

# **ALCOHOL PLAN OF MANAGEMENT**

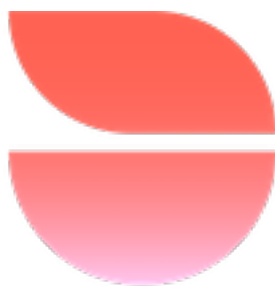
**FOR THE OPERATION OF  
THE DROP FESTIVAL BARS**

**BY**

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**FOR THE**

**THE DROP FESTIVAL, MANLY  
SATURDAY 14<sup>th</sup> MARCH, 2020**



**The Drop**

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## **PART 1 Purpose**

1. The purpose of the Plan of Management is to establish performance criteria for various aspects of the bar operations of the event, THE DROP FESTIVAL (hence forth referred to as “the Event”) Kierle Park, Manly.

## **PART 2 Use of Plan of Management**

2. The operation of the Event must always be operated in accordance with the Plan of Management.
3. All staff involved with the sale or supply of liquor or security shall be made familiar with this Plan of Management.

## **PART 3 Hours of Operation**

4. The Event may operate during the following hours with the sale of alcohol ceasing at 9:30pm: -
  - Saturday 14<sup>th</sup> March 2020: 1pm until 10pm

## **PART 4 Capacity and Age of the Event**

5. The maximum number of persons permitted within the Event at any one time is limited to 7,000 festival attendees.
6. The festival is an 18+ Licensed event.

## **PART 5 Beverage Service Points**

7. The areas directly in front of beverage service outlets have been identified as areas where there is potential for congestion, and therefore management of these areas will receive particular focus to ensure crowd safety.

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## **PART 6      Glass Free Event**

8. The event is a glass free. All beverages will be served either in reusable plastic, paper, or cans.

## **PART 7      Signage**

9. All signage required under the Liquor Act 2007 shall be displayed in the appropriate places.
10. All signage will be displayed at all bars so that it is clearly visible to all patrons who will be alerted to its contents.
11. All signage will be displayed at the entrances to the festival and the licensed areas so that it is clearly visible to all patrons who will be alerted to its contents.
12. The festival entry policy/conditions of entry including bag searches, no alcohol is to be taken into the festival., No ID No entry will be clearly listed on our website and with signage at all points of entry.

## **PART 8      Management Focus**

13. Crowd observation is the prime focus to help prevent incidents. Key management is to ensure the responsible service of alcohol within the licensed area and to ensure the unlicensed area remains alcohol free. Speaking to customers, assessing the general mood in the venue, identifying and removing those patrons who are intoxicated or causing a nuisance to any other patrons is key.
14. Overall Manager – this manager’s responsibilities are but not limited to:
  - a. Ensuring the correct operating procedures of the entrances to the bar service areas and the overall licensed area
  - b. Dispute resolution should there be a need
  - c. For ensuring steady and safe access and egress from the licensed areas

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- d. Ensuring the correct guard numbers are on and in place
  - e. Working with security personnel to ensure any patrons deemed to be affected by alcohol are asked to leave the licensed area.
  - f. Ensuring that the venue's safe & compliant capacity is not breached
  - g. Maintain an Incident Register, in accordance with the NSW Liquor Act.

## **PART 9      Entering and Exiting the Event**

1. The festival will utilise 7 lanes of entry (which may be reduced according to ticket sales with a minimum of 1 lane per 1,000 tickets) to the festival to allow for adequate time ID and bag checks.
2. Security will check ID and bag search all patrons before being provided a wrist banded for entry.
3. No bags are to be permitted in the festival site over A4 size.
4. Patrons are to be subjected to "random wandering" metal detector on entry.
5. All patrons will receive woven tamper free wristbands on entry with 1 colour versions in use:
  - i. General Admission (18+)
6. Approved 2.4-meter fencing will be erected around the perimeter to control patrons entering and exiting Event. Internal Fencing will be 1.8m
7. Licensed security guards will manage the perimeter and will patrol the area up to 50 metres from the festival site
8. No 'Pass Outs' are to be given to patrons for the duration of this event, unless due to sickness, injury, inclement weather, or to assist with patron welfare approved by the Licensee or Security Manager

