

Back by demand

# Safety & Security at Public Venues & Events

Venue and event risk mitigation for professionals and organisations entrusted with life-and-death decisions

Sydney, Australia

3<sup>rd</sup> – 5<sup>th</sup> July 2017



Featuring an Interactive Full-Day Masterclass on Threat Neutralisation:

**PART A: EXPECT THE UNEXPECTED – ISOMORPHIC LEARNING**  
**PART B: FACES IN THE CROWD – COGNITIVE IDENTIFICATION**

Facilitated by:

**Simon Morgan** Former Royalty Close Personal Protection Officer to Her Majesty the Queen

**TROJAN CONSULTANCY, UNITED KINGDOM**

Simon is the Director of Operations and Training at Trojan, overseeing all aspects of team deployments. In the Metropolitan Police Service, he served as Public Order Officer on the Central London Territorial Support Group before moving to SO19 as a Specialist Firearms Officer and finally to the prestigious SO14 Royalty Personal Protection where he served as a Personal Protection Officer to Her Majesty The Queen and other senior members of The British Royal Family, providing protection both in the UK and overseas, during official, private and confidential engagements. He is a member of the Security Institute, ASIS International and The Institute of Directors.

Case Studies & Examples Represented Include:

- Gold Coast 2018 Commonwealth Games
- Kardinia Park Stadium Security Review
- McDonald Jones Stadium
- Newcastle Entertainment Centre & Showground
- Refurbished Sydney Harbour Marriott
- Sydney Mardi Gras
- Melbourne Aquarium
- Rod Laver Arena
- AAMI (The Melbourne Rectangular Park)
- Sydney Tower Eye & Skywalk

Benefits of Attending:

- **Accessing** the global forefront of security intelligence and threat mitigation
- **Improving** safety and security for event preparation and venue management
- **Being** ready for the worst with insightful counter-terrorism knowledge
- **Implementing** security reviews and safe venue design to ensure sufficient egress
- **Evaluating** the best and latest in surveillance techniques and intelligence
- **Cultivating** organisational readiness and resilience to weather crises and incidents
- **Strongholding** to withstand sudden violence or venue damage
- **Managing** potential and insider threats quickly and quietly to prevent incidents
- **Ensuring** your safety and security standards and manual are as good as they possibly can be to avoid sanction or litigation should there be an incident

Safety and security doesn't just happen.

Nelson Mandela

Organisations must act now to equip themselves with the insights and practical knowledge they need to protect their customers and business in the face of unprecedented risks

 marcusevans

Featuring Expert Speaker Panel:

**Chris Allen** Chief Operating Officer  
**Venues NSW / Office of Sport - Department of Premier and Cabinet NSW**

**Graham Coleman** Chief Superintendent  
- Commonwealth Games Group  
**Queensland Police**

**Terry Rockell** Director of Security  
**St. Regis Saadiyat Island Dubai & Former Advisor, FBI**

**Michael Dalton** Cluster Director - Security & Risk Management  
**Marriott Hotels**

**Andrew Sharp** EPG Executive Director and CEO  
**Event Planning Group - Mermaid Beach**

**Sam Buckley** Director of Venue Services  
**Melbourne & Olympic Parks Trust**

**Michael Prescott** Production Manager – Event Risk & Safety  
**NSW Department of Premier and Cabinet**

**Marcus Herring** Group Health, Safety, & Security Manager - Australia / New Zealand  
**Merlin Entertainments Group**

**Andrew Hopper** General Manager  
**Northern Territory Major Events Company**

**Kathy Pavlich** Security and Risk Management Specialist  
**Sydney Mardi Gras**

**Russell Whiteford** Facilities, Assets & Safety Manager  
**Kardinia Park Stadium Trust**

**Mat Robb** Stadium Operations Manager  
**Kardinia Park Stadium Trust**

**Ross LaRosa** Senior Manager – Venue Operations  
**Australian Grand Prix Corporation**

**Simon Morgan** Former Royalty Close Protection Officer to Her Majesty the Queen  
**Trojan Consultancy**

**Peter Middenway** Security Manager  
**Fed Square**

**Lyndall Milenkovic** Assistant Regional Vice President ACT & NSW  
**ASIS International**  
Director

**The RiskWorks Network**

**Stephen Thomson** Consultant  
**The RiskWorks Network**

**Craig Sheridan** Former Superintendent, Commander, State Planning Group  
**NSW Police**

**Melissa Ronayne** Healthy, Safety & Security Director  
**Museum of New Zealand Te Papa Tongarewa**

**Monday 3<sup>rd</sup> July 2017****Booking Line:**

Serena Pereira

Tel.: + 603 2723 6721

Fax: + 603 2723 6699

Email: [SerenaB@marcusevanski.com](mailto:SerenaB@marcusevanski.com)

