



# Standard Operating Procedure Manual

V 2.0

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The following manual and the policies and procedure within is a live document. The aim of this manual is to provide guidance to Guardian Venue Management International employees on general Standard Operating Procedures to minimise or eliminate the risk of injury when working for Guardian Venue Management International.

This manual will be up-dated and in line with any amendments to Government Legislation, Industry Regulations or Best Codes of Practice.

## Introduction

The Standard Operating Procedures (SOP) set out by Guardian Venue Management International (GVMI) ensures on duty GVMI staff deliver a professional service accompanied by a positive attitude within a safe, effective and cordial working environment. The SOP's in this manual, outline the procedures, expectations and standards for GVMI employees to abide by and work towards. Failure to comply with GVMI policies, will be met by disciplinary measures and/or actions.

## Guardian Venue Management International Security Mission

GVMI prides itself in providing a professional Security Service delivered by Security Guards who:

1. Enjoys working in the Security Industry
2. Are confident in their role of protecting, securing and providing customer services
3. Endeavours to perform at their optimal best
4. Behaves in a professional, productive and positive manner while on duty and at all times

## Guardian Venue Management International Contact Details

Unit A5, 101 – 115  
Rookwood Road  
Yagoona NSW 2199

Phone: (02) 9793 3577

## The Guardian Venue Management International Team

Michael Lakkis	Managing Director
Katie McNeil	Accountant
Carlos Andrade	Operations Manager
Joseph Makimare	Operations Manager

## Emergency Contact Numbers

Alcohol & Drug Information Service (Sydney)	1800 422 599
Crime Stoppers	1800 333 000
DOCS Helpline	132 111
Domestic Violence and Sexual Assault Helpline	1800 200 526
Kids Helpline	1800 551 800
Lifeline	131 114
NSW Poisons Information Centre	131 126
NSW Rape Crisis Centre	1800 424 017
<b>Police/ Ambulance / Fire Emergency</b>	<b>000</b>
Police Assistance Line	131 444
Victim Support Line	1800 633 063
Youthline	02 9633 3666
24 Hour National Security Hotline	1800 123 400

## Commencement of Duty

A GVMI employees must present him/herself at the Security Site (Sign on) with a current Security License, a copy of their Responsible Service of Alcohol (RSA) certificate, pen, Security Notebook, correct working pants and shoes, 30 minutes before their rostered starting time.

GVMI employees unable to sign on 30 minutes before their rostered starting time must inform the Security Manager/ Security Supervisor. Failure to comply will result in a written warning and possible exclusion from future work.

GVMI employees failing to present themselves with a current Security Licence, wearing incorrect uniform will be sent home.

Once at Security Sign On, a GVMI staff must:

1. Present him/ herself and licence to the Event Security Manager/ Supervisor and Sign on Staff
2. Sign into the Security Register ensuring his/her details (first & second name, Security Licence Number, Expiry Date and start time) are correct
3. Collect the required uniform, equipment (such as radio, torch, traffic wands, safety vest, etc), brief sheet)
4. Ensure equipment issued are correctly recorded and sufficiently charged
5. Prepare self for deployment by ensuring equipment is operating, hair is neat, the shirt is tugged in, jewellerys are acceptable and or removed
6. Attend or be present for briefing
7. Wait patiently for deployment
8. Attend to post and commence duties
9. Remain at deployed post unless/otherwise informed or redeployed by Supervisor

GVMI Security Guards are encouraged to seek clarification during briefing and deployment.

*"An informed Security Guard is a confident guard."*

## Completion of Duty

A GVMI employee has completed his/her duty when advised by his/her Immediate Supervisor, Event Security Supervisor or Event Security Manager. Upon completion of duty a GVM Security Guard must:

1. Return to the Security Site (Sign On) as quickly as possible
2. Return all equipment issued at Sign On to the Sign Off Staff
3. Complete Incident Reports regarding incidents involved in or witnessed and inform the Security Manager/Supervisor
4. Sign Off the Security Registry ensuring details and records are correct
5. Leave the Event Site

A GVM employee is paid based on the hours he/she was signed on and off. It is therefore imperative staff signing on and off ensure their times recorded against their name are correct.

**It is the responsibility of GVMI Security Guards to return issued uniform and equipment. A GVMI employee must therefore ensure a record (such as radio number, uniform) against his/her name is marked as *returned* at Sign Off. A GVMI employee who fails to return an issued uniform and/or equipment will be asked to pay for the replacement cost of the uniform and/or equipment. This payment will be deducted from their wages.**

Once a GVMI employee has been signed off he/she must leave the Event site.

## Professional Conduct

A GVMi employee while on duty must at all times behave in a professional manner. While Event sites are employment sites for GVMi employee, Event Staff and Contractors they are entertainment venues for patrons and areas of interest for curious members of the public. GVMi employees are viewed as points of authority and information, and are expected to provide a service of information giving and sharing, as well as protecting and securing.

## Professional Misconduct

GVMi employees behaving unprofessionally or in breach of the GVMi Code of Conduct will be removed from the Event or Site, face possible dismissal, including criminal charges for committing or engaging in criminal activities. Any GVMi employee/s who commits a crime while on duty will be handed over to the Police. GVMi employees found to be engaging in professional misconduct will be signed off.

Professional misconduct are outlined below but not limited to:

- Committing a criminal offence (theft, assault, possession and the selling of illicit substances or alcohol, fraud, deception and criminal activities that leads to criminal charges such as rape, sexual assault, harassment, etc)
- Violating or breaching any State, Federal or criminal law statute
- Behaving immorally and contrary to acceptable community standards
- Using threatening, abusive, coarse or profane language
- Reporting for duty whilst under the influence of alcohol and/or illicit substances
- Consuming alcohol and/or the use of illicit drugs while on duty
- Harassing others including fellow employees
- Discriminating on the basis of gender, culture, religion, life style, class
- Discrediting GVMi and Site Officials/ Team, fellow employees
- Refusing to follow instructions given by an Immediate Supervisor/ Site Security Supervisor/ Site Security Manager, the Principal (Land Owner) and the Principal's Representatives or Police Officers
- Failing to perform site specific duties
- Leaving or deserting a post or site on own accord
- Negligence and failing to exercise reasonable care



## Negligence

Negligence is a civil wrong causing injury or harm to another person or to property as the result of doing something or failing to provide a proper or reasonable level of care. If a GVM I employee is negligent he/she can be liable for the loss suffered.

