedures:

- CCTV Operations Procedure
- Visitor Management Procedure

These procedures detail specific responsibilities and accountabilities on a range of safety and security management measures including:

- operation of Closed-Circuit Television (CCTV) systems
- security infrastructure and resourcing
- visitor management
- protection of assets, resources, information and intellectual property
- remote piloted aircraft (RPAs) commonly referred to as 'drones'
- conditions of entry

SCOPE

This policy applies to members of the Board, employees, contractors, sub-contractors, licensees, venue hirers and visitors entering VenuesWest self-managed venues.

This policy does not apply to co-managed and partner managed venues. However, the contractual mechanisms in place will be used to ensure that the related policy resources at those venues address the core components of this policy.

OBJECTIVE

This policy aims to outline the measures by which the safety and security of people and assets are managed.

PRINCIPLES

The application of this policy is defined, guided and supported by the following principles:

1. Security Management will be:
 - a) considered in venue design, ongoing investment in infrastructure, event planning and service delivery
 - b) subject to continuous assessment and adapted to address changes in operating environments, industry best practice updates and diverse elements that different crowds and events present

- c) resourced to ensure effective preparedness to mitigate potential risks and respond to security/terror incidents including:
 - o establishing a coordinated approach for implementing security management measures
 - o collaboration with key stakeholders such as law enforcement and emergency response agencies
 - o integrated risk assessment, planning and reporting processes
 - o training and education to increase and maintain currency of knowledge and awareness of security and terrorism risks.
- 2. Risk assessments of terror related threats will be undertaken using the adopted risk assessment methodologies.
- 3. Visitor Management will include the execution of appropriate and effective induction processes for safe and controlled entry, access, use and exit from managed venues and facilities including:
 - a) sign-in via kiosks and systems
 - b) issuing of identification accreditation and access cards
 - c) issuing of safety and emergency management information
- 4. Closed Circuit Television (CCTV) will be operated and managed by the authorised VenuesWest delegates:
 - a) based on the philosophy that all areas of vulnerability will be prioritised for monitoring (i.e. high-risk work areas, cash handling areas and entry and exit points)
 - b) within applicable laws and for the ethical and beneficial purposes for which it has been established
 - c) with due regard to privacy, principals of natural justice, civil liberties and public interest by ensuring integrity of use and security of recorded material
 - d) for surveillance activities within public access areas which would reasonably be expected to be observed
 - e) through active, passive, scheduled and covert surveillance relevant to the operational mode and risk environment in order to:
 - o protect assets and their utilisation
 - o assist in normal operational activities and event management including monitoring movement, congregation and anti-social behaviour
 - o enhance anti-terrorism and crime prevention measures as a deterrent to potential offenders
 - o inform investigations by authorised law enforcement agencies and resolution of customer complaints
- 5. Information, resources and intellectual property will be secured and protected through:
 - a) clear desk and clear screen processes to safeguard paper and/or removeable media and maintain confidentiality
 - b) standardised data management and information classification
 - c) controlled soft and hard copy records disposal processes
 - d) adherence to procedures relating to digital security as set out in the ICT Information Security Management System Policy.

AUTHORITY

Western Australian Sports Centre Trust Act 1986

Public Sector Management Act 1994

Surveillance Devices Act 1998

Security Management Plan

Business Continuity Management Plan

Code of Conduct



DELEGATION

As per the VenuesWest Delegation Instrument

DEFINITIONS

| WORD | MEANING |
|----------------------------------|--|
| Closed Circuit Television (CCTV) | A surveillance system in which several cameras are connected through a closed circuit. The footage taken by the cameras is sent to a television monitor or recorder. |
| Co-managed Venues | Venues that are licensed for operation to a third party in cooperation with VenuesWest and with shared accountability for management, operation and financial outcomes. |
| Partner-managed Venues | Venues owned by VenuesWest which are operated and managed under a partnership arrangement/agreement. |
| Remotely Piloted Aircraft (RPA) | An unmanned aircraft that is piloted from a remote station and includes a radio-controlled model aircraft. |
| Self-managed Venues | Venues owned, managed and operated by VenuesWest. |
| Visitor | <p>A person who is currently not engaged to undertake any contracted work or business on behalf of VenuesWest at a VenuesWest venue and is visiting a VenuesWest employee to establish or foster a new or existing working relationship.</p> <p>A Visitor is not a:</p> <ul style="list-style-type: none">○ VenuesWest employee○ member or casual user of VenuesWest venues○ spectator○ VenuesWest employee's family member○ contractor or a contractor's worker○ tenant or a person visiting a tenant○ local, state or national sporting body employees or representatives○ school group○ WAIS tour group○ carer of a person with a disability or○ student undertaking approved work experience at a VenuesWest venue |

PRIVACY

VenuesWest collects information for the purpose of establishing and maintaining employee and personnel records.

Personal information will not be passed onto any third party unless prior approval is obtained from the individual or unless legally required to do so.

Information is collected in accordance with the principles of the *Freedom of Information Act 1992 (WA)* and the *Privacy Act 1988*.

Please refer to the VenuesWest Privacy Statement available via the privacy link at our website at www.venueswest.wa.gov.au



COMPLAINTS

1. Complaints relating to a breach of an Information Privacy Security Principle (as per the *Privacy Act 1998*) will be investigated internally by the most appropriate person depending upon the nature of the inquiry.
2. Complaints which do not indicate a breach of the *Privacy Act 1998* will be managed in accordance with the following VenuesWest policies:
 - a) VENUE MANAGEMENT - Customer Service and Feedback Policy – for matters involving customers, clients, patrons, members of the public, visitors and external stakeholders.
 - b) HUMAN RESOURCE MANAGEMENT – Grievance Resolution Policy – for matters involving employees of VenuesWest.

FURTHER INFORMATION

Should you require further information about this Policy Statement, please go to the 'Contact Us' page on our website at www.venueswest.wa.au

Alternatively, you may contact us by:

- Calling – 9441 8222
- Emailing – contactus@venueswest.wa.gov.au
- Visiting our Customer Service Team at:

HBF Stadium
100 Stephenson Road
Mount Claremont WA 6010