0800 Registration and Morning Coffee

0845 Opening Remarks by Chair

**EMERGENCY PREPAREDNESS & NEXT-LEVEL BUSINESS RESILIENCE**0900 **Case Study:****Target Hardening for Safer Patrons: Security and Perimeter Measures for Taking Soft Targets Away from Would-Be Attackers**

This session with Graham provides case studies on securing your operation with the latest techniques in hardening buildings and crowds against criminal intrusion and damage, CBRN, terrorist threats, and identifying hostile reconnaissance

**Graham Coleman** Chief Superintendent – 2018 Gold Coast Commonwealth Games Group

**Queensland Police**

0945 **Case Study:****Lockdown Planning: Bracing Your Patrons and Organisation in the Face of Nobody In – Nobody Out Emergency Lockdown Scenarios**

Michael will checklist physical aspects and venue and event peculiarities to take into account for successful lockdown completion as well as communication and cooperation with customers and staff.

**Michael Dalton** Cluster Director - Security & Risk Management

**Marriott Hotels**

1030 Coffee and Networking Break

1100 **Case Study:****Barricading for Terrorist Truck Attacks and Hostile Vehicles: Established Plans and Detailed Preparations for Anti-ramming Countermeasures**

Michael maps out an anti-truck "security fortress": bollards, retrofits, fencing, other architecture and counter-ramming landscape features as well as working with law enforcement and police buses.

*+Special White-Board Session: after a 35 minutes presentation the presenter will involve the audience for additional contributions.*

**Michael Prescott** Production Manager – Event Risk & Safety

**NSW Department of Premier and Cabinet**

1145 **Expert Presenter:****Processes and Checklists for Emergency Management In Line With Emerging Trends**

In this session Lyndall will address case studies on flexible emergency plans and evacuation opportunities, recent responses to emergencies and aspects that could have been improved upon, and response to terror attacks versus natural disasters

**Lyndall Milenkovic** Assistant Regional Vice President ACT & NSW

**ASIS International**

Director

**The RiskWorks Network**

1230 **Safety Handbook Update:**

Every attendee has been emailed a copy of the **marcus evans** Safety & Security at Public Venues & Events handbook prior to the conference date. During the conference there will be opportunities for delegates to raise their hands and contribute the takeaways from speakers that should be included in the updated version. The updates will be written up by **marcus evans** staff and distributed after the conference.

1245 Networking Luncheon

**MULTI-PURPOSE VENUES**

1355 Opening Remarks by Chair

1400 **Case Study:****Bolstering Your Security Force with a Leading Technology and Surveillance Setup**

- Leading digital surveillance setups and assessing their tangible benefits for security teams
- Implementing overhead counters, wearable technology and next-level recording equipment to enhance threat identification and followup
- Fortifying venues and sites with advanced screening procedures

**Sam Buckley** Director of Venue Services

**Melbourne & Olympic Parks Trust**

1445 **Expert Presenter:****Optimising Your Responsibility to Your Patrons with Up-to-date Insights into Duty of Care and Venue & Event Manager Liabilities**

- Methodologies for incorporating new safety and security risks and problems into existing venue and gathering policy and liability
- Building a duty of care case for financially resourcing security
- Root cause analysis of public safety incidents over the past year

**Craig Sheridan** Former Superintendent, Commander, State Planning Group

**NSW Police**

1530 Coffee and Networking Break

1600 **SCENARIO TRAINING**

**A choice of two situations will let our moderators put you on the spot for intensive and interactive analysis. At the first table, discuss "Emergency Situations involving Guests" or "External Factors Creating Venue Crises." At the second table discuss "Threats Arising Mid-Event" or "Event Cancellation."**

*Moderators:*

**Michael Dalton** Cluster Director - Security & Risk Management

**Marriott Hotels**

**GREENFIELD EVENTS**

1355 Opening Remarks by Chair

**Stephen Thomson** Consultant

**The RiskWorks Network**

1400 **Case Study:****Comparing In-Venue versus Greenfield and Unticketed Major Events: Overlay and Crowd Management**