On a work site, GVM I employees have a duty of care. When a GVM I employee's action/s or lack of action/s injures a person or damages property he/she has breached his/ her duty of care. A GVM I employee found negligent is liable for the injuries incurred and loss suffered.

## Standard Security Briefing for GVM I Guards

### Licence

As prescribed by Section 36 of the (NSW) Security Industry Act 1997, a GVM I Security Guard must display his/her current Security License while on duty. It must be:

- Attached to the outer clothing
- Worn above the waist
- Displayed at the front or side of the body
- Clearly visible at all times, and must not be partially or fully covered by an item of clothing or adhesive materials

A GVM I Security Guard must produce his/her licence on demand to:

- A Police Officer or any other member of the NSW Police Force
- A person on an Event Site that he/she has any interaction or dealings with through his/her role as Security Guard

GVM I Security Guards must also carry copies of relevant certificates and/or other licences/certificates (such as RSA) qualifying them for the security function asked to perform.

### Uniform & Equipment

A GVM I Security Guard must present him/ herself at Sign On wearing:

- Black trousers
- Black belt
- Black socks
- Black shoes

A GVM I Security Guard will wear the uniform (shirt, high visibility vest, cap, cold/wet weather coat) provided by GVM I Pty Ltd.

A GVM I Security Guard will wear a positive attitude while on duty.

A GVM I Security Guard working through the night is advised to buy a small torch and to carry it with him/her while on duty.

### Jewellery

GVMI Security Guards represent the Land Owner (Principal) and GVMI. A GVMI Security Guard will not wear or will remove excess jewellery while in GVMI uniform and prior to deployment. Acceptable jewellery is wedding bands.

### Presentation

A GVMI Security Guard must be well groomed (hair neatly combed, tied up, etc) and must conduct him/herself in a professional manner, once in uniform and while on duty.

### Customer Service

A GVMI Security Guard is the *face* and *image* of the Client. As the first and last point of contact Security Guards affect a patron's behaviour within the Venue, exiting the Site and overall experience. A person's perception of an Event Site or Client and the Security Industry are influenced by a Security Guard's demeanour, attitude, behaviour and actions. Therefore be positive, polite, helpful and respectful at all times.

#### Productive and Effective Customer Service is:

Acknowledging and Responding	When approached by a patron, acknowledge their presence by responding. Make yourself available.
Listening	Listen to what is being communicated or expressed. Demonstrate attentiveness.
Reliability	When an enquiry or request is made provide the answer, meet the request or refer the patron to someone who can produce results. Don't promise anything you can't deliver.
Dealing with complaints	Give the complaint your attention. Acknowledge, empathise and work through a resolution with the complainant. If need, refer the person to someone who is able to resolve the issue.
Being helpful	Demonstrate genuine concern and be helpful. A person with a grievance is always appreciative of a helper's genuine effort.
Taking the extra step	If able direct or escort (never leave your post unattended) the person to where he/she is able to receive help. Familiarising yourself with your surroundings will allow you to direct and refer patrons.

### Compliance

A GVMI Security Guard must comply at all times with event policies, procedures and all federal, state and local authority legislation. A non-compliant Security Guard will be released from his/her duties, dismissed and disciplined.

### Staying in Position

Security Guards occupy certain positions to ensure the smooth running of the event, provide customer service, safety and security for all persons on (patrons and workers) and around (general public) the Event Site, and Site equipment.

A GVM Security Guard who walks off his/her post will be given a warning or maybe signed off and sent home. A GVM Security Guard who walks off site will jeopardise his/her opportunity for being paid for the hours already served and working for GVM again.

### Confidentiality

GVM Security Guards while working on an Any Site must treat all information with confidentiality. A Guard is not to speak to members of the media and when approached by members of the media, must refer them to the Security Manager and/or Event Security Supervisor.

It is unethical to breach confidentiality. A GVM Security Guard who breaches confidentiality will be disciplined accordingly.

### Conflict Resolution

Source: [http://www.mindtools.com/pages/article/newLDR\\_81.htm](http://www.mindtools.com/pages/article/newLDR_81.htm)

GVM Security Guards are to handle confronting situations in a calm and professional manner. When asked by the Security Manager or Event Security Supervisor to escort a patron off site, do so remembering your duty of care and responsibilities.

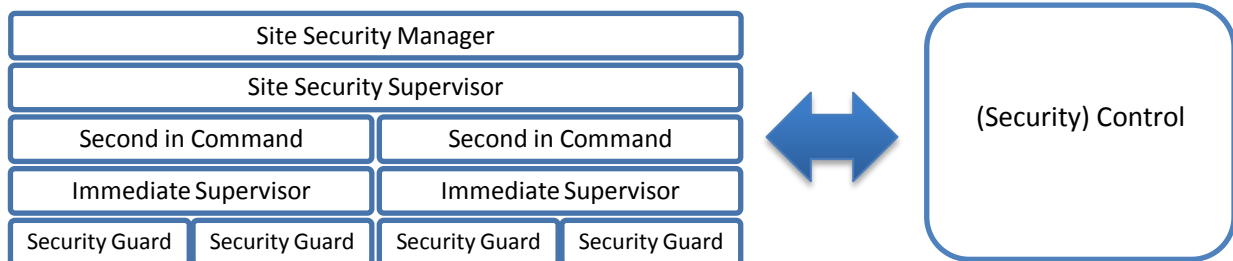
The "Interest-Based Relational (IBR) Approach" is a conflict resolution strategy that respects individual differences. In resolving conflict using this approach; GVM Security Guards are advised to follow these rules:

1. **Make sure that good relationships are the first priority:** As far as possible, make sure that you treat the other calmly and that you try to build mutual respect. Do your best to be courteous to one-another and remain constructive under pressure.
2. **Keep people and problems separate:** Recognize that in many cases the other person is not just "being difficult" – real and valid differences can lie behind conflictive positions. By separating the problem from the person, real issues can be debated without damaging Security Guard/ patron relationships.
3. **Pay attention to the interests that are being presented:** By listening carefully you'll most-likely understand why the person is adopting his or her position.
4. **Listen first; talk second:** To solve a problem effectively you have to understand where the other person is coming from before deciding on an action arriving at a decision.
5. **Set out the "Facts":** Agree and establish the objective, observable elements that will have an impact on the decision.
6. **Explore options together:** Be open to the idea that a third position may exist, and that you can get to this idea jointly.

By following these rules, you can often keep contentious discussions positive and constructive. This helps to prevent the antagonism and dislike which so-often causes conflict to spin out of control.

### Chain of Command

The Chain of Command is the ranking of Guards on an Event Site. While on duty and in position a GVM Guard is to follow the instructions of and report to the next most senior Guard. All radioed GVM Guards must follow instructions and report incidents or significant occurrences to Control.



## Policies and Procedures

### Radio Usage Policy

GVM Security Guards issued with radios:

- Will ensure the radio is in working order and undamaged prior to deployment
- Will place all calls through to Security Control
- Will consistently practice radio usage protocol
  - Before placing a call, will ensure he/she is not 'cutting through'
  - When placing a call identify self, using call sign
  - Briefly state reason for call
  - End the call by saying 'over'
  - Wait for a response
  - Say 'copy' when a call and/ or instructions given over the radio are received and understood
  - Say 'say again' or 'unreadable' when a call isn't understood
  - When reporting an incident and/or requesting assistance, briefly state the situation and location (specific)
- Will only use the radio for onsite related calls
- Will endeavour to use the Security Phonetic Alphabet

### Security Guard's Notebook

A Security Guard's Notebook is a legal document and maybe subpoenaed by a Court of Law. It must be kept for 7 years. Your notebook is a permanent record of incidents you've been involved with and maybe provided to the following people:

- Guarding Venue Management International
- The Principal (Land Owner)
- Licensee
- Police
- Lawyers before a court case

- Lawyers during a court case
- Insurance companies
- Australian Crime Commission

It is good practice to record the following information in your notebook:

- Date, commencement and completion time of shift
- Site Location
- Site Security Manager and/or Site Security Supervisor
- Immediate Supervisor
- Position (roles and responsibilities)
- Partner (if partnered)
- Significant Events

### Significant Events

Some examples of significant events include and not restricted to:

- Property damages (such as broken windows)
- Break and entry
- Trespassing
- Change of instruction
- Non-compliance or breaching conditions of entry
- Refusing entry to a person
- Escorting a patron off the Event Site
- Seeking medical attention for a patron
- Providing medical attention or assisting First Aid personnel
- Searching a person
- Arresting a person
- Issuing a caution to someone
- First person on a crime scene

### Onsite Incidents

Onsite incidents must be reported to the Security Site Log at the time it occurred. GVM Security Guards are to record it in their Security Notebook and if required complete an Incident Report as soon as convenient and prior to Signing Off.

### Incident Reporting

It is a legal requirement to document all incidents in a Security Incident Register and kept on file for a minimum of 7 years. GVM Security Guards are expected to:

- Write a statement that will be used in court
- Prepare and present security documentation
- Report, prepare and present evidence in court

Incidents necessitating documentation include:

- Trespassing

- Property Damage
- Property Theft
- Brawls / assaults
- First Aid incidents
- Emergency evacuations
- Any matters requiring Security & the presence of the NSW Police

Incidents resulting in an injury must be recorded and or documented in an Incident/Accident Report Form. This must be filled out by the injured party and provided to the GVM Security Manager.

An Incident/Accident Report will be written with clarity. It should accurately reflect:

- What occurred
- Who was spoken to
- Location of incident
- Date and Time of the incident
- Conversations
- Items of evidence obtained

All reports must be factual (who and what was seen, heard, touched, smelt, tasted) and objective (without emotions). It is to be written:

- In the *first person*
- Chronologically (in the order it happened)
- Clearly and legibly
- Concisely (briefly)
- With limited spelling and grammatical errors

GVM Security Guards will not use subjective, biased, defamatory or discriminatory language when describing a person.

### Lost and Found

GVM Security Guards must hand in lost and found items. It must be reported to the Security Control Room and handed to the Guard's Immediate Supervisor or Event Security Supervisor. Lost items must be logged. GVM Security Guards failing to hand in a lost and found property is committing a crime and will be disciplined accordingly.

### Mobile Phone Policy

Mobile phone usage distracts a Guard from fulfilling his/her duty of information giving and sharing, protecting and securing. It is therefore unacceptable and unprofessional to use mobile phones while on duty.

A GVM Security Guard needing to use his/her mobile phone for personal emergencies must inform his/her Immediate Supervisor. When permission has been granted for mobile phone usage, a GVM Security Guard will do so out of the Principal's and general public's view.

A Guard using his/her mobile phone, while on duty and without permission will be disciplined.

### **No Smoking Policy**

It is unprofessional for Security Guards to smoke in their uniform, while on duty /and or in position, in view of the general public and client. Hence, GVM Security Guards must not smoke while on duty and in full uniform. Smoking is permitted during scheduled breaks and must be done discreetly (out of the public's view). GVM Security Guards are advised to remove their licence and vest while smoking. This indicates a Guard is off duty.

