



# Security Operations

## Standard Operating Procedures



Victorian Commission for  
Gambling and Liquor Regulation

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## **SECURITY SERVICES STANDARD OPERATING PROCEDURES**

### **SECTION 1 – ROLE AND RESPONSIBILITIES**

- 1.1 The primary aims and objectives of the Security Services Department are to:
  - 1.1.1 Maintain a safe & secure environment for all customer(s) and staff;
  - 1.1.2 Ensure Crown is perceived by the public as a safe, comfortable and enjoyable facility to visit;
  - 1.1.3 Safeguard company assets and prevent the loss of property;
  - 1.1.4 Prevent and detect offences in and around the Crown complex;
  - 1.1.5 Develop & maintain a well-trained, motivated and effective Security Services Department; and
  - 1.1.6 Provide other security services as required in response to Crown's business needs.
  
- 1.2 Security Services Representatives will:
  - 1.2.1 Assist guests with information and directions;
  - 1.2.2 Monitor and/or patrol assigned area to provide a safe environment for guests, staff and contractors;
  - 1.2.3 Provide support to Casino operations as required and assist with tasks within the following areas:
    - (a) Table Games Operations
    - (b) Gaming Machines Operations
    - (c) Cage and Count Operations
    - (d) Surveillance
    - (e) Report acts of employee misconduct or violations of Crown rules, policies or applicable government legislation.



- 1.2.4 Report all hazardous conditions encountered;
  - 1.2.5 Remain alert for the possibility of fire in all areas of the complex;
  - 1.2.6 Know where all fire and medical equipment is located and ensure that all equipment is fully operational;
  - 1.2.7 Provide first aid response to ill and injured guests or staff;
  - 1.2.8 Respond to fire and duress alarms as required;
  - 1.2.9 Remain alert for unauthorised removal of, or damage to, company property;
  - 1.2.10 Be particularly observant for acts of theft or unauthorised entry to restricted areas;
  - 1.2.11 Observe and report any suspicious person(s) and situations;
  - 1.2.12 Remain in constant communication with the Security Communications Centre;
  - 1.2.13 Prepare Incident Reports as required;
  - 1.2.14 Liaise and cooperate with the Victorian Commission for Gambling and Liquor Regulation (VCGLR), Law Enforcement Agencies (LEAs) as required;
  - 1.2.15 Assist with any Guest complaints as required; and
  - 1.2.16 Assist with other duties as required.
- 1.3 Post Assignments and Duties
- 1.3.1 For each shift a Security Services Department Posting Sheet is generated. The Posting Sheet allocates Security and Staff Representatives to specific duties. (Attachment A)
  - 1.3.2 The Posting sheet is a computer generated document which can be located in "G-Drive\Timesheets".



- 1.3.3 At the commencement of each shift Security Supervisor (or above) will:
- (a) Check the Posting Sheet to ensure the correct date and time;
  - (b) Amend the Posting Sheet to accommodate Security Services Representatives who are on sick leave or annual leave;
  - (c) Add details of management working the shift eg: Duty Security Manager and Security Duty Supervisor's; and
  - (d) Ensure that all Security Services Officers have been allocated a meal break.
- 1.3.4 Duties listed on the Posting Sheet rotate on an hourly basis, or as staffing levels permit. Those duties which take longer than an hour will be accounted for.
- 1.3.5 Swaps or changes to the Posting Sheet, including meal breaks may be made at the discretion of Security Supervisor (or above) .
- 1.3.6 Post assignments include, but are not restricted to:
- (a) Entry Points
    - (i) Staff will be posted in accordance with business demands to each entry point, depending on, for example: staffing levels, special functions and events. Security Representatives assigned to the entry points may be supplied by an external security provider. The entry points are:
      - Western Entry
      - Kings Buffet Entry
      - Food Court Entry
      - Sante Entry
      - Monte Carlo Entry



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- Vegas Entry B2
- Hotel Promenade Air Bridge Entry
- Level 1 Sports Casino Entry
- Level 1 Panorama Bar Entries

(ii) Entry point duties and responsibilities include:

- Ensure the safety of staff and visitors and the protection of company property;
- Refuse entry to minors, those who do not meet required dress codes and those who have been identified as previously been issued with an Exclusion or Withdrawal of License and identified.
- Maintain a count of patrons who have been refused entry to the Casino;
- Monitor patrons for prohibited articles;
- Ensure that patrons cloak all large bags or other large items;
- Be alert for possible theft or acts of unacceptable behaviour;
- Report lighting fixtures that need repair and any emergency signs not illuminated;
- Report any mechanical or building faults that could cause injury to staff or customers;
- In the event of fire, remain at designated entry point and assist with crowd control duties until otherwise instructed;
- Assist external Security Services Representatives as required; and



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- Perform other duties as required by Security Supervisor (or above).

(b) Casino Rovers:

(i) The duties of a Casino Rover include:

- Protection of company property;
- Assist with table fills and credits;
- Assist with Emergency Note Stacker replacement as required;
- Ensure no unauthorized personnel enter Gaming Pits or closed Food and Beverage Outlets;
- Ensure no unauthorized personnel tamper with gaming equipment eg: Big Wheel or AR Wheels;
- Maintain a presence around or near Table Games and Gaming Machine areas;
- Conduct basic crowd control duties as required;
- Be alert for possible theft or acts of unacceptable behaviour;
- Be alert for criminal or suspicious behaviour;
- Report any person(s) who have been identified as Excluded or issued with a Withdrawal of Licence;
- Conduct ID checks if requested;
- Inform and direct patrons who have not complied with cloakroom procedures;



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- Provide assistance to other Security Services Representatives as required;
- Provide security escorts as required;
- Be alert for fires, fire hazards and other hazards that could cause injury to staff or patrons;
- Administer first aid as required;
- Complete incident reports as required; and
- Perform other duties as required by Security Supervisor (or above).

(c) Chip Bank Rover

(i) The duties of a Chip Bank Rover are:

- The transportation of chip fills and credits from the chip bank or gaming table within his/her designated sector;
- To monitor the chip bank (amount of outstanding fills/credits) via the Chip Bank Monitor;
- Check approximately every 10-15 minutes (in person) with Cage staff on the status of chip fills and/or credits;
- If inundated with an excessive amount of chip fills/credits, request assistance via the Security Communication Centre. The Security Response Coordinator will allocate a Casino Rover to assist the chip bank rover until all outstanding chip fills/credits have been completed or he/she has been allocated another task by Security Supervisor (or above) or directed by the Security Communication Centre; and





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- If all outstanding chip fills/credits are completed, assume the role of a casino rover within the same sector, but be mindful to attend the chip bank personally approximately every 10-15 minutes and liaise with cage staff: re outstanding chip fills/credits.
- (d) Car Park Box Collection: Collection of Cash Boxes from allocated Car Parking Booths located internally and externally of the Crown Complex.
- (e) Cash Escorts: Delivering and returning documentation or currency to and from the Main Cage.
- (f) Table Games Drop Box Collection (including Poker Chip boxes): Replacement and removing of Drop Box to and from the Count Room.
- (g) Gaming Machine Drop Collection: Provide a Security presence during the collection of coins from Gaming Machines, to and from the Count Room.
- (h) Bar Soft Drop: Provide a Security presence during the collection of Bar Drop Boxes.
- (i) Bar Statics: Monitor patron(s) behaviour in and around the bar and lounge area. The “bar static” will:
  - Maintain constant vigilance to ensure the safety of person(s) and employees;
  - Maintain a security presence in and around the bar and lounge areas and pay particular attention to Responsible Service of Alcohol (RSA);
  - Monitor activities to ensure no thefts or undesirable behaviour occurs;
  - Monitor the activities of staff and guests to ensure Crown policies and procedures are complied with;
  - Ensure no unauthorized person(s) enter the bars or back of house areas;



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- Be alert for minors, undesirables including intoxicated person(s), excluded person(s) or person(s) issued with a Withdrawal of Licence;
- Be alert for criminal or suspicious behaviour; bombs or suspicious parcels;
- Be alert for fires, fire hazards and other emergencies;
- Report all illegal or unusual activity to the Security Communications Centre;
- Provide directions or information as requested by guests re: Crown facilities and services; and
- Maintenance/Crowd Control Statics: Ensuring the security of Crown's assets, and providing a safe environment for guests.

(j) Entertainment Areas:

(i) Duties when posted to the Entertainment areas include:

- Maintain a constant vigilance to ensure the safety of staff and customers and the protection of company property;
- If allocated a static position remain at that location until otherwise instructed;
- Monitor person(s) for prohibited articles;
- Monitor customer behaviour and intoxication levels (RSA);
- Provide a visual presence to deter any suspicious or illegal activities;
- Be alert for fires, fire hazards and other hazards that could cause injury to staff or contractors;



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- Provide or assist in providing, first aid to staff or contractors as necessary;
  - Complete incident reports as required; and
  - Perform other duties as required by Security Supervisor (or above).
- (k) Accessing Sensitive Areas: Providing a service for either internal or contract staff into areas of sensitivity.
- (l) Equipment Audit: Conducting daily checks on Security Services equipment used by the Department.
- (m) Stores/Loading Dock: Ensuring non Crown employees do not access areas beyond this point. Assist in providing a safe work place for staff in the area.
- (n) Back of House Areas:
- (i) Duties when posted to Back of House areas include:
- Conduct random ID checks as directed:
    - Roving Position: Rove back of house corridors and request to view the ID of employees or contractors who are not visibly displaying their ID.
    - Static Position: Remain at an allocated position, check employee and/or contractor ID cards by processing them via the Honeywell System.
    - Any employee and/or contractor detected without ID must be escorted to Staff Entry to obtain a temporary pass.



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- Record employee and/or contractor details and forward to Security Supervisor (or above).
  - Maintain constant vigilance to ensure the safety of staff and customers and the protection of company property;
  - Be alert for fires, fire hazards and other hazards that could cause injury to staff or contractors;
  - Administer first aid as required;
  - Complete incident reports as required; and
  - Perform other duties as required by Security Supervisor (or above).
- (o) Staff Locker Room Checks
- (i) Generally two Security Services Representatives will be allocated - one female and one male. Locker Room duties Include:
- Maintain constant vigilance to ensure the safety of staff and contractors and the protection of company property;
  - Patrol the locker rooms by walking up and down each aisle, where a locker is detected that has been forced open or appears to have been tampered with, an Incident Report will be submitted to the Security Supervisor (or above);



- Staff wardrobe bags if detected unattended will be removed and relocated to Staff Entry:
  - Upon arrival at Staff Entry transfer the details on the bag onto the Locker Room Report (Attachment B) this form is located in G-drive file name "forms".
  - The owner of the wardrobe bag will attend Staff Entry and sign the Locker Room Report. Refer to Staff Entry Procedures.
- Be alert for fires, fire hazards and other hazards that could cause injury to staff or contractors;
- Provide or assist in providing, first aid to staff or contractors as necessary;
- Submit incident reports as requested by Security Supervisor (or above) ; and
- Perform other duties as requested by Security Supervisor (or above).

(p) Loading Dock/Stores Duties. Duties include:

- (i) To ensure the safety of staff and patrons and the protection of company property; and
- (ii) As directed by a Security Services Manager or Supervisor:
  - Document (Attachment C) all vehicle registration numbers and the time of all deliveries;
  - Check the ID of staff making deliveries via the loading dock;



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- Submit an Incident Report where a delivery is made by a person(s) using an incorrect ID card;
  - Provide a visual presence to deter any suspicious or illegal activities;
  - Be alert for fires, fire hazards and other hazards that could cause injury to staff or contractors;
  - Provide or assist in providing, first aid to staff or contractors as necessary;
  - Submit Incident Reports as requested by Security Supervisor (or above); and
  - Perform other duties as requested by Security Supervisor (or above).
- (q) Hotel Security: Assist with Security/Crowd Control duties within the Hotel when requested.
- (r) Staff Entry:
- (i) Duties are completed in accordance with Staff Entry Procedures and include:
- Maintain a constant vigil to ensure the safety of staff and visitors and protection of company and staff property;
  - Ensure all employees display current employee ID. Issue correct passes and identification to those employees who do not have appropriate ID passes;
  - Receive internal and external telephone inquiries and pass on relevant information to departments concerned;
  - Assist and provide information to visitors and contractors and when necessary, issue appropriate visitor passes;



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- Ensure all packages in the possession of staff leaving Crown have been authorized by the person's manager and the appropriate Authorization Slip completed.
  - Complete an audit on Contractor and Visitor passes issued over the past seven days and follow up outstanding passes;
  - Maintain appropriate records of the keys issued from the Security Staff Entry Office;
  - At the completion of each shift, complete a Staff Entry Shift Summary Report as described in section 18;
  - Submit Incident Reports as instructed by Security Supervisor (or above);
  - Perform other duties as requested by Security Supervisor (or above); and
  - Document staff lost property.
- (s) Communication Centre: Assist with the daily operations as required in accordance with the Security Communication Centre Procedures.
- (t) Mahogany Room and Private Salons
- (i) The public entrance to the Mahogany Room is continually staffed by a Mahogany Room Host. The entrances to the gaming salons on levels 29 and 36 are the responsibility of the Pit Boss (or above) in charge of an operational salon.
  - (ii) Member access to the VIP Slots area located off the Atrium will be controlled remotely by VIP Slots staff. The entry will be equipped with a card reader, LCD screen and will be under constant video surveillance. Once member identity is verified, the VIP staff will open the door to the area remotely. A host will be paged to attend the room to greet the member.



