



# CROWD CONTROL CONDUCT GUIDELINES

## Crowd Control - Conduct Guidelines

Urban Protection Group (UPG) is entrusted with the protection of a number of licenced venues in Sydney, and therefore our employees are expected to conduct themselves in a manner which will suit the individual venue’s specific requirements and risk profile, while also maintaining a generally consistent level of service across the whole business. This document is intended to provide you, as an officer on site, with a reference point when making decisions about how to best proceed with any given task while you are on duty. Remember that we should always be observing, reporting, and protecting people and property, when safe to do so.

Please speak to your site Supervisor, if available, should you have any questions concerning the details laid out in this document; if your site has no Supervisor, please contact the Operations Manager(s), and any questions you may have shall be answered.

### General Security Policy

The following points represent the general approach to our work, as well as the absolute minimum requirement which we expect when working at any venue which UPG is entrusted with:

- ❖ **Customer service** – Our customer relies on us to create a first impression as a professional service which is also a host to their guests. Meet and greet patrons, direct them to areas of the venue, project a feeling of safety and welcome.
- ❖ **Intoxication** – The law requires that intoxication of patrons is controlled. We must work with the venue management to achieve the correct level of intoxication management on the door, within the venue, and coordinate any removals of patrons, if required.
- ❖ **Minor Entry Screening** – We must prevent entry of minors into age-restricted areas, and this is achieved by checking ID of all young people upon entry and within the venue.
- ❖ **Anti-Social Behaviour** – In conjunction with venue management, we must monitor and manage patrons who are acting in an anti-social way. It is good for everyone if everyone is having a good time.
- ❖ **Drugs** - Illicit drugs and drug use should be monitored by us and reported to venue management so we may coordinate action. We also have a duty to check for patrons who may be noticeably affected by illicit drugs and are therefore at risk.
- ❖ **Theft and Property damage** – Protection of people and property includes monitoring for theft or property damage within the venue or its surrounds.
- ❖ **Compliance to the General Rules of the Venue** – This includes observing dress code, restricting smoking, preventing access to restricted areas, locking of doors at given times, and similar work.
- ❖ **Any other duties as required by the venue manager** – Our customer is paying for a service, which is to say that they would very much like for us to help them. We should aim to be as helpful as we can reasonably be.

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## Working with Customers

The customers, generally, will organise their staff to report in the following manner for security purposes:

1. General Manager / Licensee
2. Duty Manager / Assistant Duty Manager
3. UPG Security Team

Reports should always travel up the chain. There may be additional links in the chain if required by the venue. If the duty manager is on duty, we should report directly to the duty manager.

Please note that the customer will manage their venue's atmosphere without our input – which is to say that it is not for us to interfere with the operation of the venue's entertainment or alter their internal policy to suit ourselves. This includes control of lighting levels, music volume, closing times, intoxication management etc. We should not interfere with any of these unless given express instructions by the venue manager.

## RSA Policy

Crowd Controllers in UPG are required to maintain a New South Wales RSA Competency Card during their employment with this division. We will make a copy of this before you start work with us. The customer may require also that you provide a copy of your card and/or licence to them – if this is the case, please allow them to do so.

We must observe regulations surrounding the responsible service of alcohol at all times and follow the RSA guidelines as set out by the Office of Liquor, Gaming and Racing (OLGR).

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

- a) The person's speech, balance, co-ordination or behaviour is noticeably affected, and
- b) It is reasonable in the circumstances to believe that the affected speech, balance, coordination or behaviour is the result of the consumption of liquor.

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

The customer is obliged to the following RSA policies:

1. The licensee shall take all reasonable steps to prohibit or restrict activities (such as promotions or discounting) that could encourage misuse or abuse of liquor (such as binge drinking or excessive consumption).
2. All staff engaged at the hotel and all security staff engaged at the hotel shall

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- complete a course (approved by the Liquor Administration Board) in the Responsible Service of Alcohol prior to their engagement at the hotel.
3. The licensee is to maintain a register that is to contain a copy of the competency card by the licensee and for all other staff (including security staff) engaged at the hotel. The register is to be made available for inspection on request by a police officer or special inspector.
  4. Low alcohol beer and non-alcoholic beverages must be available at all times when full strength liquor is available. The pricing structure of low alcohol beverages is to reflect the lower wholesale cost of those beverages.
  5. Light meals must be available whenever liquor is available for consumption on the licensed premises.
  6. Alcoholic liquor must not be served to any person who is intoxicated.
  7. The venue management will decline entry to any person who is already intoxicated.
  8. The venue management will advise its patrons of the availability of non-alcoholic beverages and food in the Hotel.
  9. The venue management, upon receipt of a request from a patron, will arrange 10.(without charge) for a taxi to be available for that patron.
  11. The Hotel's management will not permit intoxication or any indecent, violent or quarrelsome conduct on the premises. Any person causing such disturbance shall be refused service and asked to leave the premises. Any patron whose behaviour is either extreme or repeatedly objectionable may be barred from entering the premises for a period to be determined by the licensee.
  12. No person under the age of 18 years shall be served liquor at the venue. Production of photographic identification will be required where age is an issue. The only acceptable proof of age identification shall be:
    - (1) Photographic driver licence;
    - (2) Proof of age card (RMS); or
    - (3) Current passport.
  13. No sales of packaged liquor for consumption off the premises shall be made at the venue after the specific licensed TA times. (check venues TA license timing)

## Officer History

The customer may request the criminal history or any other information about an individual officer. UPG will disclose any such information which we deem relevant to the position the officer fills and which does not unduly violate your privacy by doing so.