### **No Eating Policy**

A GVM Security Guard must not eat while on duty. GVM Security Guards must eat during scheduled breaks and out of the public's view. GVM Security Guards are advised to remove their licence and vest while eating. This indicates a Guard is off duty.

### **Sleeping on Duty**

A GVM Security Guard must not sleep on duty. A Guard who sleeps on duty is a danger to him/herself and persons on the Work Site. A Guard caught sleeping on duty will be dismissed.

### **Interfering with Business**

Any GVM Work Site is an employment site for workers other than Security Guards. GVM Security Guards must not interfere with the business or activities of correctly accredited contractors, Event Staff, and other correctly accredited Site users. GVM Security Guards are advised to minimise disruption to the mentioned workers so they can fulfil their role, duty and responsibilities.

### **Leaving a Post**

GVM Security Guards who leave their post or event site while on duty without just cause or authorisation will be dismissed. Examples of circumstances Guards may move from a post or point of duty are as follows:

- To assess a situation such as determining: the number of people on site, whether a person is carrying any weapon/s, whether property is being damaged or stolen; to assist patrons needing medical attention
- To deter, intervene, prevent or observe members of the public trespassing and/or persons such as trespassers damaging or stealing Event Site property
- To deter, intervene, prevent or observe members of the public: soliciting Event Crew, Security Guards, onsite persons; selling prohibited substances or unauthorised materials on the Event Site

### ***Prevention and Intervention***

When a member/s of the public is/are suspected of and/or caught in the act of breaching or performing and/or carrying out a criminal offence (such as trespassing, selling illicit substances or unauthorised merchandise) GVM Security Guards observing such behaviour must:

- Report the incident to Control (and document it in their Security Notebook)
- Request assistance
- Announce his/her presence to the person identified as the offender (and if safe to do so)

If the person is armed or dangerous GVM Guards must:

- Immediately contact Control providing the location and observations
- Not approach the person
- Observe the offender noting (remembering) the person's descriptions and/ or actions (such as hair and skin colour, height, approximate age, clothing, speech, disability and other distinguishing body markings such as piercings and tattoos)
- Remain in the vicinity, provide visible presence/ deterrence and observe all matters noting details
- Provide a written Incident Report prior to signing off

## Protecting Inclosed Land

In NSW the *Inclosed Lands Protection Act (1901)* defines 'inclosed land' as

- b) any land, either public or private, inclosed or surrounded by any fence, wall or other erection, or partly by a fence, wall or other erection and partly by a canal or by some natural feature such as a river or cliff by which its boundaries may be known or recognised, including the whole or part of any building or structure and any land occupied or used in connection with the whole or part of any building or structure

"Road" means any land proclaimed, dedicated, resumed or otherwise provided as a public thoroughfare or way or any land defined, reserved or left as a road in any subdivision of lands.

- 2) Where a road is lawfully inclosed with the lands of any person, those lands, but not the road, shall be deemed for the purposes of this Act to be the inclosed lands of the person.

### ***Unlawful Entry onto inclosed land (Section 4)***

- 1) Any person who, without lawful excuse (proof of which lies on the person), enters into inclosed lands without the consent of the owner, occupier or person apparently in charge of those lands, or who remains on those lands after being requested by the owner, occupier or person apparently in charge of those lands to leave those lands, is liable to a penalty not exceeding: 5 penalty units

### ***Offensive conduct while on inclosed lands (Section 4A)***

- 1) Any person, who remains upon the inclosed lands of another person after being requested by the owner or occupier or the person apparently in charge of those lands to leave those lands and while remaining upon those lands conducts himself or herself in such a manner as would be regarded by reasonable persons as being, in all the circumstances, offensive, is liable to a penalty not exceeding:

(b) 10 penalty units in any other case.

- 2) It is a sufficient defence to a prosecution for an offence under this section if the defendant satisfies the court that the defendant had a reasonable excuse for conducting himself or herself in the manner alleged in the information for the offence.

### ***Offender may be apprehended (Section 6)***

- 1) Any person found committing any offence against this Act, and who refuses, when required to do so, to give his or her name and place of abode, may be apprehended by the owner, occupier, or person in charge of the inclosed lands upon or in relation to



which the offence was committed, and delivered to the custody of the nearest constable to be taken before a Magistrate or an authorised officer within the meaning of the *Criminal Procedure Act 1986* to be dealt with according to law.

- 2) Any person, who, upon being so required to give his or her name and place of abode, gives any false name or place of abode, shall be liable to a penalty not exceeding 0.5 penalty unit.

### Removal of Trespassers

In NSW a Security Guard, under *Common Law* has the power to physically remove a person who is on the property without a lawful excuse and/or has refused to leave. GVM Security Guards are to use the following procedures to remove a trespasser:

1. Firstly, identify self and ask the person to leave the inclosed land (premises, Venue, Event Site)
2. Secondly, give the person reasonable time to leave the inclosed land (premises, Venue, Event Site)
3. After a person has been asked to leave the site and reasonable time to leave the premise has elapsed the Security Guard can use reasonable and proportionate force to lawfully evict the person from the premise.

The amount of force used by a GVM Security Guard should be in stages, starting from the lowest use of force, unless the person is assaulting another person, when the use of equivalent amount of force is necessary to defend the third person.

Male Guards are not to escort female patrons off site unassisted by a female Guard. If a female Guard is unavailable escorting females off site must be carried out by two male Guards.

### Arrest

Arrest is legally depriving a person of his/her liberty. It is extremely important that the arresting person does not use too much force in an arrest. The amount of force necessary to effect an arrest must be reasonable and proportionate to the amount of resistance, whilst keeping in mind how serious the offence is.

Excessive force may result in an assault charge against the person making the arrest (YOU).