- (ii) Security Services Representatives may be requested to assist from time to time.

## 1.4 Guest Relations

### 1.4.1 Security Services Representatives will:

- (a) Promote a professional image and positive guest relations;
- (b) Greet guests entering and exiting the Casino;
- (c) Satisfy requests for information, demonstrating a thorough knowledge of Crown facilities and services;
- (d) Maintain a high visibility on the casino floor in order to deter crime, promote RSA and reduce incidents of unacceptable behaviour; and
- (e) Where unable to assist with a request every effort should be made to contact the appropriate staff member to assist the person(s).

### 1.4.2 Assistance to Disabled Guests

- (a) Security Services Representatives will be alert and responsive to providing the necessary assistance to disabled and impaired guests and every effort must be made to ensure a thorough knowledge of the access/egress routes for disabled and impaired person(s) and the location of disabled toilets etc.
- (b) Security Services Representatives need to be mindful that some types of disabilities can create an impression that a person(s) is intoxicated. For example people with certain types of physical disabilities may display speech and/or coordination problems.

## 1.5 Notebooks

- 1.5.1 All Security Services Representatives and External Security Representatives are issued with a sequentially numbered notebook. The notebook is used to record details of any incident attended while on duty. This is the only purpose a notebook may be used for.





- 1.5.2 All notebooks have sequentially numbered pages and pages must not be removed from a notebook.
- 1.5.3 Members of any Law Enforcement Agency may request information from a notebook, in this case a photocopy of the relevant page(s) will be provided.
- 1.5.4 Crown & External Security Supervisor (or above) will conduct an audit of un-issued notebooks and any discrepancies will be reported to the Manager Security Operations immediately.
- 1.5.5 Issue of Notebooks
- (a) New notebooks are located in the Property Safe in the Radio/Records room.
  - (b) To access the Property Safe the key must be retrieved from the Key Safe located in the Security Muster Room. To access the Key Safe Security Supervisor (or above) will enter his/her access code.
  - (c) Remove the Crown Security Notebook and the Notebook Register (Attachment D) from the Property Safe. Ensure the Notebook Register is fully completed and accurate.
  - (d) Security Supervisor (or above) will issue the Security Services Representative with his/her notebook.
  - (e) All relevant documentation is returned to the Property Safe, area re-secured and Property Safe Key returned to the Key Safe.
- 1.5.6 Replacement notebooks may be requested when a notebook is full. In this instance complete the following:
- (a) The Security Services Representative informs Security Supervisor (or above) that he/she requires a new notebook;
  - (b) Security Supervisor (or above) inspects the notebook to determine if any pages have been removed, and the contents of the notebook are work related;
  - (c) A new Notebook will be issued in accordance with procedure 1.5.5; and



- (d) The completed notebook is sent to **Security Investigations Unit (SIU)** for storage.

#### 1.5.7 Lost or Stolen Notebook

- (a) The Security Services Representative informs Security Supervisor (or above) that his/her notebook is either lost or stolen.
- (b) Security Supervisor (or above) will request the Security Services Representative to complete an Incident Report detailing how the notebook was lost or stolen.
- (c) The incident report is sent to the SIU.
- (d) A new Notebook will be issued in accordance with procedure 1.5.5.

#### 1.5.8 Issuing Notebooks to External Security

- (a) External Security Management will request via Security Supervisor (or above) to be issued with notebooks for his/her staff members.
- (b) External Security Management will be responsible for issuing and receiving notebooks used by his/her staff. All notebooks must be signed out via the Notebook Register. (Attachment D).
- (c) All used External Security notebooks will be returned to the External Security Provider.

### 1.6 Radios

- 1.6.1 The Security Services Department will adhere to all regulations established by the Australian Communication Authority regarding radio operation procedures.
- 1.6.2 All radio transmissions will be monitored by the Security Communication Centre and Surveillance.
- 1.6.3 Security Supervisor (or above) with assistance from the Security Communication Centre will monitor to ensure that all transmissions on the radio are work-related.



- 1.6.4 When transmitting, the 24-hour clock and Phonetic Alphabet as detailed in the Security Communication Centre SOPs will be utilized.
- 1.6.5 Codes are utilised for certain occurrences and all Security Services Representatives should be fully familiar with the codes. A copy of the codes is available in the Security Communications Standard Operating Procedures.
- 1.6.6 For radio call signs refer to the Security Communication Centre Standard Operating Procedures:
- 1.6.7 All Security Services Representatives, including External Security, are allocated with numbers coinciding with their Crowd Control Number. This does not include the Security Services Manager, Security Supervisors and the Security Operations Manager.
- 1.6.8 Issue of Radios
- (a) At the commencement of each shift, Security Supervisor (or above) will issue all rostered Security Services Representatives with a numbered portable radio. Radios are located in the Security Storeroom.
  - (b) The Security Services Representative will enter his/her radio details into the Crowd Control Register.
  - (c) Security Supervisor (or above) will ensure that all radios issued have a microphone connected.
- 1.6.9 Radio Not Working
- (a) Where a radio is not in good working order Security Supervisor (or above) will be informed.
  - (b) The Security Services Representative will take the radio or microphone out of service and Security Supervisor (or above) will issue the radio/microphone with an Out of Service tag. (Attachment E).
  - (c) Security Supervisor (or above) will ensure that the radio is taken to the Communication Centre and entered into the Radio Equipment Log Book for repair.



## **SECURITY SERVICES STANDARD OPERATING PROCEDURES**

### **SECTION 2 – INCIDENTS**

#### 2.1 Management of Incidents

2.1.1 When first attending an incident a Security Services Representative will:

- (a) Request via radio coverage of the incident,
- (b) Confirm with Surveillance and/or the Security Communications Centre as appropriate that the incident is under surveillance; and
- (c) Request either a Duty Security Manager or Security Supervisor to attend.

2.1.2 Security Services Management will attend, take control of the incident and request photos of the person(s) involved.

2.1.3 Security Services Management will coordinate staff to achieve the best possible outcome.

2.1.4 Where a person's behaviour is deemed to be unacceptable as described in procedure 4.2, Security Supervisor (or above) will:

- (a) Inform the Security Services Representative that removal of the person(s) is warranted;
- (b) Direct the Security Services Representative to complete the appropriate incident report as described in procedure 2.2.
- (c) Where the person's details are obtained notify Surveillance and/or the Security Communication Centre as appropriate to create or update a file in Patron ID; and
- (d) The use of the utmost tact in all situations is required and force should only be used as a last resort.



- 2.1.5 When handling incidents:
- (a) Consider the seriousness of the incident and its effect on public and staff safety and the maintenance of the company's assets, particularly if any firearm or weapon is used or displayed;
  - (b) Consider the effect of the incident on general casino operations. For example closure of an entry point or entertainment venue;
  - (c) Consider the availability of Security Services Representatives (Crown and External Security) to deploy to the incident location;
  - (d) Consider the potential for injuries to person(s) or staff;
  - (e) Call police as soon as possible and notify them of circumstances where:
    - (i) a person has been restrained ; and
    - (ii) emergency services, other than police, have attended in relation to that restraint; and
  - (f) Check the availability of radio or telephone communications.
- 2.1.6 Before attempting to resolve an incident, always consider the best removal route, ensure enough staff are present to counter any situation which may arise and request Surveillance and/or Security Communications Centre to monitor the incident.
- 2.1.7 Incidents Occurring in the Vicinity of the Casino
- (a) Details of any incident in the immediate vicinity of the casino complex will be communicated to Security Supervisor (or above) who will asses the situation and determine if Security Services Representatives will be involved.



- 2.1.8 Incidents Occurring on Construction Sites (new facility eg. new hotel)
- (a) Security for any construction site is the sole responsibility of the particular construction company. Crown's jurisdiction only extends to Crown property and tenancies.



- (b) Where a Security Services Representative becomes aware of an offence occurring within the boundaries of the construction site or a person(s) who has committed an offence takes refuge within the construction site, he/she must notify a Security Supervisor (or above) who in turn will contact the appropriate Security Company.

#### 2.1.9 Commandeering of Vehicles

- (a) Under no circumstances will any private vehicle be commandeered for use in relation to, or in the course of any duties.

#### 2.1.10 Detention of a Person

- (a) From time to time a situation may arise where a person must be removed from Crown and/or detained pending hand over to the police.
- (b) Pursuant to the Casino Control Act (Vic), 1991 and the Crimes Act (Vic) 1958, Security Services Representatives have the right to detain a person(s) for:
  - (i) Offences against property; and
  - (ii) Offences against person(s).
- (c) A Security Services Representative may detain a person(s) where he/she:
  - (i) Witnesses an offence against property or person; or
  - (ii) Has knowledge that an offence has been committed and the person(s) detained is the person(s) who has committed the offence.



## 2.2 Incident Reports

2.2.1 Incident reports are used to maintain accurate records of incidents which have occurred in and around the Crown Complex.

(a) Incident Reports are computer-generated forms that must be used in all cases unless instructed by Security Supervisor (or above) to complete a hand-written form. Hand-written forms are located in all areas where an incident report is likely to be completed including:

- (i) Gaming floor, Security Muster Room
- (ii) Hotel Security, Key Office
- (iii) Staff Entry

### 2.2.2 Types of Incident Reports

(a) Incident Reporting Only. (Attachment F)

(b) Information/People of interest collected for data purposes only. (Attachment G)

(c) Person(s) Medical Report (Attachment H)

(i) Used where a person(s) has received first aid treatment either from a Security Services Representative or Crown Medics. Incidents of this type may range from prior medical conditions, assault or equipment malfunction.

(d) Reporting Hazards or Injuries. (Attachment I. Available on the Intranet Health and Safety\Forms)

(i) Used to report an injury to yourself or to report a hazard that could lead to an injury. This form is also used by Crown's Work Cover Department.





- (e) Serious Incidents. (Attachment J)
- (i) This is a computer-generated form that is completed by Security Supervisor (or above). The report can be located on the desktop display of the Security Shift Managers computer.
  - (ii) A serious incident includes but is not limited to an incident that involves:
    - Serious injuries or death of a patron(s), guest(s) or staff member(s);
    - Serious assault against a patron(s), guest(s) or staff member(s);
    - Serious damage to parts of the building, internal and external;
    - A high profile member of the public;
    - Loss of gaming time eg: (power failure);
    - Industrial action; and
    - Forced closure of areas of the complex eg: (bars, night clubs, entry points and gaming floor).
  - (iii) In cases where a serious incident may have an impact on the daily running of the Casino, the Crown Corporate Crisis Management Team is informed.
  - (iv) In most cases emergency services are advised.
  - (v) Members of the media may attend. Senior Crown Management must be informed if any media attends Crown and/or its surrounding perimeter.



- (vi) The Duty Security Manager (DSM) will e-mail a copy of the Serious Incident report to the relevant staff before the completion of his/her shift.

### 2.2.3 Completing an Incident Report

- (a) When attending an incident record the details of the incident in your notebook. The details should include who, what, when, where and why. This information will be transferred to the incident report.
- (b) Security Supervisor (or above) will also attend to oversee the incident and will inform the Security Services Representative which type of incident report to complete.
- (c) The Security Services Representative will compile his/her report in one of the areas mentioned in procedure 2.2.1, ensuring that the incident form is completed and verified by the Duty Security Manager.
  - (i) All sections which are not relevant to the particular incident will be completed with the abbreviation - "N/A" (not applicable).
- (d) When the incident report is completed, the Security Services Representative will proofread the report to ensure all details and information are accurate before signing and forwarding to the Duty Security Manager (or above)
- (e) The Duty Security Manager will enter all incident reports into the Shift Report at the completion of his/her shift.

## 2.3 Statement Forms

- 2.3.1 Statement Forms (Attachment K) are used to gather information or evidence after an incident and may also be used if there is insufficient space to provide all relevant details on an incident report.



- 2.3.2 Statement forms may be used for taking statements from:
- (a) Witnesses;
  - (b) Offenders; and
  - (c) Victims.
- 2.3.3 Statement Forms are located in all areas where a Security Services Representative is likely to complete his/her report including but not limited to:
- (a) Gaming floor, Security Muster Room;
  - (b) Hotel Security, Key Office; and
  - (c) Staff Entry.
- 2.3.4 Completing a Statement
- (a) A Security Services Representative will:
    - (i) Conduct an interview and record the information provided by the interviewee(s) in hand writing on a Statement Form;
    - (ii) When the interview is completed, proofread the Statement Form to ensure that the information supplied is accurate, as informed by the person(s) making the statement; and
    - (iii) Ensure that the statement is signed directly below the last written line by the person(s) making the statement, and witnessed by another Security Services Representative.



