

WESTFIELD WARRINGAH MALL

Security Management Plan JUNE 2018.



(Incorporating the House Policy)

Proposed

**Westfield Warringah Mall
Cnr Old Pittwater Road & Condamine St Brookvale NSW 2100**

Contents

1.	Introduction & Objectives of this Plan	3
2.	Surveillance	4
3.	Lighting	5
4.	Territorial Reinforcement.....	5
5.	Space / Activity Management.....	6
6.	Environmental Maintenance	11
7.	Access Control	11
8.	Community & Liaison	12
9.	Conclusion	12

1. Introduction to Westfield Warringah Mall & The Plan

This Plan of Management (the Plan) relates to Westfield Warringah Mall – Cnr of Condamine Road & Old Pittwater Road Brookvale NSW 2100

Westfield Warringah Mall is an indoor/outdoor shopping centre on Sydney's Northern Beaches in the suburb of Brookvale, approximately 15 km from the CBD, Retailers include David Jones, Target, BigW, Bunnings, Woolworths, Coles, Rebel, JB Hi Fi, H&M and Hoyts Cinema in addition to over 370 specialty shops.

Scentre Group recognises that the Risk and Security for their shopping Centre's to be of paramount importance. Scentre Group also recognises that there is a level of complexity involved in managing a diversity of security requirements. Therefore, security is a significant component of Scentre Group in delivering retail property management services and meeting stakeholders' expectations.

Westfield Warringah Mall currently has a full security service that aims to protect the community, their customers and their tenants against security threats. The security system incorporates passive and active technology and community policing. The system places a key emphasis on effective incident management and customer service.

The underlining principle of any operational plan associated with security management for the Stage 2 Development mall extension is the integration of the plan into the existing Centre plan.

This would be done in the areas of:

- Surveillance
- Lighting
- Territorial Reinforcement
- Space / Activity Management
- Environmental Maintenance
- Access Control
- Communication & Liaison

2. Surveillance

Scentre Group will maintain Closed Circuit TV Camera (CCTV) system to provide surveillance of the centre that has the following minimum requirements:

A camera must be located at all new entrances to the centre and positioned to record any person entering the centre through the entrances.

In addition, CCTV camera must be maintained throughout the centre with camera coverage to specifically record images of the following areas:

- a) all other public entrances and exits, whether or not in use at the time;
- b) all publicly accessible areas but excluding restrooms;
- c) Restroom -external entrances;

Recordings shall be retained for a minimum of 30 days before being reused or destroyed. Scentre Group shall ensure that no person is able to delete or alter any recordings within the 30 day period.

At all times at least one person, who is capable of accessing the CCTV system and is able to immediately review recordings and produce copies for Police.

Access to the CCTV system and the ability to review recordings on the system is to be granted to the NSW Police, or other regulatory officer upon request.

The CCTV system shall be able to reproduce a copy of the recordings on compact disk, DVD or USB memory stick and must be provided within one (1) working day to NSW Police, or other regulatory officer upon request.

The property is currently secured and monitored 24 hours a day by our security service provider supplying fully trained staff and supervision for the monitoring and control of the site.

The security staff qualifications include –

- All necessary security licenses
- Senior First Aid certifications

In addition the security staff has training and an understanding on how to act appropriately in carrying out, but not limited to, the following services –

- Crowd control
- Customer service
- CCTV operation
- Fire / emergency evacuation
- Basic understanding of law
- Terrorism Awareness
- Crisis Management Training
- Incident Management
- Conflict Management

On the completion of the redevelopment an additional number of security staff will be provided to maintain an appropriate level of coverage throughout the centre.

The following operational policies for security shall apply:

- (a) All licensed security personnel are to have communication devices to communicate with each other at all times (two-way radio communication). The Security personnel will be able to be contacted via the direct mobile number to the site supervisor on 0418 600 843.
- (b) All security personnel will roam within the centre, checking rest rooms, back of house areas, entry points, fire exits; children's play area and car parks.
- (c) Attend to any complaints of unruly behaviour or assist the retailers.
- (d) Provide and assist with first aid for customers, tenants or staff if required.
- (e) Apply temporary exclusions to customers from the Centre who are involved in criminal activity.
- (f) The Centre shall require any security to:
- (g) Make a written report with details of any incidents which resulted in injury or which may have involved the committing of a crime or which required intervention by security personnel within the premises or in the vicinity of the premises, including details of time/date, persons involved and a description of the incident. The details should be entered in the Incident Register/Safeguard or, where it is not practical to do this immediately, should be written in a notebook and copied into the Incident Register/Safeguard at the end of the shift.
- (h) Monitor customer behaviour in, and in the immediate vicinity of, the Centre until all customers have departed, taking all practical steps to ensure the quiet and orderly departure of customers.
- (i) Co-operate with the Police and any other private security personnel operating in the Centre or the immediate vicinity of the Centre.
- (j) Upon commencing duty and thereafter, regularly during routine patrols, check to ensure that all emergency exit doors are closed/are not blocked and kept closed.
- (k) Patrol all internal toilet areas at random intervals, notifying the management of any suspected illegal activity or if the toilet areas need attention in regard to cleanliness. If there are no female security personnel on duty, then prior to entry into the female toilet areas, an announcement is to be made of the incoming patrol by knocking on the door and clearly stating that these toilets are about to be inspected by a male security person.
- (l) In the event of an incident, clearly identify themselves as security and attempt to rectify the problem.
- (m) Conflict management procedures are to be followed in dealing with any aggressive or violent customers

3. Lighting

With the new development, the lighting standard achieved both internally and externally will be based on the relevant Australian standard. The car park structure will also be appropriately light to the level specified in the Australian Standards and as such the proposal will not create dark or unsafe spaces.

In some instances, a higher level of luminance will be required to assist in both CCTV systems needs and retail & marketing visibility for the entire centre.

By way of example the existing carparks (including entry and exit points) currently have a higher level of luminance to accommodate CCTV system needs.

4. Territorial Reinforcement

There will continue to be a strong emphasis on the way finding throughout the centre including centre directories, restriction and enforcement signage to both the new development and upgrading the existing centre.

5. Space / Activity Management

The redevelopment will add to the centre, the existing function of strategic activity management focusing on a combination of surveillance, CCTV and active patrols will be extended to integrate with the existing centre. Issues such as activity coordination, site cleanliness, rapid repair of vandalism and graffiti, the replacement or refurbishment of decayed physical elements are currently incorporated into the various Operating and Procedures manuals which provide the document framework for operation protocols that will cover the current and expanded centre.

5.1. Amenity of Neighborhood

At all times staff and the Licensees within the centre shall consider the amenity of the Centre and the Centre's neighbours and take all reasonable measures to eliminate the potential for adverse impact on surrounding areas.

Matters to be considered include generation of noise, vibration, odours, fumes, vapours, steam, soot, ash, dust, waste water, waste products, grit, oil or otherwise.

The Licensees and the Centre Management Team shall take all reasonable measures to ensure that the behaviour of customers, staff and contractors, upon entering and leaving the Precinct and the Centre do not adversely affect the amenity of the neighbourhood.

Any issues or concerns that need to be communicated to the Centre, the Centre's security are available 24/7 by contacting 0418 600 843 or Westfield Warringah Mall phone number (02) 9905 0633

Centre's operations must not give rise to "offensive noise" as defined under the Protection of the Environment Operations Act 1997. Offensive noise means noise:

- a) that, by reason of its level, nature, character or quality, or the time at which it is made, or any other circumstances:
- b) is harmful to (or is likely to be harmful to) a person who is outside the premises from which it is emitted, or

- c) interferes unreasonably with (or is likely to interfere unreasonably with) the comfort or repose of a person who is outside the premises from which it is emitted, or
- d) that is of a level, nature, character or quality prescribed by the regulations of the Protection of the Environment Operations Act 1997 or that is made at a time, or in other circumstances, prescribed by the regulations under that Act.

Customers of the licensed premises have access to sanitary facilities located inside the centre. Appropriate signage will be available within the centre directing customers to the sanitary facilities. Security Staff will also provide directions to customers (if requested). The cleaning of the sanitary facilities within the centre will be checked and maintained continuously by the Centre cleaning staff during service times each trading day.

The collection of waste and recycling will not change as a result of the licensed premises. The refuse areas are located within the waste area of the centre, with the Centre arranging for the waste to be removed. Waste associated with the use of the centre will be removed as follows:

- I. Cardboard: to be flattened and placed in a dedicated paper storage area inside the waste area of the Precinct.
- II. Styrofoam: empty boxes to be placed in a dedicated Styrofoam storage area inside the waste area of the Precinct.
- III. Used cooking oil: to be stored in approved receptacle in the waste area of the centre and collected by a licensed recycler;
- IV. Food waste: to be placed in sealed garbage bags and placed in sealed garbage containers and removed to the waste area of the centre; and
- V. Glass bottles: To be stored within a dedicated glass storage area inside the waste area of the centre.