The following situations can all constitute arrest:

1. Placing restraint on a person by physical force – typical arrest by holding arm, controlling by lock or hold, etc
2. Seizing or touching the person whilst attempting to totally restrain him/her. If a Security Guard has grabbed a person and the person has freed him/herself from the hold, this constitutes an arrest
3. The person's total submission or acquiescence to total restraint after being told they are under arrest, and it is plain that they are in fact under arrest
4. The person's submission to total restraint as a result of their belief that if they leave or escape it will be resisted, even without being told they are under arrest, or without being touched

5. Placing total restraint and the fact of restraint although unknown to the arrested person

### Citizen's Arrest

The following is an extract from the Australian Federal Police web site [www.afp.gov.au](http://www.afp.gov.au)

#### *What exactly is a citizen's arrest?*

A citizen's arrest is when you, as someone who is not a duly sworn police officer, detains a person because you **believe on unreasonable grounds** that the other person is committing or has just committed an offence (for example theft, assault, criminal damage).

#### *Factors to consider before making a citizen's arrest*

You should never make a citizen's arrest merely on **suspicion** that a person is committing or has just committed an offence. You must carefully consider a number of factors, including:

- Are you risking your personal safety?
- Do you have positive identification for the person?
- Are they a 'regular customer' or known to the store?
- Do you know where they live?

If you answered *Yes* to any of these, **do not detain** the suspect and contact Security Control or the Event Security Supervisor.

You must also consider whether the circumstances constitute '**reasonable grounds**' for making a citizen's arrest and your basis for forming a belief an offence has been committed.

#### *The legislation that defines a citizen's powers of arrest*

The legislation that allows you, in appropriate circumstances, to make a citizen's arrest, states:

- A person who is NOT a police officer may, without warrant, arrest another person if he or she **believes on reasonable grounds** that the other person is committing or has just committed an offence
- A person who arrests another person shall, as soon as practicable after the arrest, arrange for the other person, and any property found on the other person, to be delivered into the custody of a police officer

You are legally required to inform the person why you have detained them, unless the suspect's actions make it impractical to inform them.

#### *General guidelines about powers of arrest*

- You may place a customer under citizen's arrest if you **believe on reasonable grounds** they have committed an offence punishable by imprisonment or are in the course of committing such an offences
- **Reasonable grounds** means that you have direct evidence that 'constitutes belief' that the customer has committed an offence. An obvious example of 'reasonable grounds' would be if you were to actually see a customer take an item from a store shelf, put it into their pocket and then walk out of the store with that item, thus indicating a clear intention to not pay for it, and therefore steal it

- **Suspicion** means that you have indirect evidence that the customer has committed an offence. Examples of suspicion include: The theft protection buzzer sounds as someone exits the store; a person has spent an inordinate amount of time browsing and is consciously avoiding assistance
- To effect a citizen's arrest you must use clear words and state the reason for your action. **Note:** To say, "I am detaining you" is preferred to, "I am arresting you." This is not legislative requirement, simply a more accepted term, especially if the matter is later considered in the courts
- You do not have to wait until the customer has left the business premises before arresting them. However, in the case of theft, it will be easier to prove that their intention was to commit an offence if you wait until they leave the premises
- Once you have arrested the person, you must **as soon as practicable** arrange for the arrested person and any property found on that person, **to be delivered into the custody of a police officer**. For businesses this would mean immediately contacting police
- You may only use **reasonable force** to detain the suspect. If more force is used than is considered reasonably necessary, then you may be charged with assault
- The customer is under no obligation to answer any questions you may ask, but any question they do answer should be taken down in writing and may be used in court
- The customer is under no obligation to give their name and address to you

#### *Using force when detaining someone*

The legislation states, in connection with the use of force in making an arrest that:

- A person shall not, in the course of arresting another person for an offence, use more force, or subject the other person to greater indignity, than is necessary and reasonable to make the arrest or to prevent the escape of the other person after the arrest

As a general rule, any force used must be reasonable and proportionate. The circumstances when some level of force may be justified include:

- In self-defence
- To prevent the escape of the offender

The best approach to detaining a suspect is to use subtle methods of restraint such as standing around in numbers. Be very careful if you have requested a suspect to remain (of their own free will) on the premises. Indicating to a suspect that they would not be allowed to leave even if they wanted to, technically means that you have effected an arrest.

#### *Tips to improve your personal safety when detaining a person*

Some simple procedures to increase your personal safety, should you need to detain someone:

- Citizen's arrest should always be made by a nominated senior member of the staff (Immediate Supervisor, Event Site Security Manager, Event Site Security Supervisor) in the presence of a witness

- Be sure of what has been stolen
- Be sure that the suspect has no intention of paying for the item/s
- Be sure the suspect possesses the item/s that have not been paid for and know where the item/s are concealed
- Be sure the suspect has not replaced or disposed of the item/s
- If you are male, do not remain alone in any secluded area of office with a female suspect and vice versa
- Do not search any suspect
- Never accuse a suspect directly or indirectly of shop lifting. (Say, for example, "I am detaining you to discuss items I believe belong to the business")
- The suspect must have been under constant observation
- Contact police immediately

#### *Points to remember*

- If in doubt, do nothing
- Constantly remain calm and alert

## Dealing with an Armed Robbery

(Source: [www.police.qld.gov.au](http://www.police.qld.gov.au))

During an armed robbery, it is important to stay calm. The overall aim is to try to ensure the offender leaves the premises as soon as possible, without injuring or harming anyone. Learn the acronym 'CODE A'

<b>Calm</b>	Try to remain calm. Stay away from the personal space of the offender.
<b>Obey</b>	Obey instructions. Avoid making eye contact, or any sudden or unexpected movements.
<b>Description</b>	Remember the features of the offenders, including clothing, scars, tattoos, height, hair colour, accent and speech and any weapons used.
<b>Evidence</b>	Remember what is touched by the offender and do not touch it yourself.
<b>Alert</b>	Alert the Security Control Room or Site Security Supervisor when it is safe.