## 2.4 Interviews

- 2.4.1 Crown Casino will provide interview rooms as required, for the use of the police, Casino Operations and the VCGLR.
- 2.4.2 Prior to the conduct of any interview by Casino Operations, Surveillance and/or Security Communications Centre will be notified to ensure that proceedings are monitored.
- 2.4.3 When it is necessary to interview a person(s) (and they accept the invitation to be interviewed) regardless of who is conducting the interview, Security Services Representative(s) will accompany him/her to an Interview Room. It may be necessary for the Security Services Representative to maintain a presence during the interview.
- 2.4.4 Unless the police have advised both the Security Services Representative and the person(s) being interviewed that he/she is not permitted to leave, if the person(s) elects to leave the interview, he/she must be permitted to do so.



## **SECURITY SERVICES STANDARD OPERATING PROCEDURES**

### **SECTION 3 – CROWD CONTROL**

- 3.1 Crowd Controller's Numbers
  - 3.1.1 All Crowd Controllers must wear clearly visible identification.
  - 3.1.2 Each licensed Crowd Controller will be supplied with his/her own identification number. This number must be worn at all times while the Security Services Representative is on duty.
  - 3.1.3 Lost or misplaced Crowd Control numbers must be reported to Security Supervisor (or above). A Security Services Representative cannot return to his/her duties as a Crowd Controller until issued with a temporary number.
  - 3.1.4 Where a Security Services Representative has permanently lost his/her Crowd Control Identification Number a replacement must be requested.
  - 3.1.5 The Replacement of Number Form (Attachment L) is completed. This is a computer-generated form located on G-drive and is used to inform the Security Services Department how the Security Services Representative lost and/or damaged his/her number.
  - 3.1.6 When completing a Replacement of Number Form the Security Services Representative will:
    - (a) Ensure all sections of the form are completed; and
    - (b) Submit the form to Security Supervisor (or above), who will check the details and forward to the Security Administration Department.
  - 3.1.7 Security Supervisor (or above) will issue the Security Services Representative with a temporary number. These are located in the Duty Security Manager's Office.
  - 3.1.8 Issuing a New Replacement Number
    - (a) Security Supervisor (or above) will be informed by Security Administration of the approximate time frame in which the replacement number will be issued.



- (b) Security Supervisor (or above) will receive the new number via internal mail, and will issue it to the Security Services Representative on his/her next available shift.

### 3.2 Crowd Controller's Register

3.2.1 Crown must maintain a Crowd Controller's Register. The register contains the following details for each Crowd Controller:

- (a) Date at the commencement of a shift;
- (b) The name of the Crowd Controller and his/her license number;
- (c) The name of his/her employer;
- (d) Crowd Control identification number worn while on duty;
- (e) Radio/Microphone issued for the shift;
- (f) Time of shift commencement;
- (g) Time of shift completion; and
- (h) Notable incidents, eg: removals.

3.2.2 At the commencement of each shift, all Security Services Representatives must sign the register. Red ink must not be used to complete the register. Red is used by the Authorized Officer (Private Agents Registry) whenever the Crowd Controllers Register is checked.

3.2.3 At the commencement of each shift, Security Supervisor (or above) will check the Register to ensure:

- (a) All Crowd Controllers have signed on;
- (b) All details are correct:
  - (i) If there are incomplete or incorrect entries the relevant Security Services Representative will be advised and the appropriate adjustments made.



- 3.2.4 At the end of the shift Security Supervisor (or above) will ensure that all notable incidents for that shift have been recorded on the Crowd Controller Register.
- 3.2.5 A Crowd Controller's Register is located in all areas where musters are held.
- 3.2.6 When all Crowd Controllers have signed off the register is taken and stored in the Radio/Records Store Room.
- 3.2.7 New Crowd Controllers Register Books are located in the Security Storeroom.
- 3.2.8 Crown must produce the Crowd Controllers Register for inspection on demand by the police.

### 3.3 Crowd Control Procedures

- 3.3.1 The Security Services Department will continually monitor guest levels within the complex and implement Crowd Control Procedures as required. Guest levels will be monitored through the allocation of a Security Services Representative to the following areas at a minimum:
  - (a) Casino Ground Floor West
  - (b) Casino Ground Floor East
  - (c) Casino 1<sup>st</sup> Level West, which will also include the 1<sup>st</sup> and 3<sup>rd</sup> floor Entertainment precinct.
  - (d) Ground floor Clarke Street Entertainment precinct.
  - (e) Level 1 Clarke Street retail area.
  - (f) Retail and Promenade areas.
  - (g) Western Porte Cochere.
  - (h) Hotel/Promenade Air Bridge.
- 3.3.2 Hotel Security Supervisor (or above) will be responsible for the Hotel Atrium and lobby areas and the Southern and Eastern Porte Cochere.



- 3.3.3 All Security Services Representatives assigned to the above mentioned posts will, as directed, continually update the Security Communication Centre, who will, in turn, update Security Supervisor (or above) regarding crowd numbers.
- 3.3.4 When the various areas are nearing their capacity levels, a Security Supervisor (or above) must send a group page to specified management.
- 3.3.5 The Security Supervisor (or above) in consultation with the Security Services Operations Manager will determine if Crowd Control Procedures will be implemented by taking into consideration:
- (a) The number of person(s) permitted within the licensed casino envelope in accordance with the Crown's Liquor License. "Maximum capacities records", are held by the General Manager of Security and Security Services Operations Manager.
  - (b) Freedom of movement in aisles and public areas;
  - (c) Number of person(s) seated at Gaming Machines and Gaming Tables;
  - (d) Number of person(s) seated in lounge areas and snack bars;
  - (e) Restaurant patronage;
  - (f) Patronage in the Food Court and escalators leading to Level 1 area;
  - (g) Car Park availability;
  - (h) Number of person(s) entering and leaving the property;
  - (i) Activity along the Riverside;
  - (j) Activity in and around Level 1 retail area;
  - (k) Number of person(s) entering the complex via both bridges (Multideck Car Park and Hotel Promenade Air Bridge);





- (l) Occupancy levels of both Hotels (Crown Towers and Crown Promenade);
  - (m) Restaurants queues both on an off the Gaming floor;
  - (n) Activity in and around the cinemas and ticketing outlet;
  - (o) Level 3 Showroom and Nightclub activity; and
  - (p) Function areas of both Hotels.
- 3.3.6 Where Crowd Control Procedures are implemented Security Supervisor (or above) will advise the Communication Centre to send a 'group page' to notify specified management.
- 3.3.7 A Security Supervisor (or above) will:
- (a) Allocate Security Services Representatives to external entry points to stop the flow of person(s) entering the complex. When Crowd Control measures are in place, entry to the complex will be on a one out, one in basis;
  - (b) Assign Security Services Representatives the task of distributing ropes and stanchions to all external entry points.
  - (c) Ensure that all doors that have been allocated for closure are secured; and
  - (d) Remain in his/her allocated entry point area, and will be assisted by Crown Security Services Representatives and External Security Representatives.



3.3.8 Once Crowd Control Procedures have been implemented the following will apply:

<b>LOCATION</b>	<b>TASK ASSIGNED</b>
<b>Kings Entry</b>	Will be closed and become an exit only, Security presence will apply. Security Supervisor (or above) to be mindful of the Crown Bus program.
<b>Western Porte Cochere Entry</b>	Will be closed, however, queuing for general admission to the complex will commence from this point, Security presence will apply, taxi rank to run as normal. Security Services Representatives to assist to keep the driveway clear of person(s) and vehicles.
<b>Double Glass Doors adjacent to Newsagent</b>	Becomes an exit and entry for ticketed person(s) only, Security presence will apply.
<b>Double Glass Doors between Western Entry &amp; Newsagency</b>	Becomes an entry point for nightclubs and cinemas, queuing and Security presence will apply.
<b>Food Court Entry River Front</b>	Becomes an exit only, both doors to remain on automatic. Security presence will apply; Security Services Representatives to inform person(s) that they must enter via another entry.
<b>Sante Entry River Front</b>	One set of doors will be for exit only, and one set of doors for entry. Doors to remain on automatic, queuing and Security presence will apply.
<b>Prada Entry River Front</b>	Becomes an exit and entry point, queuing and Security presence will apply.
<b>Eastern Porte Cochere Hotel</b>	The Hotel Lobby will be secured except for the one set of doors next to the Concierge's desk. These doors are used by Hotel Guests, Mahogany Room Members and guests attending functions. Security will be provided to assist the Hotel Door person.



<b>Southern Porte Cochere Hotel</b>	Will be controlled by Hotel Security Supervisor (or above). Maintenance Staff to be contacted to secure the centre doors. The Eastern doors will be exit only and the Western doors are where person(s) will queue for general access to the Atrium. The queue will commence on the footpath adjacent to the taxi rank queue and lead off down along Whiteman Street, leaving room for VIP guests to gain access to the VIP lobby and lifts.
<b>Promenade Hotel Air Bridge Entry</b>	Becomes an exit and entry point as per normal. Queuing will commence and Security presence will apply.
<b>Promenade Hotel Driveway/Main Entry</b>	Will be controlled by Hotel Security Supervisor (or above). If required a Security presence will apply.

3.3.9 Every exit point during Crowd Control Procedures will be an access point for the following categories of guests:

<b>SPECIAL ACCESS POINTS</b>	<b>TASK ASSIGNED</b>
<b>Any Exit Point</b>	Person(s) with disabilities. VIP person(s). Active Staff Members. Mahogany Room Members. Hotel guests (Crown Towers & Promenade). Function Room ticket holders (Palladium, River Room & Garden Rooms). Guests attending Conferences (Promenade Hotel Conference Centre).
<b>Preferably Western Entry (Exit)</b>	Showroom Ticket Holders. Village Cinema Ticket Holders. Night Club guests.
<b>Sante Entry (Exit)</b>	Restaurant bookings for guests attending restaurants adjacent to the Riverfront.
<b>Eastern Porte Cochere Entry (Exit)</b>	Restaurant bookings for guests attending restaurants on Level one and three of the Hotel.



<b>Exit Only</b>	All officers designated 'exit only' should regularly notify the Communication Centre of the number of person(s) exiting, so that an equal number of guests can be admitted.
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3.3.10 Security Supervisor (or above) will:

- (a) When it becomes obvious that more person(s) are leaving the complex than entering, increase the flow of person(s) into the property until queuing has ceased.
- (b) When queuing has ceased inform the Communication Centre to send a "group page" to notify Management that Crowd Control Procedures have ceased.
- (c) Ensure that all ropes and stanchions remain in place until satisfied that Crowd Control Procedures will not be re-introduced.

3.4 Sports Screen Crowd Control Procedures (Major Sporting Event)

- 3.4.1 For any given telecast Crowd Control at the Sports Screen must be assessed to determine any risk and/or threat to Crown operations.
- 3.4.2 When assessing the area to determine if Crowd Control Procedures should be implemented, Security Services Management must consider the following:
  - (a) The maximum capacities as described in procedure 3.3.5;
  - (b) Freedom of movement in aisles and public areas;
  - (c) Number of patron(s) seating in lounge areas and snack bars;
  - (d) Number of patron(s) seated at Gaming Machines and Gaming Tables;
  - (e) Restaurant patronage;



- (f) Number of patron(s) entering and leaving the property;
- (g) Restaurant queues within the surrounding area;
- (h) Number of people already within the Sports Screen area; and
- (i) Freedom of movement within the public bars.

3.4.3 To ensure effective Crowd Control processes when there is a major sporting event being telecast at the Sports Screen there are seven stages for assessment, and response:

- (a) Stage 1 – Business as usual (Attachment M1)
  - (i) There is minimal risk or threat and there is no need for continual Security presence. The situation should be monitored continually by all Security Services Representatives. Protection measures are as follows:
    - The Duty Security Manager will ensure stanchions are available should the need arise.
- (b) Stage 2 – Low (Attachment M2)
  - (i) There is a general risk and in addition to the protective measures taken in stage one (1) general protective measures should include the following.
    - Ensure all employees in the immediate area are aware of the Emergency evacuation plans;
    - Ensure all Security Services Representatives deployed to the Sports Screen have a sound knowledge of the area;
    - Allocate at least one Security Services Representative to the Sports Screen area to monitor and report on the crowd; and



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- If the crowd size increases dramatically (ie: Congestion develops at the Sports Screen and surrounding area including gaming pits), the Duty Security Manager must be notified.
- (ii) The Duty Security Manager must ensure that stanchions are made available if required to control the crowd.
- (c) Stage 3 – Medium – Low
- (i) There is a sign of a threat or risk. In addition to the protection measures taken in stages one (1) and two (2), the following general measures should be considered:
- Increase Security presence in critical location (ie: Sports Screen area);
  - Coordinate emergency plans as appropriate with relevant business units;
  - Assess whether the characteristics of the threat risk require further pre-planned protective measures;
  - Implement, as appropriate, contingency and emergency response plans.
  - Utilize stanchions to rope off the areas and ensure that access is available to staff and person(s) (Attachment M3);
  - Allocate one additional Security Services Representative to the Western side of the Sports Screen / Jackpot Bar area to monitor and report the general crowd behaviour and size;
  - The Duty Security Manager / Supervisor to monitor as required;
  - Notify External Security Management and liaise as appropriate; and



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- Consult with TAB Duty Manager regarding the removal of the Tub chairs from the area.

(d) Stage 4 – Medium

(i) The VCGLR will be notified if a Stage 4 Medium Alert is reached.