- Defining boundaries in insurance and permits
- Modelling for ingress and egress and mitigating for an unticketed crowd
- Identifying challenges and commonalities in major events

**Andrew Hopper** General Manager

**Northern Territory Major Events Company**

1445 **Case Study:****Permit Planning in the Context of Physical Security: Major Event Case Studies from London 2012, Glasgow 2014 and the Commonwealth Games**

- Analysing permits in the context of case studies: How well did they hold up and where did they fail?
- What would the ideal permit documentation look like to an event organiser's eyes?
- Identifying methods to drive more robust permit creation

**Andrew Sharp** EPG Executive Director and CEO

**Event Planning Group - Mermaid Beach**

1700 Closing Remarks from the Chair and End of Day One

**Tuesday 4<sup>th</sup> July 2017****Booking Line:**

Serena Pereira

Tel.: + 603 2723 6721

Fax: + 603 2723 6699

Email: [SerenaB@marcusevanski.com](mailto:SerenaB@marcusevanski.com)

- 0800 Registration and Morning Coffee
- 0845 Opening Remarks by Chair  
**Lyndall Milenkovic** Assistant Regional Vice President ACT & NSW  
**ASIS International**  
 Director  
**The RiskWorks Network**

## NEW SOLUTIONS TO NEW RISKS

- 0900 **Case Study:**  
**Drone Intrusion: Adjusting Risk Planning and Safety Mitigation for Aerial Threats Presented by Commercial, Hobbyist and Criminal Drone & UAV Usage**  
 Terry will run through the worst that can happen because of drones and how to mitigate it: realistic options to protect infrastructure, architecture, public, talent and the business from drone incidents and the applicability for drone takedown methods via squads and capture, interceptor drones and jamming devices.  
**Terry Rockell** Director of Security  
**St. Regis Saadiyat Island Dubai & Former Advisor, FBI**
- 0945 **Case Study:**  
**Making Queuing Better: 5 Provable Methods for Faster, More Efficient and Safer Queues and Perimeters**  
 Chris's case studies, from NSW's best venues, looks at minimising queuing time and therefore safety risks, designing out safety vulnerabilities, queue safety factors in architecture, perimeters, stanchions and other congregation opportunities, and practical methods for making queues less of a target.  
**Chris Allen** Chief Operating Officer  
**Venues NSW / Office of Sport - Department of Premier and Cabinet NSW**
- 1030 Coffee and Networking Break

## COMMUNICATIONS

- 1100 **Case Study:**  
**2 Groups of Stakeholders to Effectively Communicate and Cooperate with to Prepare for and Manage Emergencies: Employees & Responders**  
 Peter will examine outside threat communications (including the interdicted Melbourne Christmas threat) and how to keep calm and collaborative employee readiness. He will also look at working with the responder space, emergency services, and police, thereby ensuring delineated response during a crisis with no overlap.  
**Peter Middenway** Security Manager  
**Fed Square**
- 1145 **Case Study:**  
**Patron and Media Management: Best Practices to Resiliently Deal with the Unexpected**  
 With reference to the Christchurch earthquakes, Melissa will detail processes for preparing problem-free venue and event lockdowns with a collaborative and cooperative public, swiftly and resolutely dealing with the media and disruption in lockdown situations and maximising ways to maintain good reputation and returning customers.  
**Melissa Ronayne** Healthy, Safety & Security Director  
**Museum of New Zealand Te Papa Tongarewa**

- 1230 **Safety Handbook Update:**  
 Delegates have another chance to raise their hands and volunteer the takeaways from speakers that should be included in the updated version.