#### After a hold-up

- Close the premises to the public and isolate the areas where the offender/s confronted staff
- Ask witnesses to remain to assist police
- Avoid conferring with other witnesses about the offence and provide versions independently
- Note everything in your Security Note Book and hand over to the NSW Police. Note:
  - The time of the offence
  - The time the offender left the area/site
  - The weapon/s used or implied
  - A description of the offender
  - What the offender took
  - Any evidence at the scene

- If approached or contacted by the media refer them to the NSW Police. Incorrect statements could jeopardise the investigation or court proceedings. Avoid discussing the amount of property stolen

## Crime Scene Preservation

(Except from the *Department of Community Services (Queensland Govt) website*)

The security and integrity of a crime scene and associated information must be maintained to prevent evidence from being contaminated, destroyed, lost or altered. Unless it is absolutely necessary, **touch nothing at a crime scene**.

Professional and consistent response to incidents is crucial to meeting duty of care obligations and minimising harm arising from incidents at Event Sites.

### Duties of first GVMG Guard attending a crime scene

On arrival at a crime scene or, in the case of searching, the duties of the first GVMG Security Guard are as follows:

- Report incident to Security Control
- Touch nothing and move nothing unless there is a life threatening situation
- If an injured person is at the crime scene, he/she must be given first aid immediately, even though valuable evidence may be destroyed
- if there has been an attempt at suicide by hanging, call for assistance, take the weight of the person and loosen or immediately cut free the noose, making sure, where possible, to keep the knot intact
- Commence first aid and CPR until relieved by a First Aid
- As soon as possible, take steps to secure the area from curiosity seekers and others
- Take notes of time and events as they occur.

### Hand over to NSW Police

When, the NSW Police arrives at a crime scene report all that has been learned, observed and all actions taken.

No access to the crime scene is permitted without the Police's permission.

### Documentation and records

At the first opportunity, the first responding GVMG employee must raise and maintain a running log of events including-

- Day, date, time, location
- Who was present at the scene when the first officer responding arrived
- If known, who had departed the scene before the first Police Officer responding arrived
- Establish basic facts
- In the event that medical assistance is provided and others are required to enter the scene, document those areas where they travelled and touched
- Note observations, in particular, visible evidence such as blood spills, footprints, weapons etc and
- Note conversations overheard or reported

Crime scene preservation must override any other consideration at the scene except for the provision of first aid or CPR to a victim who requires immediate medical attention.

If the crime scene must be disturbed for such a reason, then the first GVM I employee responding must immediately make a record of the disturbance and the Police made aware of those activities as soon as possible.

At all times, GVM I Security Guards must preserve the scene and evidence in order for it to be viewed and collected by investigating Police so that it may, if relevant, be used successfully in court.

### Methods for securing crime scenes

The following methods effectively assist in preserving the scene:

- Strategic allocation of GVM I Security staff
- Cordons
- Locking strategic areas or erecting physical barriers
- Evacuation of all persons ensuring that all those potentially involved in the incident are placed in a location which does not allow them to remove evidence from themselves (eg. clothing and bloodstains)

The most effective method of securing a crime scene is to evacuate the area, lock and secure and strategically place GVM I Guards outside the crime scene, and at the entry and exit points to deter onlookers and by-standers from entering the scene.

### Preservation of evidence (involving drugs, weapons or other articles)

When drugs, weapons or articles are found and it is reasonable to suspect that those items may have been used in an escape or attempted escape or to breach security or be used in the commission of a crime, every effort must be made to protect the evidence until an investigation by NSW Police can be initiated.

On the discovery of any of the above, the GVM I employee making the find must comply, if possible, with the following:

- Do not touch the item
- Advise Security Control
- Carry out any instructions issued by Security Control or Event Site Security Supervisor

## Workplace Health and Safety Practices

Source: <https://www.workcover.nsw.gov.au/law-policy/legislation-and-codes/work-health-and-safety-legislation>

Under the Work Health and Safety Act (2011) a GVM I Security Guards must:

- Cooperate with those responsible for the Event Site (such as the Principal, Event Managers, Event Security Manager/ Supervisor, Immediate Supervisor)
- Comply with instructions given by those responsible for the Event Site (such as the Principal, Event Managers, Event Security Manager/ Supervisor, Immediate Supervisor)
- Properly use equipment supplied for work safety on the Event Site

- Report any risk illness and injury (to Security Control or their Immediate Supervisor), that they are aware of on the Event Site
- Not expose others on an Event Site to work safety risks or cause them harm and injury

A GVM Security Guard who failed to comply with the above will be liable. A non-compliant Security Guard whose non-compliance caused injury is negligent and will be liable for the injuries incurred.

A GVM Security Guard will not interfere with equipment on an Event Site. It is an offence to interfere or cause damage to Onsite equipment.

### Personal Protective and safety equipment

A GVM Security Guard provided with personal protective and safety equipment must use the equipment in accordance with the instructions given. It is an offence to intentionally misuse or damage personal protective and safety equipment.

### Surfaces and Floors

GVM Security Guards will ensure an Event Site is safe for patrons and workers by:

- Maintaining and minimising the risk of slips, trips and falls
- Reporting slippery floors/ surfaces to Security Control or their Immediate Supervisor
- Warning patrons of the risk presented by slippery floors
- Removing hazards from slippery floors to minimise the risk

### Heat Exhaustion

(Based on a CDC Prevention Guide for Emergencies and Disasters)

Heat exhaustion is a milder form of heat-related illness that can develop after several days of exposure to high temperatures and inadequate or unbalanced replacement of fluids. Those most prone to heat exhaustion are elderly people, people with **high blood pressure**, and people working or exercising in a hot environment.