The centre has a no smoking policy for its indoor/outdoor areas.

5.2. Behaviour of Customers

The Licensees within the respective restaurants cafes and the Centre Team, where possible, will take all reasonable steps to control the behaviour of customers whilst on the licensed premises and within the precinct when entering and leaving the area and Centre. Staff and security shall encourage customers to leave the Centre promptly and quietly.

The Licensees, staff and security shall take all reasonable steps to ensure that persons do not loiter outside of the Precinct/Centre if they have been refused admittance or after leaving the Precinct.

Customers will be required to leave the licensed premises if they become intoxicated, violent or quarrelsome. Security staff will escort the customer to the taxi rank to ensure safe egress from the centre.

5.3. House Policy

The Centre's house policy addresses the following:

- a) Customers will be required to not bring pets, bikes, roller blades, skateboards or scooters into the centre.
- b) Harm Minimisation and the Responsible Service of Alcohol; and
- c) The prevention of intoxication in the Centre's licensed premises.
- d) The Centre's House Policy (as set out below) will be made known to all staff.
 - a. In the interests of customers and staff safety, the centre will adopt practices to ensure the responsible service of alcohol.
- e) It is the Centre's Policy to:
- f) Prevent underage drinking by requiring proof of age be provided by any person requested to do so, particularly any person who appears to be under the age of 25 years.
- g) Prevent intoxication by recognising the signs of intoxication and refusing service to a customer who reaches this point. Any person who is already intoxicated when attempting to enter the Precinct, will be refused entry and provided safe egress from the Centre with a companion or via the taxi rank.
- h) Ensure no promotions are conducted at the Precinct which will result in binge drinking or excessive consumption.
- i) Prevent disruptive and/or anti-social behaviour of customers within and when leaving the Precinct.
- j) Prevent drink driving by having safe transport options available. The Licensee or Centre Security staff will arrange for taxis to collect any customer from the front of the Centre if requested to do so.
- k) Licensees agree to educate staff in respect of Responsible Service of Alcohol and this House Policy.
- l) Ensure the noise from the operation of the Precinct does not unduly affect any residence or business located in the vicinity.
- m) Ensure the operation of the Precinct does not result in an increase in the litter or odours experienced in the vicinity of the Precinct.
- n) Ensure customers within the licensed premises are not supplying alcohol to minors or other customers within the Precinct.
- o) Ensure safe egress out of the centre.

5.4. Responsible Service of Alcohol

The Licensee will ensure that at all times alcohol is served responsibly and in accordance with the 2007 Liquor Act (the Act), the 2008 Liquor Regulation (the Regulation) and this Plan.

The Licensee will ensure that all staff involved in the sale, service and supply of liquor have completed an approved Responsible Service of Alcohol (RSA) course. Centre Security will have completed an approved Responsible Service of Alcohol (RSA) course that patrol and monitor the Precinct.

Licensee will ensure that copies of Competency Cards and/or RSA certificates for the Licensee and all staff members engaged in the sale, supply or service of alcohol are kept at the Precinct at all times and to be made available for inspection by request from Police officers, Council Inspectors or OLGR inspectors. Staff must carry their Competency Card with them at all times during restaurant service and will produce it when requested to do so by the relevant authorities.

The licensed premises staff will ensure that the service of alcohol is monitored in such a way as to minimise inappropriate behaviour.

Staff will refuse entry to the Premises to any person deemed intoxicated, quarrelsome or unruly by taking the following steps:-

- I. Tell the person that the law does not allow them into the premises.
- II. Tell the person that the law requires them to move more than 50 metres away from the licensed premises and / or the Centre as the case may be) and observe or supervise that person's removal to outside of the Centre.
- III. If the person fails to comply the Police are to be called.
- IV. Centre Security will assist the Licensee with this process and provide the customer an escort to the taxi rank for safe egress from the centre.
- V. Staff will refuse service to any customer approaching intoxication or displaying unruly and/or quarrelsome behaviour by taking the following steps:-
 1. Tell the customer that the law does not allow them to continue to be served alcohol.
 2. Tell the customer that the law requires them to leave the Premises and Centre.
 3. If the person fails to comply the Police are to be called.

Centre Security will assist the Licensee with this process and provide the customer an escort to the taxi rank for safe egress from the centre.

5.4.1 The Licensee will ensure that all statutory signage required by the Act and/or Regulation is prominently displayed within the Precinct.