## Recording Incidents

By law, the licensee of any licensed premises that is authorised to sell or supply liquor

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after midnight at least once a week on a regular basis, is required to maintain an incident register. The licensee must also record the details of any action that was taken in response to any such incident. The customer employs us handle this reporting aspect as well as dealing with the incidents themselves.

Sections 56 of the Liquor Act (and clause 27 of the Liquor Regulation) details the types of incidents that need to be recorded in the Incident Register. These include any incident:

- 1 . Involving violence or anti-social behaviour at the venue,
- 2 . that involves violence or anti-social behaviour occurring in the immediate vicinity of the venue and involves a person who has recently left, or been refused entry to the premises,
3. that results in a person being refused entry or asked to leave under section 77 of the Liquor Act,
4. or that results in a patron requiring medical assistance if the incident occurs outside of the venue's standard trading period.

Because the venue employs us to complete this reporting, we must be certain that each incident which requires reporting is, in fact, reported. There can be no excuse for non-compliance.

## Drugs Policy

It is illegal for any illicit drugs to be used, sold or be on any area of the licensed premises. If you find any person being in possession, selling or using illicit drugs on the premises you must;

1. Notify the manager on duty.
2. Take the mangers lead on the situation

Regular checks are to be made of areas where it may be expected that drugs are being used, e.g. Toilets, quieter areas of the venue, etc. Officer who believe or suspect that a patron is using drugs or is under the influence of illicit drugs should contact the manager on duty to discuss the specific situation.

## Police

You are required to co-operate with Police at all times. When police initially arrive at the premises, the manager on duty is to be informed.

## Crime Scene Preservation

It is to be determined by the manager on duty as to what is classed as a crime scene. In general terms a crime scene is an area where a crime has been committed AND that crime is of a serious enough nature that police would need to investigate. Examples of a crime scene would be a serious assault where blood or other evidence would be

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visible, a 'glassing' is thought to be involved or an ambulance is called in relation to a suspected crime.

The following should be done to preserve a crime scene:

1. Immediately contact police (this should be done by the manager on duty).
2. Determine the size of the scene.
3. Remove all persons from within that scene, detaining offenders where appropriate, request witnesses to remain within the licensed premises until police arrival. If not, record witness particulars, where practical.
4. Leave items (broken glass, weapons, blood etc.) within the crime scene in situ.
5. DO NOT under any circumstances clean up or interfere with the crime scene. Interfering with evidence may constitute an offence, leaving you liable to prosecution and/or result in closure of the premises.
6. Continue to monitor and prevent persons entering the crime scene.
7. Record all information into notebooks/incident registers. Ensure names, security numbers and specific tasks and/or involvements of each person are recorded.
8. Provide all records to police

We should take care at all times to minimise any further harm to patrons or staff.

## Reasonable force

Many of our customers have a 'hands off' policy that should be followed. When removals become necessary at those customers' premises, reasonable force should be employed only in those cases where patrons actively resist exiting.

We are not permitted to use anything more than reasonable force to remove a patron. The process for removing a patron should be as follows:

1. Engage in conversation with the patron to assess their current situation.
2. Alert a manager if you deem this person to be approaching intoxication.
3. A manager with officer present, or officer(s) only if manager not available, ask the patron in a polite and direct manner that they must leave the premises.
4. Repeat the request stating that they are required to leave, and if they do not do so of their own volition they will be escorted out.
5. If the patron refuses OR for safety/security reasons needs to be removed then Reasonable Force ONLY can be used.

Reasonable force is defined as enough force to overcome resistance. It should be no more than what is required to remove and/or restrain the person. It should not involve any inappropriate touching of the person and should not end with the person sustaining ANY injury.

## Non-aggression

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We should have a non-aggressive approach to any security situation and seek to diffuse situations where possible. We must avoid, for legal and safety reasons, taking, or appearing to take, aggressive or hostile actions during security situations.

## CCTV

Please be aware that CCTV is likely used throughout all customer venues. This CCTV will be recording, and the footage may be used as evidence for staff, patrons, police and other authorities if required. All staff must be aware that this is the case and should act appropriately at all times.

## First-Aid Assistance

All security guards are required to provide First Aid assistance when required while on duty. It is a requirement that all security personnel have a valid Senior First Aid Certificate.

## Dealing with Neighbours

If an officer receives a complaint or any other comment from a neighbour they are to do the following.

1. Contact the manager on duty immediately to talk with the person.
2. At all times be courteous to the person. Take the time to listen to the person. Do not discuss details of music levels, patrons, etc. with the person.
3. There should be no admissions to, or validations of, the neighbour's complaint. The manager will handle this.

## Hours of Work

Ensure you are on-time to shift. "On-time" means you have signed in (via the paper timesheet and the Connecteam app Time Clock) and reported to the manager before your rostered start time.

Officers on the last shift of the week should ensure that a photograph of the timesheet is sent to the UPG Operations team at the end of shift. This will help ensure that all staff are paid correctly and on time. Do not bother the customer about wanting to finish earlier than your rostered finish time.

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