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9. Patrons entering & exiting the Event shall be counted by staff and/or security management. 30-minute counts will be delivered to the festival management team via the Emergency Command Centre.
  10. The Eventbrite ticketing system will also be utilised to ensure the crowd numbers don't exceed the permitted capacity and that access is granted only to valid ticketholders
  11. Appropriate queuing bollards may be utilised to separate patrons awaiting entry into the Event and pedestrians using the footpath. An unrestricted clearance of at least two (2) metres shall be provided for pedestrian circulation and movement at all times;
  12. The licensee or a manager is to be present at the hour of closing to strictly supervise the departure of patrons and to ensure that they leave the licensed premises quickly and quietly.
  13. Security to be have a minimum of 2 guards at the stage in the pit to observe the crowd/monitor risk of crowd crush.
  14. Security to be static at toilet facilities to monitor patron behavior/intoxication/illicit drug use.
  15. Security to remain on site until all patrons have left the festival area and its vicinity – 50 meters.

## **PART 10 Behaviour of Patrons and the Responsible Service of Alcohol**

16. The licence attached to the Event shall be exercised – at all times – in accordance with the provisions of the Liquor Act 2007;
17. The licensee shall take all reasonable steps to prohibit or restrict activities (such as promotions or discounting) that could encourage misuse or abuse of liquor (such as binge drinking or excessive consumption).
18. The licensee is to maintain a register which is to contain a copy of the certificate of the satisfactory completion of the Responsible Service of Alcohol course by the licensee and for employees who have completed the course. The register is to be made available for inspection on request by a police officer or special inspector.

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24. Low alcohol beer and non-alcoholic beverages must be available at all times when full strength liquor is available. The pricing structure of low alcohol beverages is to reflect the lower wholesale cost of those beverages.
  25. A maximum 4 drinks will be allowed to be purchased at a time to a single patron. The event licensee shall work with NSW Police & Licensing Representatives to manage intoxication levels & may choose to further limit sale numbers as the event progresses.
  26. No shots/shooters/slammers or a single nip of any kind will be served at the Event.
  27. No doubles served.
  28. Alcohol with a maximum ABV of 4% or 1 standard drink is only permitted to be sold supplied during the festival
  29. Free drinking water will be available from all bars during the entire operating times of the festival.
  30. CCTV will be used to monitor/ record the areas including the main entry/ exit to the event, the main bar area and the pit/ front of stage/ dancefloor area for patron safety/ crowd management purposes. The CCTV must be recorded and retained for a minimum of 30 days and be supplied to Police, Liquor and Gaming NSW or Northern Beaches Council upon request within 24 hours.

## **PART 11 Bar Staff and Security**

31. Licensed security staff shall be employed for the event. Security staff shall be stationed at key focus points below:
  - a. Entry/Exit points to the event
  - b. At the bar service areas
  - c. General roaming within the event
  - d. Roaming of the perimeter fence line with some guards positioned permanently at various points deemed as a areas of high exposure

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- e. At the gates which provide access between the alcohol consumption & all ages zones, checking for appropriate

32. The licensee shall require any security personnel employed at the Event to undertake the following security procedures, including those procedures outlined within **Part 9 Entering and Exiting the Event**

- a. Be dressed in uniforms provided to them by the security firm with all wearing high visibility vests for the duration of the event.
- b. Nominated security personnel will be equipped with two-way radio devices to allow them to keep contact with each other and the duty manager of the Event and/or their employer's base;
- c. Fill in a time sheet (start and finish times) which is to be initialled by the manager/licensee on duty;
- d. Report to the manager/licensee to obtain a briefing on any specific duties to be addressed before commencing duty;
- e. Note details of any incidents which required intervention by security guard within the Event or in the vicinity of the Event for inclusion in the Event's incident register;
- f. Prevent any person, detected as intoxicated, entering the Event and bring to notice of the licensee or bar manager or security supervisor, any person within the Event who might be considered to be approaching, a state of intoxication;
- g. Venue staff or security will remove any patron from the licensed premises who is found with an illicit drug/substance and where legal action is taken in the form of an infringement charge, or caution. Removal will include wristband removal and ejection from the festival site licensed area. This will be recorded in incident register and we'll record the name, description, time and reason
- h. No patrons will be permitted to re-enter the festival;
- i. Prevent patrons leaving the Event with alcoholic drinks;
- j. Prevent patrons entering the Event with alcoholic drinks;



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- k. Co-operate with the Police and any other private security personnel operating in the vicinity of the premises;
  - l. In the event of an incident, clearly identify themselves as security and attempt to rectify the problem;
  - m. Assist the licensee or management in removing patrons from the Event. Patrons are only to be asked to leave at the direction of management. Forced removal from the Event must only occur at the direction of management and with reasonable force only. Immediate hands on action may be used in self defence or in the defence of another patron; and
  - n. Remain at the Event for a 30-minute period after closing time to maintain safety and security;
  - o. Prevent glass being used as a drinking vessel during the event;
33. The licensee/manager shall liaise with the relevant regulatory bodies on a regular basis regarding the security and management procedures of the Event. Management procedures are to be reviewed regularly to address on-going matters as they arise.