#### *Heat exhaustion symptoms*

- Warning signs of heat exhaustion include:
- Heavy sweating
- Paleness
- Muscle cramps
- Tiredness
- Weakness
- Dizziness
- Headache
- Nausea or vomiting
- Fainting

The skin may be cool and moist. The victim's pulse rate will be fast and weak, and breathing will be fast and shallow. If heat exhaustion is untreated, it may progress to heat stroke, which is a medical emergency. Alert Security Control and or First Aid, and give the patron a duty of care.

- Symptoms are severe, or
- The victim has heart problems or high blood pressure

Otherwise, help the victim to cool off, and seek medical attention if symptoms worsen or last longer than 1 hour.

#### *Heat exhaustion treatment*

Cooling measures that may be effective include:

- Cool, non-alcoholic beverages, as directed by your physician
- Rest
- Cool shower, bath, or sponge bath
- An air-conditioned environment
- Lightweight clothing

#### **Exposure to blood and body fluid**

These include sharps injuries (including needle stick) and splashes into/onto mucous membranes or bare intact skin.

Hazards from sharps injuries (including needle stick injury) and other blood or body fluid incidents include human immunodeficiency virus (HIV), hepatitis B virus (HBV) and hepatitis C virus.

Exposure is an injury that involves direct skin contact with a body fluid listed above and there is compromised skin integrity such as an open wound, abrasion or dermatitis, or if there is direct mucous membrane contact. For exposure to skin, the larger the area of skin exposed and the longer the time of contact, the more important it is to verify that all the relevant skin area is intact.

#### *Precautionary measures*

- Wear disposable gloves when ever contact with human blood is likely or possible. Avoid contact with blood particularly if your own hands or lower arms have open cuts or unhealed wounds
- Handle and dispose of needles and sharp instruments correctly

#### *Immediate action*

- Report the incident to Security Control
- Remove contaminated clothing
- Thorough wash of the injured area with soap and water
- Flush the affected mucous membranes with large amounts of water
- Gently flush eyes, while open, with water or saline

**For needle stick injuries, proceed immediately to a hospital for treatment and risk assessment**

Document the incident and include:

- Date, time and type of exposure
- How the incident occurred
- Name of the source individual (if known)



## Sexual Harassment

Source: [http://www.hreoc.gov.au/sex\\_discrimination/workplace/code\\_practice/data/short\\_guide.html](http://www.hreoc.gov.au/sex_discrimination/workplace/code_practice/data/short_guide.html)

Sexual harassment is unwelcome sexual conduct which makes a person feel offended, humiliated and/or intimidated where that reaction is reasonable in the circumstances. Sexual harassment in employment is unlawful under the *Sex Discrimination Act 1984* (Cth).

Sexual harassment in the workplace can take various forms. It can involve unwelcome touching, hugging or kissing; suggestive comments or jokes; unwanted invitations to go out on dates or requests for sex; insults based on your sex or sexually explicit emails or SMS messages.

Sexual harassment **is not** behaviour based on mutual attraction, friendship and respect. If the interaction is consensual, welcome and reciprocated it is not sexual harassment

GVMI employees who sexually harass another person will be disciplined.

## Basic Fire Fighting

Fire depends on three components – HEAT, FUEL and OXYGEN

Removing each component will minimise the risk of the fire spreading.

### Remove the Heat

Remove the heat by cooling the fire. Water is one of the main ways to cool a fire.

### Remove the fuel

Remove the fuel by starving the fire. This may mean physically removing combustible materials such as wood or paper, or turning off the electricity and closing off a valve to a fuel of gas line.

### Remove the oxygen

Remove the oxygen by smothering the fire. This can be achieved by covering or wrapping up a burning object in a fire blanket or closing the doors and windows upon exiting a room.

## Fire Extinguishers

Water Red in Colour	This extinguisher contains nine litres of water under pressure and is to be used in an upright position. It is designed for use on carbonaceous solids such as wood, paper, rubbish or textiles, and has a discharge period of 60 – 100 seconds. <b>Water extinguishers are unsuitable for flammable liquid fires. This extinguisher must never be used on fires involving live electrical equipment.</b>
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Carbon dioxide Red in colour with a blue band	This extinguisher is designed for use on fires involving flammable liquids and live electrical equipment. The discharge period depends on the size of the extinguisher.
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A GVMI Security Guard, who decides to attack a small fire, must designate another person to raise the alarm and obtain a back-up fire extinguisher.

## Medical Attention

GVM Security Guards must ensure a person requiring medical attention is given a duty of care and provided with First Aid. First Aid provides the initial attention required by a person suffering an injury or illness. First Aid in the work place:

- Can save lives
- Can prevent permanent disablement
- Improve safety awareness and thereby prevent injury and illness in the workplace
- Records the incident for future reference when required
- Can assist early return to work and rehabilitation

If a person on the Event Site is seriously injured or ill radio Security Control or the Medical Team:

1. Briefly describe the medical situation and the location (be specific so the Medical Team can respond efficiently)
2. Wait and follow instructions
3. Offer comfort and assure the casualty that the Medical Team is nearby and making their way to him/her
4. Upon arrival assist the medical team as required

When asked to call an ambulance radio Security Control. Provide Control with details of the medical emergency (casualty's gender, approximate age, state of consciousness (or unconsciousness), breathing pattern (with ease or with great difficulty), ability or inability to talk, sit up or walk.

GVM Security Guards are required to record Medical Incidents in their Security Notebook or Site Log Book

## Workplace Violence

Workplace violence is any action or incident which causes physical or psychological harm to another person. It includes situations where a Security Guard and/or other people are threatened, attacked or physically assaulted.

It also includes non-physical violence, such as verbal abuse, harassment, intimidation and threatening behaviour. Threats may be perceived or real.

Harassment is unacceptable. It may be intentional, or it may simply result from a lack of awareness and understanding of various cultural, religious or other factors affecting an individual or a group.