- 1245 Networking Luncheon

## MULTI-PURPOSE VENUES

- 1345 Opening Remarks by Chair  
**Lyndall Milenkovic** Assistant Regional Vice President ACT & NSW  
**ASIS International**  
 Director  
**The RiskWorks Network**
- 1400 **Case Study:**  
**Enhancing and Interconnecting your Venue Physical Security to Ensure Smooth Operations and Emergency Readiness in Aquariums, Wildlife Centres, Observation Towers and More**
- Sustaining airtight access control to minimise criminal intrusion
  - Solutions allowing for the nature of different attractions
  - Temporary provisions and preparative measures for special events
- Marcus Herring** Group Health, Safety, & Security Manager - Australia/New Zealand  
**Merlin Entertainments Group**
- 1445 **Case Study:**  
**Optimising Safety and Security for Venue Guests: Kardinia Park Stadium Security Review Report**
- Reviewing the safety of an older venue – ensuring compliance with today's standards
  - How far safety measures and modifications need to go
  - Comparing what technology can do versus what a retrofit could
- Russell Whiteford** Facilities, Assets & Safety Manager  
**Kardinia Park Stadium Trust**
- Mat Robb** Stadium Operations Manager  
**Kardinia Park Stadium Trust**

- 1530 Coffee and Networking Break

- 1600 **SCENARIO TRAINING**  
**A choice of two situations will let our moderators put you on the spot for intensive and interactive analysis. At the first table, discuss "Venue Population Increase" or "Loss of Egress." At the second table discuss "6 Months Before the Event" or "6 Days Before the Event."**

*Moderator:*  
**Craig Sheridan** Former Superintendent, Commander, State Planning Group  
**NSW Police**

**Ross LaRosa** Senior Manager – Venue Operations  
**Australian Grand Prix Corporation**

- 1645 **Wrap Up Time**  
**Use this session to ask any last burning questions.**  
 For missed connections and specific questions, write to [jonc@marcusevanski.com](mailto:jonc@marcusevanski.com) to help set up introductions
- 1700 Closing Remarks from the Chair and End of Day Two

## GREENFIELD EVENTS

- 1345 Opening Remarks by Chair  
**Stephen Thomson** Consultant  
**The RiskWorks Network**
- 1400 **Grand Prix Best Practices in Fortifying Business Resilience for Venues & Event Managers**
- Planning for customer, infrastructure and operational resilience in the face of adversity
  - Building an appropriate business continuity plan for public places and gatherings
  - Disaster recovery preparation and incident followup for onsite crises
- Ross LaRosa** Senior Manager – Venue Operations  
**Australian Grand Prix Corporation**
- 1445 **Expert Presenter:**  
**Developing Demonstrable Crowd Science for Verifiable Egress Strategies and Crush and Stampede Prevention**
- How can a single foot wrong crush a concert?
  - How previous stampede and crush examples could have been prevented
  - Modelling for different routes and availability of egress
- \*speaker to be advised*

Wednesday 5th July 2017

THREAT NEUTRALISATION

PART A

**EXPECT THE UNEXPECTED – ISOMORPHIC LEARNING**

New modus operandi of terrorist attacks and everyday criminality often result in venues and event planners asking: "why didn't we see this coming?" Through highly advanced teaching methods using Empirical Data and Isomorphic Learning, this session analyses potential new modes and risks for unexpected attacks on soft targets and the necessary risk planning.

The analysis will yield common denominators, similarities and differences, interjections of previous real time incidents, describing what went right or wrong, and drawing on experiences from international events. This will culminate in a set of processes and procedures that the audience can take away and use in planning and dealing with 'any' future type of event / attack: even events, attacks, methods and techniques that have not been seen before.

PART B

**FACES IN THE CROWD – COGNITIVE IDENTIFICATION**

Cognitive Identification Course: Swift crowd analysis and identification of emergent threats before they become insider risks and identification of vulnerable, dehydrated, or overdosed crowd members.

Once you have planned for your event, and the day has arrived, how do you 'identify' and 'deal' with the threat, (person(s) and/or mechanical devices). Anything from the visual and environmental clues that can feed into threat identification to the psychology for potential attackers, stalkers, assassins, terrorists can be used in your mitigation measures.

This session will equip you with the ability to stop problems before they become threats, and be well-armed for any incident.

**Simon Morgan** Former Royalty Close Personal Protection Officer to Her Majesty the Queen  
**TROJAN CONSULTANCY, UNITED KINGDOM**

**Why You Cannot Miss This Event:**

Resilience toward threats is Australia's key word this year- make sure you know how to protect your patrons should the police be engaged with a dangerous situation or natural catastrophe. Meanwhile terrorist attack modus operandi continue to evolve menacingly, throwing up additional challenges for venue and event managers, while drones and the need to plan lockdowns effectively fuel yet more need for practical knowledge sharing.