(ii) In addition to the protective measures stages one (1), two (2) and three (3), the following general measures should be considered:

- Increase personnel to the areas (Attachment M4);
- Take additional precautions at the nearest entry points to the gaming floor and inform relevant stakeholders of the risk or threat, if appropriate;
- Prepare to execute emergency procedures such as utilizing additional locations which may include All-Star Cafe, Sports Bar etc to screen the event and advise person(s) and other relevant staff of these locations;
- Contact Audiovisual personnel to suggest that a scrolling message is placed on the screen advising person(s) of the alternative viewing locations;
- Reduce access to the area;
- Ensure relevant Fire Exits are clear of obstructions; and
- The Duty Security Manager and Supervisor will familiarize themselves with the nearest Fire Exit and WIP (Warden Intercom Phone).



- (e) Stage 5 – Medium – High
- (i) The VCGLR will be notified if a Stage 5 -Medium –High Alert is reached.
- (ii) The threat or risk is increased. In addition to the protective measures undertaken in stages one (1) to four (4), the following general measures should be considered:
- Increasing or redirecting personnel to critical areas (Attachment M5);
  - Maintain constant monitoring of the area either via the Surveillance Department or the Security Communication Centre;
  - A SCAT entry will be completed;
  - Increased Security presence (Security Supervisor (or above));
  - Liaise with relevant stakeholders and advise them to consider alternative staff access to the general area;
  - All requests by Security staff relating to comfort breaks will be monitored by the Duty Security Manager; and
  - The Duty Security Manager and Supervisor will ensure that the nearest Warden Intercom Phone (WIP) is functional and available for use.
- (f) Stage 6 – High
- (i) The VCGLR will be notified if a Stage 6 High Alert is reached.





(ii) The threat or risk is further increased. In addition to the protective measures undertaken in stages one (1) to five (5), Crown Security must undertake to ensure business continuity for relevant stakeholders. Security must consider the following be developed and implemented.

- Where possible, utilize Surveillance or Security Communications Centre to continually monitor the area;
- A SCAT entry will be completed/updated;
- All requests by Security Staff relating to comfort breaks will be placed on hold until the threat / risk decreases;
- Inform and update the Crown Security Operations Manager and External Security Operations Manager regarding the current situation;
- The area surrounding the southern side of Pit 7 will be stanchioned off and a clear area maintained where operations may continue. (Attachment M6);
- Liaise with relevant stakeholders to ensure that additional support staff are on stand-by (eg: Hosts) to assist with person(s) containment and to assist Security Services personnel as required; and
- Consider increased RSA practices as appropriate. (ie: Waiter only service, limiting the number of alcoholic beverages available per person to purchase).

(g) Stage 7- Extreme

(i) The VCGLR will be notified if a Stage 7 Extreme Alert is reached.



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- (ii) The threat or risk is further increased and protective measure must be undertaken to ensure business continuity for relevant stakeholders.
- (ii) Appropriate measures will be taken to ensure staff and customer safety. In addition to the measures taken in Stages 1 to 6, Security should consider the following procedures to be developed and implemented:
- Increase Security Services Representatives as required (Attachment M7);
  - First Aid Service Officer (Medic) will be informed of the Crowd build up;
  - Utilize Host(s), to assist with public access to the area, provide information to person(s) and assist the Security Services Department where possible;
  - Signage stating, "Exit only" will be utilized at critical areas, where possible;
  - In consultation with the Security Operations Manager, Security Communication Centre and the External Operations Manager, consider closing the Food Court Gaming entry point. The entry point will be closed while the risk / threat exists. The Food Court entry should be made an **EXIT ONLY**;
  - Update the SCAT entry to maintain an accurate log;
  - All requests for non-urgent tasks will be placed on hold until the threat/risk reduces; and
  - Consider notifying relevant emergency services and liaise with the services as appropriate.



#### 3.4.4 Stand-down of personnel

- (a) When the threat/risk is reduced the stages of implementation should be decreased accordingly.
- (b) Where a situation reaches stage 6 (or above), the Duty Security Manager, in consultation with the Security Operations Manager will conduct a de-brief at the end of the shift.
- (c) Relevant details from the de-brief will be forwarded to Security Administration.
- (d) All relevant footage of any incidents, crowd behaviour, SCAT records and other relevant information will be collated and made available for review.
- (e) All action undertaken during the threat/risk will be recorded in the Duty Security Shift Summary.
- (f) A Serious Incident Report must be completed.

#### 3.5 Removals and Assisted Removals

- 3.5.1 Security Services Representatives must not allow themselves to be provoked, whether by language, gesture or other action, into any form of inappropriate physical or verbal response.
- 3.5.2 Where an alleged incident of unacceptable behaviour is detected:
  - (a) Request Surveillance and/or Security Communication Centre for coverage of the person(s).
  - (b) Inform the Security Communication Centre of the incident.
  - (c) Request the Duty Security Manager to attend and provide an explanation of the situation.
  - (d) When the Duty Security Manager arrives provide a briefing of the incident including the person(s) involved.



- (e) The Duty Security Manager will request additional Security Services Representatives to attend if required, and inform Surveillance and/or Security Communication Centre that a Security Services Representative will be approaching the person(s) who is being monitored.
- (f) Before any approach is made, confirm with Surveillance and/or Security Communication Centre that it has coverage and that the additional Security Services Representatives have arrived.
- (g) The Security Services Representative will approach the person(s) to:
  - (i) Assess his/her behaviour, level of intoxication and attitude, and
  - (ii) Caution or warn the person(s) that his/her behaviour is unacceptable.
- (h) Where the person(s) fails to modify his/her behaviour request that the person(s) leave the premises. Every attempt should be made to persuade the person(s) to leave willingly.
- (i) If the person(s) fails to leave after being asked, or is leaving but stops, refusing to walk any further, he/she may be forcibly removed.
  - (i) Assist the person(s) off the premises, using appropriate restraining locks.
  - (ii) Where physical force is necessary to remove a person from the Casino, the application of force must be lawful, justifiable and proportionate.
  - (iii) The Duty Security Manager will, where possible, oversee the removal to ensure that appropriate removal techniques are used.
- (j) When assisting with crowd control duties while an assisted removal is taking place be mindful of the general public who are unaware of the removal taking place.



- (k) Once the person(s) has been removed to the external areas of the complex, he/she is then left to exit from the property of his/her own accord.
- (l) The Duty Security Manager will ensure that all details of the person(s) involved in the assisted removal are documented and an Incident Report completed.

### 3.5.3 Removals from VIP Salons Including VIP Slots.

- (a) When informed of a possible removal from a VIP area, the Duty Security Manager will attend the location and liaise with the Room Manager.
- (b) Security Supervisor (or above) informs Surveillance and/or Security Communication Centre of the possible removal and requests coverage of the person(s) before the Room Manager approaches the person(s) in question.
- (c) The Room Manager approaches and speaks to the person(s).
- (d) The action to be taken will be determined by the Duty Security Manager and the Room Manager.
- (e) Wherever possible it is desirable that a person(s) leave the premises of their own accord rather than by means of an assisted removal.
- (f) The Security Supervisor (or above) will attend all requests for assistance from Managers.



## **SECURITY SERVICES STANDARD OPERATING PROCEDURES**

### **SECTION 4 – ENTRY TO THE CASINO**

#### 4.1 Right to Refuse Entry

4.1.1 Security Services Representatives are delegated the right to refuse entry or to remove those persons who are suspected of:

- (a) Being a minor (all person(s) under the age of 18 years – see procedure 4.3); and
- (b) Being an Excluded person(s) or a person(s) issued with a Withdrawal of Licence (see procedure 5).
- (c) Failing to attain the required dress standards:
  - (i) It is the right of the proprietor or agent to refuse entry to person(s) who do not comply with the dress code requirements.
  - (ii) The dress requirements may be subject to change from time to time at the discretion of Crown Management. It is important to ensure that you are fully familiar with the dress code at all times.
  - (iii) The Security Services Representative posted to entries should look at the overall appearance of the guest and not specifically at one item of clothing.
- (d) Being intoxicated or affected by an illicit substance;
- (e) Carrying a concealed firearm/weapons;
- (f) Unacceptable behaviour; (see procedure 4.2)
- (g) Failing or refusing to abide by requests of management.



- 4.1.2 If there is any doubt regarding action to be taken or a person(s) requests to see a member of management regarding a decision being made not to allow him/her entry into the complex, contact Security Supervisor (or above) to attend via the Security Communication Centre.
- 4.1.3 The Security Services Representative requesting such attendance will brief Security Supervisor (or above) regarding the matter prior to attempting a resolution.
- 4.1.4 Security Supervisor (or above) has the discretion to reverse the decision or uphold it.

## 4.2 Unacceptable Behaviour

- 4.2.1 The term of "unacceptable behaviour" includes but is not limited to:
  - (a) Theft;
  - (b) Assault;
  - (c) Begging/scrounging;
  - (d) Staff Abuse or Harassment;
  - (e) Loyalty Program abuse;
  - (f) Syndicate Play/associated activities;
  - (g) Card Counting/breach of restrictions;
  - (h) Recidivist breach of Exclusion/Self Exclusion Order;
  - (i) Prostitution/Soliciting/Sexual Misconduct;
  - (j) Loan Sharking/incidents arising from Money Lending;
  - (k) Illicit Commerce – selling goods;
  - (l) Urinating/Spitting/other;
  - (m) Unattended Children;



- (n) Recidivist Intoxication;
  - (o) Violent or Threatening Behaviour;
  - (p) Drug offences; and
  - (q) Any other behaviour deemed by Crown in its discretion to be unacceptable.
- 4.2.2 Security Services Representatives detecting unacceptable behaviour should either:
- (a) Caution or warn the guest, or
  - (b) Remove the offending guest from the property.
- 4.2.3 The aim of a caution is to encourage or warn the offending person(s) to modify his/her behaviour.
- 4.2.4 If the person(s) fails to comply with the request to modify his/her behaviour, the Security Services Representative will request him/her to leave the Casino in accordance with procedure 3.5.
- 4.3 Minors
- 4.3.1 A minor is any person who is under the age of 18 years, including babies, toddlers and pre-school aged children.
- 4.3.2 Minors are prohibited from entering or remaining within the defined casino premises.
- 4.3.3 Where a Security Services Representative is informed that a person(s) suspected of being under the age of 18 years is on the defined casino premises, he/she will attend the location where the person(s) is reported to be. He/she will assess the validity of the report and if in doubt conduct an ID check.





- 4.3.4 If the Security Services Representative believes that an ID check is warranted, he/she must request:
- (a) Surveillance coverage of the person(s) if not already provided; and
  - (b) The presence of Security Supervisor (or above) to attend.
- 4.3.5 The Security Services Representative will approach the person(s) and request that he/she produce identification and proof of age.
- (a) Person(s) cannot produce ID:
    - (i) If the person(s) cannot produce acceptable ID but states that he/she is over the age of 18 years, the Security Services Representative requests the person(s) to exit the defined casino premises.
    - (ii) Surveillance and the Security Communication Centre must be informed that the person(s) cannot provide acceptable ID and that the person(s) has been asked to leave.
    - (iii) Exit point for the removal is to the nearest exit point of the licensed boundaries of the casino.
    - (iv) The Security Services Representative will complete a Security Services Incident Report - "Peaceful Removal".
  - (b) Person(s) is under age:
    - (i) Request the person(s) to leave the defined casino premises.
    - (ii) Obtain the following details from the person(s):
      - Full personal details eg: name, address and date of birth;
      - How long they have been on the defined casino premises;



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- Approximate time they entered the defined casino premises; and
  - At which entry point they entered the defined casino premises..
- (iii) Inform Surveillance and the Security Communication Centre of the outcome so that further coverage of the incident will be ceased.
- (iv) Complete a Security Services Incident Report titled "Minor detected on Gaming Floor/ Peaceful Removal".

#### 4.3.6 Proof of Age

- (a) Where there is any doubt regarding the person's age, suitable identification must be sought prior to allowing entry to the defined casino premises.
- (b) The types of original proof of age documents are:
- (i) Full Drivers Licence;
  - (ii) Current Passport;
  - (iii) Proof of Age Card authorised by the Liquor Licensing Commission (LLC);
  - (iv) Key Pass Card authorised by the (LLC); and
  - (v) Other forms of proof of age that may from time to time be authorised by the VCGLR or the Liquor Licensing Commission.
- (c) Where it is reasonably believed that a person has false proof of age, then it is the responsibility of the Security Services Representative concerned to confiscate the false documentation.
- (i) Where the proof of age provided is a Driver's Licence, in accordance with the Liquor Control Reform Act 1998, the licence may not be confiscated.



- (d) Inform the person that it is believed that the document they have produced is false and it will not be returned to them but handed over to the VCGLR or the police as applicable to the area where the offence occurred. If the person wants to retrieve his/her identification from the VCGLR or the police he/she should contact them during business hours.
- (e) Inform the Security Communication Centre and other Security Services Representatives posted at static positions on other entry points (via radio) of this person(s) description and gender.
- (f) When the Security Services Representative is relieved from his/her static position a Security Services Incident Report must be completed titled "Falsified ID", the false identification card will be attached, before submitting it the Duty Security Manager.
- (g) This documentation is forwarded to the SIU attached to a Security Services Incident Report.