### Identifying On Site Violence

Violence, abuse and threats may occur for various reasons, including:

- Criminal activity, thrill seeking or revenge
- The influence of alcohol or other drugs
- Expression of irritation or frustration, such as dissatisfaction with poor service
- Feeling aggrieved due to unfair treatment, whether real or imagined
- Intimidation, used to achieve a desired outcome
- Built-up anger from past or un related situations, applied unreasonably to the issue at hand

- Uncomfortable physical conditions
- Feelings of loss of control

### Defusing Acts of Violence

- Defuse the person's anger so that he/she can cool down and talk calmly and rationally
- Maintain your composure
- Signal for help from fellow Guards
- Listen attentively
- Maintain eye contact
- Be courteous and patient until assistance arrives
- When the person is using a weapon to threaten, follow his/her instructions and stall for time

Never try to intercept the weapon or act aggressively against the individual. Keep yourself and others safe.

### Bag Searching

Bag Searching is a condition of entry Event Sites place on persons wishing to enter their land, as a means of ensuring prohibited items are not taken into the Venue. Persons refusing to comply may enter the Even Site however, their bag may not enter.

#### *Hands off searching*

*Hands off searching* are the GVM preferred method of bag searching. It protects the Security Guards against:

- Occupational Health and Safety injuries such as stabbing, cutting or a needle prick
- Being accused of placing an item into the bag
- Being accused of removing an item from the bag
- Damage to items

*Hands off searching* are conducted by:

- The person places his/her bag on the table and in front of the Security Guard
- In a clear voice the Security Guards will ask the patron to open his/her bag for inspection
- The Security Guard looks into the bag, using a torch if visibility is low
- If an item has to be moved within the bag or taken out of the bag the Security Guard will ask the patron to remove the item to ascertain what is underneath it
- When the Guard is satisfied that the bag does not contain a/ or prohibited items he/she will ask the patron to return the contents into the bag

### Search of a person (pat down)

A GVM Security Guard may only search a person if the land owner of the property has authorised GVM Pty Ltd the right to search people before entry. The person who enters under those conditions gives up their right so they may enter the Event Site.

## Communication Skills

GVM I employees are encouraged to develop and utilise co-operation skills while on duty. GVM I Security Guards are expected to demonstrate the following principles of communication:

### Listening

Demonstrate empathetic listening. Listen attentively and without prejudice to what is being said. View the incident from the other person's perspective. This helps to solve problems more effectively and efficiently.

### Attentiveness

Be attentive, don't fake your attention or ignore what's going on. This is dangerous to you and is likely to inflame the patron even further.

### Body Language

Body language is part of communication. Be aware of the body language expressed by the customer/patron as this can give vital information, especially relating to whether or not they will turn violent. Be aware of your own body language. Your negative, disruptive or aggressive body language can inflame the situation.

### Be Respectful

Respect a patron's opinion. Avoid the assumption that the patron's disruptive behaviour has been calculated to deliberately inflict pain or injury to others. Don't give your opinion. Remain objective, detached and professional.

### Avoid Arguing

Arguments get louder the longer they continue. They attract undue attention and there is no winner as it creates more ill will. Therefore discuss, don't argue.

### Never belittle

Avoid phrases like, "you're wrong" and, "people like you." These phrases are defamatory. Use pacifying phrases like, "Let's talk about this."

### Admit Mistakes

When you make a mistake admit it quickly, sincerely and emphatically.

### Promises and Threats

When you promise something see it through. Don't make threats.

### Make your position clear

Patiently explain exactly what is required of the other person.

### Demonstrate sympathy

Be sympathetic.

### Question instead of Ordering

Questioning clarifies the situation and often the patron begins to believe that calming down and behaving was his/her idea to begin with.

### Use names

A person's name is the word they like to hear the most. Using their name changes the level of communication and makes it more personal. They are more likely to respond.

### Empower

Give people a good reputation to live up to. Adopt a positive attitude.

### Negative thinking

Avoid negative thinking. Enter a situation with the opinion it will 'get violent' will only inflame it. Your thoughts influence your behaviour and patrons feed off your behaviour and words.

## Guarding Venue Management International Code of Ethics

A GVMI employee:

- Shall act at all times in a professional manner to bring credit upon him/herself, fellow colleagues and Guardian Venue Management International Pty Ltd
- Shall not without authority divulge Guardian Venue Management International Pty Ltd policies or information to any persons, which is confidential to Guardian Venue Management International Pty Ltd and its clients
- Shall not knowingly make or sign any written statement knowing it to be false
- Shall at all times maintain good relations with members of the Police service and general public
- Shall maintain proper standards or appearance in dress and grooming to the satisfaction of Guardian Venue Management International Pty Ltd and its clients
- Shall protect the client's property from theft or damage and render a professional service to the client, its management and employees
- Shall keep all company equipment assigned to them in good working condition and will not wear the Guardian Venue Management International Pty Ltd uniform or use any equipment without permission to do so
- Shall carry out all assigned duties conscientiously and efficiently
- Shall not work whilst under the influence of drugs or alcohol
- Shall remain awake and alert at all times whilst on duty
- Shall not accept any form of payments outside those paid by Guardian Venue Management International Pty Ltd

## GVM Security Guards Agreement

Signing below indicates the GVM Security Guard has read, understood and agrees to comply with the information and instructions within this document.

### Acknowledgement of issue

#### Book issued to:

Name of employee (your name): \_\_\_\_\_

Address (your address): \_\_\_\_\_

I acknowledge receipt of this Standing Operating Procedures Handbook and I will undertake to make myself aware of and to understand the contents. I agree to abide by the conditions stated in this handbook and/or any other direction by GVM I in relation to the Workplace Environment, Health, Safety and Welfare of persons in the workplace generally.

Employee's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Issuing Person's Signature: \_\_\_\_\_

Issuing person (print name): \_\_\_\_\_