**marcus evans Safety & Security at Public Venues & Events** continues to provide an unmatched lineup of expert speakers to tackle close-to-the-bone issues in risk mitigation and the protection of the public in your space. Leave no stone unturned as we unpack critical safety and security topics with a diverse range of venues and event organisers both privately owned and within the public sector.

By attending the **Safety & Security at Public Venues & Events**, you will benefit from essential insights into mitigating vehicle-borne terrorist attacks, look at the reality of what you can really do to prevent errant drones causing a problem, drill through lockdown plans and scenarios, and get case studies from Australia and New Zealand's famed landmarks, cornerstone events and leading organisations.

You and your colleagues can select which of the two streams is most relevant to you:

- Multi-Purpose Venues**
- Greenfield Events**

From students falling off their bikes at universities to chemical spills in government-organised public events or arson in a theatre, your job will always supply you with endless opportunities for unexpected crises. If you want to be armed for every eventuality whether human criminality or natural disaster, then Australia and New Zealand's premier conference on safety and security for mass participation is for you.

**Business Development Opportunities:**

Does your company have services, solutions or technologies that the conference delegates would benefit from knowing about?

If so, you can find out more about the exhibiting, networking and branding opportunities available by contacting:

**Serena Pereira**, Media & PR Coordinator, **marcus evans** Malaysia.  
Tel: +603 2723 6721, E-Mail: [SerenaB@marcusevanskl.com](mailto:SerenaB@marcusevanskl.com)

**marcus evans** would like to thank everyone who has helped with the research and organisation of this event, particularly the speakers and their staff for their support and commitment.

**Booking Line:**

Serena Pereira

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**About the Facilitator:**

**Simon Morgan** Former Royalty Close Personal Protection Officer to Her Majesty the Queen  
**TROJAN CONSULTANCY, UNITED KINGDOM**

Simon is the Director of Operations and Training at Trojan, overseeing all aspects of team deployments. In the Metropolitan Police Service, he served as Public Order Officer on the Central London Territorial Support Group before moving to SO19 as a Specialist Firearms Officer and finally to the prestigious SO14 Royalty Personal Protection where he served as a Personal Protection Officer to Her Majesty The Queen and other senior members of The British Royal Family, providing protection both in the UK and overseas, during official, private and confidential engagements. He is a member of the Security Institute, ASIS International and The Institute of Directors.

**Who Should Attend:**

**Chiefs, Directors, Senior Managers, Managers and Heads of:**

- Safety and Security
- Venue Operations
- Event Operations
- Risk Assessment / Management
- Emergency Management
- Facilities
- Occupational, Health and Safety (OHS)

**From:**

- Airports
- Sports arenas & stadiums
- City Councils
- Convention/ Exhibition centres
- Entertainment venues / Concert halls
- Amusement parks / Showground / Zoos
- Race circuits & courses
- Hotels, casinos & resorts
- Transportation
- Shopping centres & Malls, Cinemas
- University complexes
- Emergency service providers
- Venue / event management companies
- High profile corporate meetings and events
- Community events & Heritage
- Tourist boards
- Theme parks & attractions
- Nightclubs
- Ultra high-rise
- Municipal & Federal authorities
- Bidding & organising committees
- Hospitals & healthcare

**Media Partners:**



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The **Australian Security Magazine** is the country's leading government and corporate security magazine. Printed bi-monthly, the magazine is distributed at leading industry conferences, and to many of the biggest decision makers in the security industry and sold in selected stores. It is a highly respected and sought after publication, incorporating investigative journalism, provoking editorial and up-to-date news, trends and events for all Australasian security professionals. <http://www.australiansecuritymagazine.com.au/>

**Testimonials from marcus evans Past Events:**

“Enjoyed the presentations and the topics were contemporary.”  
**General Manager Security and Surveillance, CROWN MELBOURNE**

“Very well organised, good follow ups and timings for speakers.”  
**Head of Security Safety & Risk Culture, SYDNEY OPERA HOUSE**

“Time keeping was good and a very senior and experienced group of delegates ... it was lots of fun.”  
**Senior Manager of Operations, MELBOURNE CONVENTION & EXHIBITION CENTRE**

“The presentations were good and informative. Venue was excellent, and breaks and lunch were well organised.”  
**Head of Ranger Services, BOTANIC GARDENS**

“Well organised and the subject matter experience of the presenters was outstanding.”  
**General Manager, RED BADGE**