#### 4.3.7 Responsible Serving of Alcohol

- (a) It is a breach of the Liquor Control Reform Act 1998 for liquor licensees (Crown) and their employees to:
  - (i) Supply alcohol to minors unless they are in the company of a parent, guardian or spouse over the age of 18 or having a meal. This may occur at any of the non-gaming outlets at Crown eg Breezes, Koko, Silks, Conservatory, The PUB, Sante, Mesh, JJs, the Crystal Club, and Atrium Bar;
  - (ii) Supply alcohol to a person in a state of intoxication; and to
  - (iii) Permit drunken or disorderly persons to be on the licensed premises.



- (b) Where appropriate, Security Services Representatives must take appropriate action to confirm proof of age and assist other staff by advising where minors and/or intoxicated customers are found on any licensed premises, including the defined casino premises.
- (c) Drunken and disorderly guests:
  - (i) All reasonable measures must be taken to refuse entry to person(s) who are drunken and disorderly.
  - (ii) Should a person(s) be observed displaying drunken or disorderly behaviour, Security Services Representatives must request the person to leave.
  - (iii) Security Services Representatives should avoid wherever possible acting on their own when dealing with drunken and disorderly person(s). Notify the Security Services Communication Centre and request more Security Personnel to attend the location. Security Supervisor (or above) should be present where an assisted removal is anticipated.
  - (iv) Where possible, when dealing with drunken and disorderly females, a female Security Services Representative or other suitable female employee should be present.
  - (v) The decision to call uniformed police must be made in consultation with the Duty Security Manager. This should be done in a timely manner so as not to delay a resolution or any action.
  - (vi) The Duty Security Manager will brief attending police and provide appropriate assistance and cooperation as required.



- 4.4 Apprentices and Employees Permitted Entry to Casino
- 4.4.1 A minor who is engaged as an apprentice in accordance with the provisions of the Vocational Education and Training Act 1990 may enter the defined casino premises for the purpose of receiving training or instruction as an apprentice.
- 4.4.2 A minor who is employed by Crown may enter a licensed premises in accordance with the *Liquor Control Reform Act 1998*.
- 4.5 Unattended Children
- 4.5.1 Promptly determine whether or not a child is unattended. .
- 4.5.2 As part of their regular patrol of the car parks External Security will be alert for children left unattended in vehicles.
- 4.5.3 Where it is suspected that a child has been left unattended, contact the Security Communication Centre and request coverage. The Security Communication Centre will notify the Duty Security Manager and request a Responsible Gaming Liaison Officer to attend.
- 4.5.4 The RGLO will manage the situation and reassure the child.
- 4.5.5 In most circumstances, an External Security Representative will be first in attendance at the location. Obtain any details from the External Security Manager or Representative.
- 4.5.6 Attempt to determine the child's name and age, and if possible, his or her parent(s) or guardian(s) details.
- 4.5.7 Where details are obtained, use Crown's database to attempt to locate the parent(s) or guardian(s). If the parent(s) or guardian(s) cannot be located continue to monitor the child and remain where you are.
- 4.5.8 The Responsible Gaming Liaison Officer will liaise with the Duty Security Manager and assess whether the child should be taken to the Crown Customer Support Centre.
- 4.5.9 It may be appropriate for the Duty Security Manager to contact the police at this stage.



- 4.5.10 When a child is taken to the Crown Customer Support Centre, notify the Security Communications Centre and request coverage of the Crown Customer Support Centre reception area. It is imperative that the child remains in reception area as coverage is limited and does not cover other areas of the Centre.
- 4.5.11 Where possible, always ensure a Crown staff member of the same gender as the child is present inside the Crown Customer Support Centre.
- (a) Where a child requires to attend the toilet:
- (i) Two staff members of the same sex as the child must attend the public toilet facility with the child;
  - (ii) The Security Communications Centre must be contacted before leaving for the toilets, so that coverage can be provided;
  - (iii) Unless an emergency situation arises or the child is too young to attend to themselves within the toilet, staff members must not enter the cubicle with the child;
  - (iv) The child is not to be left alone in the presence of only one staff member within the toilet facility at any time; and
  - (v) Do not remain within the toilet facility longer than is absolutely necessary.
- 4.5.12 Reassure and comfort the child if he/she is distressed and contact First Aid if required.
- 4.5.13 Where possible, assist in locating the parent(s) or guardian(s).
- 4.5.14 When the parent(s) or guardian(s) is located or they return and his/her details have not already been determined, every effort should be made to ascertain their name, address, and date of birth, Crown Loyalty Program number and any other relevant details.
- 4.5.15 If a Crown Loyalty Program number has been provided determine whether the parent(s) or guardian(s) have attended the casino whilst their child has been left unattended.



- 4.5.16 If the parent(s) or guardian(s) parked in a Crown car park, inquire if they sighted Crown's unattended children policy sign at all car park entry points.
- 4.5.17 The Duty Security Manager will liaise with the Responsible Gaming Liaison Officer to determine what action should be taken.
- 4.5.18 Ensure an Incident Report is submitted to SIU by the attending External Security Representative.
- 4.5.19 Where the child of a hotel guest is located in or around the Crown complex without an accompanying parent or guardian, contact the Hotel Security Manager or Supervisor who will contact the Hotel Duty Manager.

#### 4.6 Solicitation

- 4.6.1 If a person is suspected of, or detected soliciting for the purpose of prostitution at Crown, the Security Services Representative will:
  - (a) Request the Duty Security Manager to attend.
  - (b) Inform Surveillance and/or Security Communication Centre once the identity and location of the person(s) soliciting has been established.
    - (i) Request photos to be taken of the person(s); and
    - (ii) Ensure that the details and photos of the person(s) is updated or entered into Patron ID.

#### 4.6.2 Police Involvement

- (a) Where a person(s) (complainant) makes a report that he/she has been approached for the purpose of solicitation and wishes to make a complaint to the police, obtain his/her personal details and report this promptly to the Duty Security Manager. The Duty Security Manager will contact the Security Communications Centre who will contact:
  - (i) The police, if detected within the licensed boundaries of the Casino; or



- (ii) The police for all other public areas.
- (b) Surveillance and/or Security Communication Centre will continue monitoring the alleged offender(s).
- (c) When the police arrive, the Duty Security Manager will brief the attending police
- (d) Police may interview the complainant and view footage if required.
- (e) Security Services Representative(s) will assist the attending police as required.
- (f) If the police establish that an offence has taken place and they have removed the alleged offender(s) from the Casino, the Duty Security Manager will issue a WOL. Refer to Procedure 5.
- (g) The Duty Security Manager will complete the relevant Incident Report including details of the attending police and the offender(s).

#### 4.6.3 No Police Involvement

- (a) Where there is no person(s) (complainant) willing to come forward and make a formal complaint, Security Supervisor (or above) will inform the Security Communication Centre and/or Surveillance that he/she will be approaching the offender(s) to obtain their personal details.
- (b) If proof of identification can be established, Security Supervisor (or above) has viewed the relevant footage and spoken to the person(s) who made the report, Security Supervisor (or above) will issue the alleged offenders with a WOL. Refer to Procedure 5.
- (c) If proof of identification cannot be established, a person of interest file will be created by Surveillance and the person will be requested to leave the premises.





## **SECURITY SERVICES STANDARD OPERATING PROCEDURES**

### **SECTION 5 – WITHDRAWAL OF LICENCE, EXCLUSION ORDERS AND SELF-EXCLUSION ORDERS**

#### 5.1 Definitions

**“Withdrawal of Licence”** (WOL) is the Common Law right of an owner and occupier of land to restrict a person from entering or remaining on his/her property. Under the provisions of section 70 of the Casino Control Act (Vic), 1991, at Crown, this right is relied upon in the majority of cases involving non-gaming behavioural issues and relates to all or part of the Crown Complex including all or part of the licensed gaming areas, depending on the seriousness of the offence.

**“Exclusion Order”** means a written or oral order issued by Crown under the provisions of section 72 of the Casino Control Act (Vic), 1991 that prohibits a person from entering, or remaining, in a casino.

**“Self-Exclusion”** means that a person may voluntarily apply to be prohibited from entering or remaining in a casino under the provisions of section 72, sub section 2A of the Casino Control Act (Vic), 1991. Where a person voluntarily applies to be prohibited from entering or remaining in a casino he/she will be issued with an Exclusion Order.

#### 5.2 Crown may issue an Exclusion Order or Withdrawal of Licence for a number of reasons including but not limited to offences committed under the following Acts of Parliament:

- 5.2.1 Casino Control Act
- 5.2.2 Summary Offences Act
- 5.2.3 Crimes Act (Victoria/Commonwealth)
- 5.2.4 Prostitution Regulation Act
- 5.2.5 Vagrancy Act
- 5.2.6 Liquor Control Reform Act
- 5.2.7 Gambling Regulation Act



### 5.3 General Procedures

#### 5.3.1 Power of Attorney

- (a) Withdrawal of Licence (WOL) and Exclusion Orders (including Self-Exclusion) can only be issued by a person authorised under a Power of Attorney. This Power of Attorney is prepared and periodically updated by Crown's legal department. A copy of the Power of Attorney will be forwarded to the VCGLR each time it is amended.

#### 5.3.2 Duration

- (a) Depending on the nature and circumstances of the incident, Crown has the right to exercise discretion over the length of time for which a WOL or Exclusion Order (including Self-Exclusion) is issued.

#### 5.3.3 Crown Loyalty Program Patrons

- (a) The Security **Investigations** Unit (SIU) compiles a report, on a daily basis, of all patrons issued with a WOL, Exclusion Order or have Self-Excluded.
- (b) Where a patron has had his or her WOL, Exclusion Order or Self-Exclusion revoked or it has lapsed, the patron's account may be re-activated.

### 5.4 Withdrawal of Licence (WOL)

#### 5.4.1 A WOL may be issued under the following circumstances:

- (a) Persons displaying unacceptable behaviour (refer procedure 4.2);
- (b) Where there is an unacceptable risk to other customers or the operation of the business; and
- (c) Ex-staff where deemed appropriate.



5.4.2 A patron may be informed that his or her licence to enter or remain at Crown has been withdrawn in one or more of the following ways:

- (a) An authorised person under the Power of Attorney may:
  - (i) Inform the person why he/she has been issued with a WOL; and
  - (ii) Hand the person a Withdrawal of Licence Card which outlines the conditions of the WOL.
- (b) By Mail.
  - (i) After the incident has been investigated and all evidence gathered, the Security **Investigations** Unit (SIU) informs the person via a letter from the General Manager, Security Services, that his/her licence to attend or remain at the Crown Complex has been withdrawn. The letter may be sent via mail or handed directly to the person.

5.4.3 Procedure for issuing a WOL

- (a) A Security Services Representative will be informed of an incident and person(s) involved and:
  - (i) Will attend the location of the incident, request camera coverage from the Surveillance Department or the Communication Centre, of the person/s before gathering information on who, what, where, when and how;
  - (ii) Establish the identity of the person using a recognised form of photo identification;
  - (iii) Depending on the nature and severity of the incident, request emergency services to attend; and
  - (iv) May request photos of the person/s involved in the incident.



- (b) Once photos have been obtained and grounds for the issue of a WOL have been established inform the person/s of the process.
  - (i) If the person/s speaks a language other than English, where possible, request a staff member to translate the conditions and the reason/s why the Withdrawal of Licence Card is being served. This request can be made via the Communication Centre Operator.
  - (ii) If the person/s is unaware of his/her surroundings, an attempt should be made to obtain personal details so that a WOL can be issued via Registered Mail. The person/s details can be obtained from the attending police.
  - (iii) Where the person/s understands the process, initial and date the Withdrawal of Licence Card and ensure the card has a serial number located on the top left side of the card.
- (c) A Security Services Department Incident Report outlining the reason for the issue of the WOL must be completed and include at a minimum:
  - (i) Date and time of the incident;
  - (ii) The person(s) details: date of birth; full name; address where available;
  - (iii) Any witness/s to the incident;
  - (v) Details of police involvement if in attendance, the outcome, and a record of the attending police; and
  - (v) Confirmation (if any), that the Surveillance Department and/or Communication Centre has recorded the incident(s) on the CCTV system together with the appropriate daily log form.
- (d) Security Supervisor (or above) will forward the details of the person/s issued with a Withdrawal of Licence Card to Surveillance for entry of relevant details into Patron ID.



- (e) Security Supervisor (or above) will inform the Security Communication Centre Operator of the outcome of the incident.
- (f) The Security Duty Manager will record the names of all person/s issued with a WOL in the daily Shift Report.
- (g) Security Supervisor (or above) will compile a file with copies of all documentation relevant to the particular WOL and when completed pass the file on to Security **Investigations** Unit (SIU). The paperwork will be distributed by SIU to the relevant departments.
- (h) Files relating to person/s who has been issued with a WOL are held by the Security **Investigations** Unit (SIU). The files will include at a minimum:
  - (i) The completed incident report;
  - (ii) Surveillance photos of the person/s; and
  - (iii) A record of any breaches of the WOL.
- (i) SIU has a responsibility for notifying Crown Loyalty Program Administration of those patrons issued with a WOL, for the purpose of freezing the patron's Crown Loyalty Program Account and ensuring that he/she is removed from any mail out lists.