5.4.2 The following operational policies for the responsible service of alcohol shall also apply:

- a) The Licensee shall not engage in any liquor promotion that is likely to promote irresponsible service of liquor.

- b) Low alcohol beer and non-alcoholic beverages (including free tap water) will be available at all times when full-strength liquor is available.
- c) There will be no sale of "shots", "shooters", or "slammers" at the Precinct.
- d) Preventing underage drinking

5.5 Preventing underage drinking

It is the responsibility of every staff member to ensure that alcohol is not supplied to a minor. Any customer suspected of being under the age of 25 years is to be asked to provide approved documentary proof of age before being supplied with liquor.

Accepted forms of identification are: -

- a current driver's license;
- a NSW RTA Photo Card; or
- Passport.

Failure by a person to provide suitable identification to a staff member upon being requested will result in alcohol not being served to that person.

If in any doubt as to the age, check. If the customer objects to providing identification, explain that it is a requirement of the Act.

5.5.1 Preventing Intoxication

It is an offence to sell or supply liquor to any person who is in a state of intoxication. A "state of intoxication" is where that person's behaviour, balance, speech and coordination are noticeably affected through the consumption of intoxicating liquor.

The Licensee and staff are to ensure that intoxication is prevented from occurring on the Precinct's licensed premises by compliance with the Precinct's House Policy including:

- (a) Non-alcoholic beverages being available at the Precinct at all times;
- (b) Refusal of service to customers showing signs of intoxication; and
- (c) Not allowing intoxicated persons to enter or remain on the licensed premises.

Free drinking water is to be available to customers at all times within the licensed premises.

Any customers exhibiting signs of intoxication is to be refused service and requested to leave the licensed premises. Failure to comply with the request to leave by a staff member will result in the Police being called to remove the customers from the centre.

Customers exhibiting signs of approaching a state of intoxication are to be advised by staff and offered an alternative to drinking further liquor, such as soft drinks or water.

Any person who exhibits signs of approaching intoxication will be monitored and requested to leave the centre if signs of intoxication are subsequently exhibited.

5.6 Preventing disruptive or anti-social behaviour

The Licensee and staff are not to allow disruptive, violent or anti-social behaviour to occur in the Centre by customers who are or have been in attendance at the licensed premises. Staff are to ensure that this is prevented by:

- (a) Not tolerating any conduct or behaviour which a reasonable person would consider undesirable; and
- (b) Identifying potential problems and taking steps to prevent this behaviour from escalating.

5.7 Illicit Drugs

- No illicit drug is permitted in the centre at any time.
- Any person found using, supplying or possessing an illicit drug shall be immediately removed from the centre and if necessary the Police called to escort the offender from the Precinct/Centre.
- For the purposes of this Plan, "illicit drug" includes any drugs made illegal by the laws of the State of New South Wales or the Commonwealth of Australia.

6. Environmental Maintenance

The centre currently outsources the following maintenance contracts –

- Cleaning
- HVAC
- Pest Control
- Vertical transportation
- Waste
- Garden Maintenance (external and internal)

The areas covered by these contracts include the maintenance of all essential services, daily cleaning inspections of all common areas together with external gardens, car parks and access roads, monitoring and removal of any graffiti, and detection and repair of any dilapidation to all parts of the premises.

These contracts will be expanded to include the total of the redevelopment.

7. Access Control

The centre currently has a centralised access control using proximity cards and a solenoid door lock system.

The master key system / hardware currently installed is considered to be a premium system. This will be expanded into the new development on completion.

Ram raid bollards have been installed to all centre entries to assist in the prevention of ram raids and will also be provided to all new entry points as relevant in the new development.

8. Community & Liaison

Westfield Warringah Mall in partnership with Street works, provide a service on Thursday nights specifically targeting the youth within the mall area. Street works staff mingle and mentor with youth within the mall area. Some of the teenagers may have issues with parents, peer pressure, alcohol, drugs, etc. We see this service provided gives something back to the community and in conjunction with Street works provide assistance to local youth.

Westfield Warringah Mall is represented on the local committee for crime prevention. Management and security staff have regular dialogue with representatives of the Northern Beaches LAC police, in particular their Youth Liaison and Crime Prevention Officers.

Any specific issues of crime concern are communicated to tenants and customers as required.

9. Conclusion

The overall focus / objectives of Westfield Warringah Mall and the forthcoming development are the minimisation of crime risk, deterrence of antisocial behavior whilst maintaining a high level of marketability and reputation.