## **PART 12 Complaint Handling**

30. Any resident having a complaint about the operation of the licensed premises may advise the licensee, who is to respond as soon as practicable and sympathetically to such complaints, including but not limited to, immediately cleaning up any litter or damage to properties in the immediate area of the licensed premises reasonably caused by departing patrons.
31. All complaints are to be recorded within a Complaints Register for future reference noting the details of the complaint, the complainer and the response taken.
32. Neither the licensee nor his/her staff is to advise patrons or any other person not directly involved in these proceedings of the name and/or address of any person complaining about the manner of operation of the licensed premises.

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## PART 13 Removal of liquor from the Event

33. The licensee shall prevent patrons leaving the Event and Alcohol Consumption Areas with liquor in any form.

## PART 14 Accepted Identification and Checking of ID's

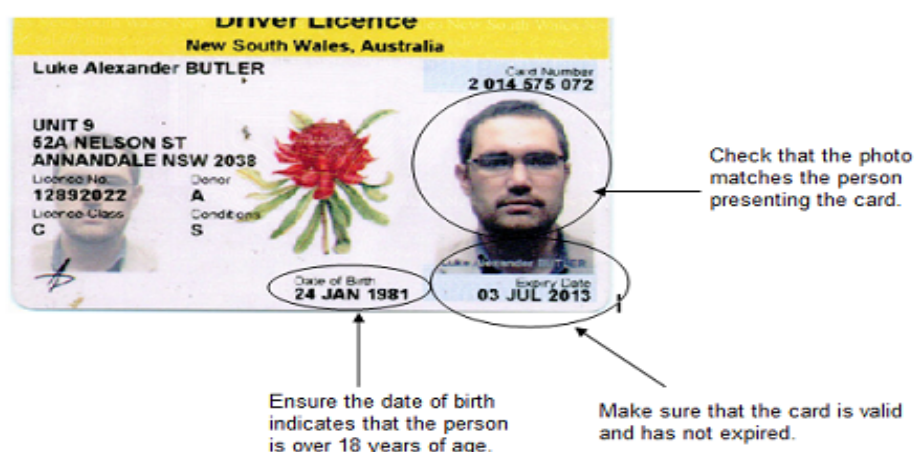
34. All attendees 18 years and over MUST bring CURRENT and VALID PHOTO ID.

There are four acceptable forms of identification;

- a) A driver or rider licence or permit issued by an Australian State or Territory or any foreign country
- b) Australian or other passport
- c) Proof of age card issued by a public authority of the Commonwealth or of another State or Territory for the purpose of attesting to a person's identity and age
- d) Keypass (over-18) identity card issued by Australia Post

35. Identification is to be obtained from every person entering the service area, who appears to be 25 years of age or younger.

36. Below are the prescribed areas that need to be checked every time any a Driver License or Photo Card is presented.



37. It is important to run your fingernail across the date of birth to check if the license has been tampered with. Fingertips must also be run around the edge of identification as general processes of identification tampering result in a course finish to the outside of a card. If a

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presented form of identification has expired, is invalid, is damaged or presents any indications of tampering, a manager must be called to assess the situation.

38. If the provided identification indicates that the presenter is under the age of twenty, a secondary form of identification must be obtained. Secondary forms of identification include university photo cards, multiple credit cards and TAFE cards. It is up to the manager's discretion as to the validity and acceptability of provided secondary forms.

39. On the occasion that a passport is presented, the date of issue must be within a 3 year proximity to the current date. If there is any variance from this, a manager must be called immediately.

40. It is important that there are no deviations from these procedures. If there is any question as to the validity of any form of identification, a manager must be called to assess the situation and make the call.

## **PART 16    Amendment to Plan of Management**

43. If in circumstances where experience shows that it is reasonable or desirable to modify any provision of this plan for the better management of the Event that modification may be made but only with the approval of the relevant Council, provided that it is not a license condition which may only be varied in accordance with the Liquor Regulations.