## 5.5 Exclusion Orders

5.5.1 Exclusion Orders may be issued to a person for a number of reasons including but not limited to:

- (a) A person is detected or suspected on reasonable grounds of:
  - (i) Committing an offence
  - (ii) Compromising the integrity of the game;
- (b) If it is suspected on reasonable grounds, that a person has deliberately contravened the approved Rules of the Games; or



- (c) A person is seeking Self-Exclusion from the Casino. Refer to procedure 5.6.
- 5.5.2 An Exclusion Order may be issued where the patron is charged with an offence by the police. Where the person is not charged a WOL may be issued in accordance with the procedure described in 21.4.
- 5.5.3 An Exclusion Order may be issued in the following ways:
- (a) Oral Exclusion Order
    - (i) An Oral Exclusion Order is issued only when the person refuses to remain and wait or there is insufficient time for a written Exclusion Order to be prepared.
    - (ii) Cannot exceed a period of two (2) weeks (14 days) and if it is intended that the period of exclusion is to be extended beyond this period a written Exclusion Order must be issued.
  - (b) Written
    - (i) A written Exclusion Order may be hand delivered to the person when he/she is on the casino premises; or
    - (ii) Sent via mail.
- 5.5.4 Procedure for Issuing an Exclusion Order
- (a) Security Supervisor (or above) will confirm that an offence has occurred and the police may be requested to attend.
  - (b) The offender will be escorted to the interview room either by a member of the police, or a Security Services Representative. A police investigation into the matter may be conducted.



- (c) Prior to the commencement of the interview Security Supervisor (or above) must:
  - (i) Establish that the person is coherent and not affected by alcohol or drugs;
  - (ii) If the person/s speaks a language other than English, attempt to establish his/her native language; and request via the Communication Centre, the attendance of a staff member who can translate during the interview to inform the person/s of the process involved;
  - (iii) Confirm the person(s) name, date of birth and address; and
  - (iv) Request photos from the Surveillance department of the person/s being Excluded .
- (d) An interview will be conducted by a Security Supervisor (or above) and the person being excluded. The police may be in attendance, however will take no part in the interview process.
- (e) During the interview Security Supervisor (or above) will complete:
  - (i) A Security Services Department Incident Report as described in procedure 2.2;
  - (ii) The Exclusion Statement – this is a hand-written form which will be transferred to an electronic format at the completion of the process;
  - (iii) A Surveillance Patron ID Details Form;
  - (iv) Security Services Photofile (white);
  - (v) Security Services Department Exclusion Report;
  - (vi) Crown Loyalty Program Exclusion Report; and



- (vii) Exclusion Order (computer-generated). This is completed after all details have been confirmed with the person/s. When completing the form ensure that all mandatory fields are filled out.

All documentation listed above can be located in the Duty Security Shift Managers Office, the computer-generated Exclusion Order is located on G:\Casino\Security\Scheduling\Management.

- (f) Security Supervisor (or above) confirms the identity of the person/s and issues the Exclusion Order (original). The person/s will be informed of all the conditions of the Exclusion Order and that immediately after he/she has been issued with the Exclusion Order he/she is prohibited from entering or remaining in the Casino. The conditions are printed on the Exclusion Order.
- (g) Where the police have arrested the person they will escort him/her from the premises. In all other situations a Security Services Representative will escort the person/s to the nearest exit.
- (h) As soon as practicable after the completion of the Exclusion procedure Security Supervisor (or above) will:
- (i) Transfer the information recorded on the handwritten Exclusion Statement onto a computer-generated statement form located on G Drive\Casino\Security\Scheduling\ Management. The statement must be:
- Signed by the person who conducted the interview; and
  - Witnessed by a member of the police.
- (ii) Compile a file with copies of all documentation relevant to the particular exclusion. This file must include the following at a minimum:
- The Security Services Department Incident Report (copy);
  - Original Exclusion Order plus four copies;





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- Exclusion hand-written statement (original);
- Exclusion typed and signed statement (original);
- Surveillance Patron ID Detail Form (original);
- Exclusion Report (original);
- Crown Loyalty Program Exclusion Report (original).
- Where an interpreter is used, his/her name, a summary of his/her qualifications and a statement that his/her interpretation is a truthful account of events.

(iii) When completed the file is passed onto Security **Investigations** Unit (SIU). The paperwork will be distributed by SIU as follows:

- Security  
Security Services Photofile  
Exclusion Order (copy)
- Surveillance  
Exclusion Order (copy)
- VCGLR  
Exclusion Order (copy)  
Photo  
Typed and signed statement(s)



- Crown Loyalty Program Exclusion Report (original)

- Patron

Exclusion Order (original)

## 5.6 Self-Exclusions

5.6.1 Self-Exclusions are issued by the Crown Responsible Gaming Customer Support Centre.

5.6.2 Security Supervisor (or above) or the holder of a Category A licence may be called upon to assist with issuing or assisting with a Self-Exclusion request if a Crown Responsible Gaming Liaison Officer (RGLO) is unavailable.

5.6.3 Self-Exclusion Procedure (where no RGLO is available)

(a) In the absence of a RGLO, when called upon to carry out a Self-Exclusion, Security Supervisor (or above) must:

(i) Conduct a brief interview with the person/s requesting to be Self-Excluded to determine if he/she is coherent and not affected by alcohol or drugs and has current Identification (ID), including proof of current residential address (drivers licence or passport). Once this has been established the person/s is escorted to the interview room.

(ii) If the person/s speaks a language other than English, Security Supervisor (or above) must attempt to establish his/her native language and request, via the Communication Centre, the attendance of a staff member who can translate during the interview and inform the person/s of the process involved.

(iii) Request photos from Surveillance of the person/s requesting Self-Exclusion.



- (b) A Self-Exclusion interview will be conducted by Security Supervisor (or above) with the person/s requesting to be Self-Excluded. During the interview the following will be completed:
- (i) The person/s will be informed that all information regarding his/her application will remain confidential;
  - (ii) A Self-Exclusion statement is completed by Security Supervisor (or above) to support the application. This is a hand-written form which will be transferred to electronic format at the completion of the process;
  - (iii) Surveillance Patron ID Details Form;
  - (iv) Security Services Photofile (blue);
  - (v) Security Services Department Exclusion Report;
  - (vi) Crown Loyalty Program Exclusion Report;
  - (vii) Application for Self-Exclusion (computer-generated). This is completed after all details have been confirmed with the person/s. When completing the form ensure that all mandatory fields are filled out; and
  - (viii) Exclusion Order (computer-generated). This is completed after all details have been confirmed with the person/s. When completing the form ensure that all mandatory fields are filled out.

All documentation listed above can be located in the Duty Security Shift Managers Office. The computer-generated Exclusion Order and Application for Self-Exclusion are located on G Drive\Casino\Security\Scheduling\Management.



- (c) The person/s signs his/her application for Self-Exclusion. His/her signature must be witnessed by a Crown Staff member who holds a Category A Special Employee Licence, preferably from a department other than the Security Services Department eg: Gaming Machines.
- (d) Security Supervisor (or above) confirms the identification of the person/s and issues the Exclusion Order (original). The person/s is then informed of the conditions of the Exclusion Order and that immediately after he/she has been issued with the Exclusion Order he/she is prohibited from entering or remaining in the Casino. The conditions are printed on the Exclusion Order.
- (e) A Security Services Representative escorts the person/s to the nearest exit.
- (f) As soon as possible after the completion of the Self-Exclusion procedure Security Supervisor (or above) will:
  - (i) Transfer the information recorded on the hand-written Self-Exclusion Statement mentioned in 5.6.3(b)(ii) onto a computer-generated statement form located on G Drive\Casino\Scheduling\Management. The statement must be:
    - Signed by the person who conducted the interview; and
    - Must be witnessed by a member of the police.
  - (ii) Compile a file with copies of all documentation relevant to the particular Self -Exclusion. The file must include at a minimum:
    - Four copies of the Exclusion Order, plus the original;
    - One copy of the Application for Self-Exclusion, plus the original;
    - Self-Exclusion hand-written statement (original);



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- Self-Exclusion typed and signed statement (original);
- Photocopy of the identification produced;
- Surveillance Patron ID Detail Form (original);
- Exclusion Report (original); and
- Crown Loyalty Program Exclusion Report (original).
- Where an interpreter is used, his/her name, a summary of his/her qualifications and a statement that his/her interpretation is a truthful account of events.

(iii) When completed the file is passed on to SIU. The paperwork will be distributed as follows:

- Security  
Security Services Photofile  
Exclusion Order (copy)
- Surveillance  
Exclusion Order (copy)  
Application for Self-Exclusion
- VCGLR  
Application for Self-Exclusion  
Exclusion Order (copy)  
Photo  
Typed and signed statement(s)
- Crown Loyalty Program Exclusion Report  
(original)
- Patron  
Exclusion Order (original)

**SECURITY SERVICES STANDARD OPERATING PROCEDURES****SECTION 6 – FIREARMS AND WEAPONS**

- 6.1 Authorized Law Enforcement Officers may carry firearms or other items classified as weapons while undertaking their regular duties at Crown
- 6.2 Appropriately licensed security providers must, prior to entering Crown property, seek authorization to carry firearms or other items classified as weapons by the General Manager Security Services.
- 6.3 Possession or suspected possession of firearms and weapons may be detected as follows:
- 6.3.1 Observation by:
- (a) Security Services Representative
  - (b) Staff from other departments, ie Gaming Machine Staff, Table Games Staff, Cleaning Staff and Cloakroom Staff
  - (c) Patrons
- 6.3.2 Information received via a telephone call;
- 6.3.3 Location of a firearm or weapon within the casino complex. For example: under a gaming table or in close proximity to the public or within the Hotel Complex, including guestrooms or private function rooms; or
- 6.3.4 There is a discharge of a firearm either accidentally or in the commission of a criminal offence.
- 6.4 Where a person(s) is observed or detected with a concealed firearm or weapon, or a firearm or weapon is located in the Crown complex:
- 6.4.1 The safety and well-being of Security Services Representatives, employees and customers is paramount.
- 6.4.2 Under no circumstances should any attempt be made to disarm the person(s).
- 6.4.3 The person(s) should not be detained in any way, Crowd Control procedures should be implemented to isolate and monitor the person(s) with the firearm or weapon.



- 6.4.4 Immediately report the incident to Surveillance and request coverage. Notify the Duty Security Manager or Duty Supervisor who will notify the police.
- 6.4.5 The Duty Security Manager will brief the attending police who will handle the incident with the assistance of Security Services Representatives as required.
- 6.5 Weapons Produced
  - 6.5.1 In any circumstances where a person(s) produces a firearm or weapon, allow the person(s) to move freely without attempting to contain him/her and be mindful that safety is of the highest importance. Crowd Control procedures should be implemented to isolate and monitor the person(s) with the firearm or weapon.
  - 6.5.2 If not already in attendance, notify the Duty Security Manager who will immediately request police presence via the Security Communication Centre.
- 6.6 Where a firearm or weapon is located within the boundaries of Crown Complex, every attempt must be made to cordon off and completely secure the immediate area. This area will become an official crime scene. Ensure that the firearm or weapon is not touched until the police arrive.
- 6.7 If a weapon has been produced or found, a Serious Incident Report must be completed and the incident reported to the VCGLR.



## **SECURITY SERVICES STANDARD OPERATING PROCEDURES**

### **SECTION 7 – ARMED HOLD-UP**

- 7.1 In the event of a robbery or attempted robbery, the Security Services Department will:
  - 7.1.1 Safeguard life and provide protection to customers and employees;
  - 7.1.2 Protect Crown assets and property; and
  - 7.1.3 Identify, observe and apprehend (if practical) the criminal.
- 7.2 If a Security Services Representative is made aware of an attempted or actual robbery, he/she will:
  - 7.2.1 Immediately report the incident to the Security Communications Centre;
  - 7.2.2 Report the exact location of the incident and description of the offender(s);
  - 7.2.3 Report the type of weapons apparent;
  - 7.2.4 Inform the Duty Security Manager;
  - 7.2.5 Report the direction of travel of the offender(s);
  - 7.2.6 Preserve the scene of the offence/crime until the arrival of the police;
  - 7.2.7 Remove (if practical) any victim(s) to a safe location;
  - 7.2.8 Locate, isolate and record details of all potential witnesses; and
  - 7.2.9 Pay particular attention to the description of the offender, weapon and if applicable, the speech used.
- 7.3 Apprehension of the Suspect
  - 7.3.1 Apprehension of the suspect or suspects will be carried out only if it can be done so safely.





- 7.3.2 If an apprehension cannot be carried out safely, the Security Services Representative on the scene will maintain surveillance of the suspect until assistance arrives.
- 7.4 When notification of a robbery attempt is received, the Security Services Communications Centre will notify:
- 7.4.1 Duty Security Manager
  - 7.4.2 Surveillance Department
  - 7.4.3 The Police
  - 7.4.4 General Manager – Security & Service
  - 7.4.5 Security Operations Manager
  - 7.4.6 Chief Operating Officer
- 7.5 Hold Up Duress Alarms
- 7.5.1 When a duress alarm is activated, Security Services Representatives who are not dispatched to the emergency area will:
- (a) Maintain their assigned posts;
  - (b) Be particularly alert to potential suspects or other security breaches; and
  - (c) Be alert for instructions over their radio.
- 7.5.2 Security Services Representatives may deploy “rovers” to probable escape exits, or other areas as necessary.
- 7.6 When confronted with an armed hold-up situation, employees should be encouraged to:
- 7.6.1 Remain as calm as possible - do not panic, for the offender may react similarly;
  - 7.6.2 Discreetly activate a hold up alarm if the opportunity presents itself and does not endanger you, otherwise, do so as soon as the offender leaves;



- 7.6.3 Do not make any sudden moves;
  - 7.6.4 Follow the offender's directives;
  - 7.6.5 Answer any questions (do not argue), but do not volunteer any information; and
  - 7.6.6 Note the description of the offender, weapon and speech used.
- 7.7 Generally, crimes will be planned. In the case of armed robberies, almost invariably, surveillance of the proposed target either directly or indirectly will be conducted.
- 7.7.1 Security Services Representatives should maintain a high degree of vigilance, especially in relation to suspicious activity at all cash delivery, movement and handling locations. Where any person is acting suspiciously:
    - (a) Report the activity to the Security Services Communications Centre, Surveillance Department and note a full description of the suspect.
    - (b) Submit an Incident Report, outlining all details of the person(s) suspect behaviour.
    - (c) The Duty Security Manager will discreetly, where possible obtain the identity of the suspect, ie: Crown Loyalty Program membership.
- 7.8 Adopt a common sense approach to these scenarios.
- 7.9 The Duty Security Manager will be responsible for preparing the necessary reports.



## **SECURITY SERVICES STANDARD OPERATING PROCEDURES**

### **SECTION 8 –TRANSFER OF CURRENCY, COIN AND EQUIPMENT**

- 8.1 Security Services Representatives may be requested to escort transfers of currency, chips and coin from the Casino Cage to various locations within the complex.
- 8.2 Where the request involves a transfer of currency, chips and coin greater than \$100,000 two (2) Security Services Representatives will be required.
- 8.3 Receipt of Chips from Manufacturer
- 8.3.1 A Security Services Representative, a Cage Cashier, the VCGLR and Revenue Audit Representative will escort new chip deliveries from the Armored Car Bay to the Count Room.
- 8.4 Destruction of Chips
- 8.4.1 The VCGLR, Cage Management and a Revenue Audit Representative will witness the destruction of chips and sign the Chip Transfer Destruction Slip as evidence of destruction. Security Services Representatives will act as an escort.
- 8.5 Table Fills
- 8.5.1 A Table Fill is the transfer of gaming chips from the Casino Cage to a gaming table. The gaming chips will be transported in a clear carry case.
- 8.5.2 A Security Services Representative assigned to Table Fills/Credits (Chip Bank Monitor) will:
- (a) At the Chip Bank window and before accepting the chips, check the details of the Fill Slip and verify:
    - (i) That it is a Fill Slip;
    - (ii) The date;
    - (iii) The table location;
    - (iv) The chips by denomination; and



- (v) Total.
  - (b) Ensure that all three copies of the Fill Slip have been signed by the Cage Cashier.
  - (c) Hand the triplicate copy (pink) back to the Cage Cashier and witness the original (white) and duplicate (yellow) copies being placed on top of the rack(s) of chip(s) corresponding to that fill.
  - (d) Take the chips in the clear carry case directly to the table designated on the Fill Slip and once at the table advise the Game Supervisor that there is a fill for his/her table.
- 8.5.3 When the Game Supervisor invites the Security Services Representative to do so, he/she will place the clear carry case on the table with the lid of the case facing away from the Dealer. This should only be done at the completion of the hand/roll/spin in progress.
- (a) At the request of the Game Supervisor, from time to time it may be necessary to complete a Fill while a hand/roll/spin roll is in progress.
  - (b) The Security Services Representative will inform Surveillance, the clear carry case is then placed on the table ensuring that any cards (where appropriate) which have been left on the layout or any winning and losing bets are not disturbed.
  - (c) The fill will be completed in accordance with the approved procedure.
- 8.5.4 Hand the Fill Slip will be handed to the Dealer and once the Dealer and/or Game Supervisor have verified the amount of chips delivered to the gaming table against the Fill Slip, the Dealer will sign the Fill Slip and place the gaming chips and/or plaques into the float or chip storage facility as required.
- 8.5.5 The Game Supervisor will acknowledge the amount of the Fill. This is done by swiping his/her Crown ID through the ATOM unit. The Security Services Representative who delivered the Fill will also swipe his/her identification card through ATOM.



- 8.5.6 The Security Services Representative who transported the Fill to the gaming table, will observe the Dealer drop the original Fill Slip (white) into the Drop Box.
- 8.5.7 The duplicate (yellow) is handed to the Security Services Representative who hands the document to the Pit Boss.
- 8.5.8 The Security Services Representative exits the Pit and returns to the Chip Bank with the chip case.
- 8.5.9 Void Fill
- (a) Where one or more of the details of the Fill are incorrect, for example incorrect table number or incorrect denomination (chips), the Game Supervisor will inform the Security Services Representative.
  - (b) A Game Supervisor or Pit Boss can void a Fill at any time up until a Dealer signs the Fill Slip. Once a Fill has been acknowledged or signed by a Dealer it can only be voided by a Cage Supervisor (or above).
  - (c) Where a Fill is voided, the Security Services Representative will:
    - (i) Notify Surveillance (via radio);
    - (ii) Before exiting notify the Pit Boss; and
    - (iii) Return to the Casino Cage and inform the Cage Cashier (or above).

## 8.6 Table Credits

- 8.6.1 A Table Credit is the transfer of gaming chips from a gaming table to the Casino Cage.
- 8.6.2 The Chip Bank Rover will obtain a clear carry case from the Casino Cage and ensure that the three copies of the Credit Slip and the required number of chip racks are enclosed.
- 8.6.3 Go directly to the table designated on the Credit Slip and once at the table advise the Game Supervisor that there is a Credit for his/her table.



- 8.6.4 When the Game Supervisor invites the Security Services Representative to do so, he/she will place the clear carry case on the table with the lid of the case facing away from the Dealer. This should only be done at the completion of the hand/roll/spin in progress.
- 8.6.5 The Dealer will remove the Credit Slip from the case and hand it to the Game Supervisor. Once the Game Supervisor has verified that all details on the Credit Slip are correct he/she will inform the Dealer to remove the credited chips from the float.
- 8.6.6 Once the Dealer and/or Game Supervisor have verified the amount of chips and/or plaques being removed from the table against the Credit Slip, the Dealer, Game Supervisor and Security Services Representative will sign the Credit Slip and chips and/or plaques will be placed into the clear carry case.
- 8.6.7 Before securing the Chip Case, ensure that the triplicate copy (pink) of the Credit Slip is secure inside the case with the credited chips and/or plaques.
- 8.6.8 The Game Supervisor will acknowledge the amount of the Credit on ATOM by swiping his/her identification card.
- 8.6.9 The original copy of the Credit Slip (white) is placed on the gaming table in full view of the Game Supervisor and Surveillance.
- 8.6.10 The Security Services Representative will remove the clear carry case from the table and hand the duplicate copy (yellow) to the Pit Boss before exiting the Pit and returning to the Casino Cage with the credited chips.
- 8.6.11 The Cage Cashier will check the details of the triplicate copy of the Credit Slip against the credited chips and then consummate the transaction in the computer system. The original copy of the Credit Slip will be placed in the Drop Box once the Chip Bank has acknowledged the Credit.



#### 8.6.12 Discrepancies

- (a) If a discrepancy is detected at the Chip Bank between the original Credit Slip and the actual gaming chips and/or plaques received, the Cage Cashier will contact the Pit Boss and the Security Services Representative about the discrepancy.
- (b) The Security Services Representative will return to the Casino Cage and return the original credit to the gaming table. Prior to returning to the gaming table the Pit Boss must be advised.
- (c) The Gaming Supervisor and the Pit Boss will, where possible, rectify the problem and once the problem has been rectified the Security Services Representative will return to the Casino Cage.

#### 8.7 Transfer of Documents to the Casino Cage

- 8.7.1 From time to time when a Chip Purchase Voucher has been processed at a gaming table by a Pit Boss, a Security Services Representative can be requested to attend a Pit to transfer the documentation to the Casino Cage.
- 8.7.2 A Pit Boss will hand the Security Services Representative all documentation including the Counter Cheque Request.
- 8.7.3 Prior to leaving the Pit the Security Services Representative will inform Surveillance that he/she is about to transfer the documentation and advise them of the Pit number.
- 8.7.4 The Security Services Representative will take all documentation directly to the Casino Cage, where it is handed over to the Cage Cashier.

#### 8.8 Access to Gaming Equipment Storage Areas

- 8.8.1 Access to most gaming equipment storage areas requires a dual swipe from an authorized Table Games Representative and a Security Services Representative. Where access to a storage area is required the Security Services Department will be notified and attendance at the storage area requested.



8.8.2 Where equipment is being removed from, or returned to, the storage area the Equipment Log Book will be signed by the authorized Table Games Representative and the Security Services Representative in attendance.

#### 8.9 Escort of Gaming Equipment

8.9.1 From time to time the Security Services Department may be requested to provide an escort for gaming equipment:

- (a) Delivered to Crown;
- (b) Delivered to the gaming floor;
- (c) Removed from the gaming floor for storage; or
- (d) Removed from the gaming floor to be destroyed.

#### 8.10 Gaming Machine Change Booth Escorts

8.10.1 Security Services Representatives may be requested to assist Gaming Machine Operations with coin escorts to change booths.

8.10.2 The Security Services Representative will:

- (a) Proceed to the Main Cage area and wait for the arrival of the coin trolley from the Count Room.
- (b) Inform Surveillance of the destination.
- (c) Once at the destination commence a static position until all canisters are secured inside the change booth.
- (d) At the completion of the transaction contact Surveillance and inform them that the escort is completed.

#### 8.11 Gaming Machine Payout Procedures

8.11.1 In some instances where a large payout is being made to a patron, a Security Services Representative may be requested to escort the Gaming Machine Attendant from a Change Booth to the gaming machine to make the payment to a patron.





## 8.12 Gaming Machine Cashier's Booth Fill

- 8.12.1 The Security Services Representative assigned to a cashier's booth fill will:
- (a) Attend Main Bank.
  - (b) Check that the serial number on the plastic locking device matches the serial number on the Cashier's Booth Fill Slip and sign the Fill Slip.
  - (c) Hand the Fill Slip back to the Cage Cashier who will place the original copy of the Fill Slip into the transparent section of the booth bag with the location of the booth and the serial number fully visible.
  - (d) Before departing the Main Bank notify the Security Communication Centre which booth he/she is going to.
  - (e) Once at the allocated Cashier Booth hand the Booth Bag to the Gaming Machine Representative working at the desired window.

## 8.13 Gaming Machine Cashier's Booth Credits

- 8.13.1 The Security Services Representative assigned to a Cashier's Booth credit will:
- (a) Proceed to the Cashier's Booth, and check the serial number on the plastic locking device, which will be recorded on the Cashier's Booth Fill Slip.
  - (b) After checking that the serial number matches with the serial number on the Cashier's Booth Fill Slip, sign the Fill Slip, and hand the duplicate and triplicate copies back to the Gaming Machine Representative.
  - (c) Place the original copy of the Fill Slip into the transparent section of the booth bag, with the location of which booth and window it came from as well as the serial number fully visible.
  - (d) Before departing the Cashier's Booth notify Surveillance of the escort, from the Cashier's Booth to Main Bank.



## 8.14 Booth Chip Trolley Transfer

8.14.1 When assigned to assist in a Booth Chip Trolley Transfer the Security Services Representative (s) will:

- (a) Proceed to the allocated Cashier Booth. Check and sign the credit slip which will have the break down by denomination of the chips being transferred.
- (b) After signing the credit slip it is secured inside the trolley by the Gaming Machine Representative before being transferred.
- (c) Inform Surveillance of the escort before the trolley departs the Cashier's Booth. The Gaming Machine Representative may escort the trolley to the Count Room.
- (d) Escort the trolley to the Main Chip Bank internal (Eastern end of the complex), and hand over the trolley to Cage Staff. If accompanied by a Gaming Machine Representative, the Gaming Machine Attendant may not enter past the double doors leading into the Main Cage.
- (e) Inform Surveillance that the escort is completed and return to regular duties.

**SECURITY SERVICES STANDARD OPERATING PROCEDURES****SECTION 9 –LOCATING PERSON(S) ON THE GAMING FLOOR**

## 9.1 Lost or Missing Person

9.1.1 Security Services Representatives from time to time may be requested to locate person(s) playing either on a gaming table or gaming machine.

- (a) Where such a request is received, refer the person(s) to a Crown Loyalty Program Booth and advise the Duty Security Manager.
- (b) The Crown Loyalty Program representative will be responsible for assisting the person(s) with his/her request.

## 9.2 Law Enforcement Agencies

9.2.1 From time to time the Security Services Department may be requested to assist members of Law Enforcement Agencies to locate a person(s) on the gaming floor. The Duty Security Manager will:

- (a) Assist the Agency in all matters.
- (b) Where the request is to locate a person(s) who is in the casino, contact the Gaming Machines Operations Manager to assist in locating a person(s) and brief him/her regarding the person(s) and the reason for the request for assistance. The Gaming Machines Operations Manager will attempt to locate the person(s) via a search of the Crown Loyalty Program database.
  - (i) After the person(s) is located and depending on which area of the complex he/she is located inform Surveillance and/or Security Communication Centre as appropriate and request coverage.



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- (ii) Inform the requesting Law Enforcement Agency and escort the representative to the location where the person(s) can be found.
  
- (iii) The Law Enforcement Agent or a Security Services Representative under instruction from Law Enforcement personnel may approach the person(s).



## **SECURITY SERVICES STANDARD OPERATING PROCEDURES**

### **SECTION 10 – THREATS AND SUSPICIOUS ITEMS**

#### 10.1 Bomb Threat Procedures

- 10.1.1 The Duty Security Manager is responsible for coordinating all activities pertaining to a bomb threat. The Security Response Coordinator (SRC) will relay the instructions that are given by the Duty Security Manager (DSM), but at no time is to assume control or issue instructions without prior authorisation.
- 10.1.2 When a bomb threat is received, Security Services Representatives will:
- (a) Attend the Muster Room and receive a numbered Code Juliet Card (Assignment Card). The Duty Security Manager issues one card per person.
  - (b) Notify the Security Communication Centre what card number he/she has been allocated. (Attachment N)
  - (c) Proceed directly to the locations specified on their card and conducts a search of the nominated areas as required.
  - (d) If the area of responsibility as designated on the card is secure, notify the Security Communication Centre that card number ##, has been cleared.
  - (e) Advise the Duty Security Manager and/or the Security Communication Centre immediately a suspicious item is located;
  - (f) As required return to the Muster Room to collect another card and repeat procedure (a) to (e) above.
  - (g) As directed by the Duty Security Manager, stand down when all cards have been actioned.



### 10.1.3 Bomb Threat Checklist

- (a) When a bomb threat is received, the Bomb Threat Checklist will be completed by the person who received the call.
- (b) The Duty Security Manager will obtain a copy of the Checklist and attach it to the Serious Incident Report.
- (c) The Bomb Threat Checklist is located in all internal Telephone Directories and in the Emergency Control Procedures Manual.

### 10.1.4 Letter and Parcel Bomb

- (a) A Security Services Representative may be requested to assist another staff member in detecting or confirming a suspect letter or parcel.
- (b) Following is a list of possible identifiers. Where unsure of making an assessment regarding the item, the Duty Security Manager must be called.
  - (i) Foreign Mail, Air Mail and Special Delivery;
  - (ii) Restrictive Markings such as Confidential, Personal, Etc;
  - (iii) Excessive Postage;
  - (iv) Hand Written or Poorly Typed Addresses;
  - (v) Incorrect Titles;
  - (vi) Titles but no names;
  - (vii) Misspelling of Common Words;
  - (viii) Oily Stains or Discoloring;
  - (ix) No Return Address;
  - (x) Excessive Weight;



- (xi) Rigid Envelope;
  - (xii) Lopsided or uneven envelope;
  - (xiii) Protruding wires or tin foil;
  - (xiv) Excessive securing material such as masking tape, string, etc;
  - (xv) Smell of Almonds or Marzipan.
- (c) Avoid the use of a radio near any detected device.
  - (d) Where an evacuation is required, the Duty Security Manager must attend the Fire Control Room to direct the evacuation.

## 10.2 Suspect Items

10.2.1 A suspect item is any item found on the property and thought to be a possible threat by virtue of its characteristics, location and circumstances. Suspect items may include:

- (a) Bags, briefcase or package apparently abandoned or left unattended in either public/private or service areas.
- (b) Object out of place ie:
  - (i) Located in ceiling/wall cavities;
  - (ii) Stairwells / fire exits;
  - (iii) Ledges / balconies both internal and external;
  - (iv) Fire cupboards / hose reel cupboards;
  - (v) Other places where such an object might be unexpected.

10.2.2 The characteristics likely to attract attention may include, but are not limited to:

- (a) Object bearing unusual or suspect labeling;



- (b) Addressed to senior company officials;
  - (c) Apparently irrational writing/scrawling;
  - (d) Written threats/slogans;
  - (e) Object similar to that described in 11.1.4 and 11.2.1;
  - (f) Object of unusual size, shape or sound;
  - (g) Object presenting with evidence of tape, wire, string, wrapping or other unexpected/unfamiliar materials.
- 10.2.3 When one or more of the following occur, suspicion could be raised, particularly when any of the above characteristics or locations exists:
- (a) Time and place inconsistent with usual circumstances involving process/handling or receipt of packages;
  - (b) Type of package/object in stark contrast to others normally expected to be found;
  - (c) Informed reports/comments/complaints made by staff/users of the area/location regarding the appearance/existence of packages/objects;
  - (d) On further preliminary investigation object/package cannot be accounted for;
  - (e) Demeanor of delivery person.
- 10.2.4 Crown Staff are encouraged to report even the slightest concern to enable the Security Services Department to investigate and recommend appropriate action.
- 10.2.5 Crown Employees familiar with their own work environment are best qualified to observe such anomalies.
- 10.2.6 The Duty Security Manager is responsible for the initial response to a Suspicious Package and Bomb Threats located on or within the complex perimeter and will coordinate all activities until relieved by the Security Services Operations Manager.





- 10.2.7 Security Services Representatives who arrive first on the scene where a suspicious package is indicated or located, will observe the following guidelines:
- (a) Do not approach, touch, handle, move or disturb by any means any suspicious package/object, or allow any other person to do so.
  - (b) The Duty Security Manager will:
    - (i) Inform the Security Communication Centre of the threat;
    - (ii) Ensure that no radio transmits within a radius of 60 meters of a suspected package (could active electronic explosive mechanism);
    - (iii) Contact Surveillance and inform them of the threat, providing a description and location of the item, for possible footage of the offender;
    - (iv) Request police attendance and act as a liaison for the police;
    - (v) Send a group page informing specified senior management of the threat;
    - (vi) Take all appropriate measures to preserve the safety of person(s)/staff and property;
    - (viii) Allocate a Security Services Representative to commence and maintain a chronological log of events;
    - (viii) Keep the Communication Centre and Surveillance informed of the incident;
    - (ix) Coordinate as directed by attending police and other emergency services as required;
    - (x) In consultation with police consider if evacuation is necessary, if deemed necessary request the Communication Centre to send another group page, informing senior management of the pending evacuation;



- (xi) In consultation with police/other relevant emergency services decide on the extent of the evacuation ie. Localized or full evacuation;
- (xii) Request the Communication Centre to send another group page, informing senior management of the area to be evacuated;
- (xiii) Request the Communication Centre to inform the VCGLR;
- (xvi) Contact other managers eg: External Security, Table Games, Gaming Machines and F&B, informing them of the intended evacuation;
- (xv) Take positive action to direct the evacuation away from the object/package to prevent triggering any possible explosive substance/device;
- (xvi) Maintain a cordon around the package;
- (xvii) Contact the Security Communication Centre when the police have deemed the area safe;
- (xviii) Send a group page stating that the threat is over and area has been given the all clear; and
- (xviii) Complete a Serious Incident Report and ensure that an Incident Report is completed and attached with the log.

### 10.3 Suspicious Vehicle or Object Located in Car Park

- 10.3.1 The Duty Security Manager is responsible for the initial management response to Suspicious Vehicles or Objects located on or within the complex perimeter, including car parks. The DSM will coordinate all response activities, until relieved by the Security Operations Manager.



- 10.3.2 A suspect motor vehicle or object is any vehicle or object located in or near Crown Car Parks that may appear to be a possible threat by virtue of its characteristics, location and circumstances.
- 10.3.3 General characteristics that may attract attention could include:
- (a) Blacked out or heavily tinted windows;
  - (b) Registration plates missing or obscured;
  - (c) Unregistered (ie. registration label inconsistent with the current year);
  - (d) Registration vehicle description is in conflict with plates and vehicle type;
  - (e) Broken window or other indications of forced entry, tampering or prior theft of the vehicle;
  - (f) Nearby presence of minor debris (ie. pieces of tape, wire, string, marks on the floor/ground, footprints);
  - (g) Anything out of the ordinary in the vehicle, driver behaviour or object which gives rise to a feeling of concern by staff;
  - (h) Light delivery vans with any of the above characteristics;
  - (i) Objects bearing unusual or suspect labeling;
  - (j) Objects similar to that described in a threat;
  - (k) Object of unusual size, shape or sound;
  - (l) Object presenting with evidence of tape, wire, string, wrappings or other unexpected/unfamiliar materials.



- 10.3.4 Where the above characteristics are coupled with those listed below, particular attention should be paid to the motor vehicle or object:
- (a) Any vehicle which is foreign to the usual parking environment;
  - (b) Illegally parked, particularly near high risk areas;
  - (c) Appears to be abandoned;
  - (d) Driven into location and randomly parked outside of defined parking bays;
  - (e) Object out of place (ie. located in overhead cable conduit trays/between or under parked vehicles, ledges, hose lockers or other places where such an object might be unexpected).
- 10.3.5 When one or more of the following is determined, suspicion could be raised, particularly when any of the above mentioned characteristics (Procedure 11.3.4) exists:
- (a) Type, make, model and year of the vehicle is in contrast to others in any given area within the car park (ie. old battered van in an area usually occupied by late model passenger cars);
  - (b) Time and place is inconsistent with usual vehicle movements;
  - (c) Informal reports, comments and/or complaints made by other car park users regarding vehicles or objects;
  - (d) On further investigation, the presence of the motor vehicle or object cannot be accounted for;
  - (e) Any unusual comment, mannerism or demeanor displayed by driver or passengers;
  - (f) Appearance and/or demeanor of driver and/or occupants;
  - (g) Driver argumentative if challenged or given minor administrative directions;



- (h) Driver and/or occupants appear nervous or agitated.
- 10.3.6 Car Park attendants and Hotel Valet staff should be encouraged by the Duty Security Manager to report even the slightest concern to enable further investigation by appropriate personnel and expert authorities.
- 10.3.7 Reports should be directed immediately in the first instance to a Security Supervisor (or above).
- 10.3.8 When a suspect object is discovered always observe the following guidelines:
- (a) Immediately advise Security Communications Centre.
  - (b) Do not approach, touch, handle, move or disturb by any means or allow any other person to do so.
  - (c) Take all appropriate measures to preserve the safety of people and property.
  - (d) Consider the need to isolate, contain and evacuate the immediate vicinity.
  - (k) Do not use radio transmitters within a radius of 60 metres of a suspected object as this could activate an electronic explosive mechanism.
- 10.3.9 A Security Supervisor (or above) will attend and:
- (a) Take charge of the situation;
  - (b) Notify the police and consult with them as appropriate;
  - (c) Commence and maintain chronological log of events;
  - (d) Direct attendance of police and other emergency services as required by the circumstances;
  - (e) Make all decisions in consultation with the relevant emergency services personnel;
  - (f) In consultation with relevant emergency services decide if an evacuation is warranted and if so, the extent of evacuation ie. localized or full evacuation;



- (g) In consultation with police examine/re examine extent of isolation/containment required by the circumstances;
- (h) Ensure that any evacuation is directed away from the object/vehicle to prevent triggering any possible explosive substance/device;
- (i) Where gaming operations are affected by containment/isolation/evacuation - request Security Communications Centre to advise the VCGLR;
- (j) Make written notes of observations in order to accurately brief Management as required.



## **SECURITY SERVICES STANDARD OPERATING PROCEDURES**

### **SECTION 11 – ARMoured CARS AND ESCORTS**

#### 11.1 Armoured Car Procedure

11.1.1 The Armoured Car company will notify the Security Communications Centre of the estimated time of arrival of the armoured car. The Communications Centre will:

- (a) Notify the Duty Security Manager or Supervisor.
- (b) Assign **one (1)** Security Services Representative for armoured car duties.
- (c) Document details given to them by the Armoured Car company.

11.1.2 The Security Services Representative will proceed to the entrance of the Salle Port.

- (a) Prior to Chubb guards opening the door of the Armoured Car, the Security Services representative will verify the details of the Armoured Car company's representative(s). The Security Services representative will remain in the Salle Port during the transfer of cash and/or coin.

11.1.3 The Security Services representative notifies the Cage whose representative will proceed to the inner Salle Port.

11.1.4 When the funds are secured in the Armoured Car, a Security Services representative notifies the Security Communications Centre to raise the outer door to the Salle Port, permitting the Armoured Car to depart.

11.1.5 Once the Armoured Car exits, the Security Communications Centre lowers the outer door securing the Salle Port.

#### 11.2 VIP Protection/Escorts

##### 11.2.1 VIP Protection

- (a) The General Manager Security Services will be consulted prior to any VIP protection being provided.



- (b) The Security Services Department may provide protection for a VIP but must be advised in advance of the VIPs visit.
- (c) In this role, Security Services Representatives should maintain an active presence. The responsibilities are as follows:
  - (i) Pay particular attention to the surrounding environment and familiarise yourself with emergency exits.
  - (ii) Escort the VIP if requested, via preferred routes.
  - (iii) In the case of a political figure, the Hotel Duty Security Manager will liaise with the police and provide assistance as required.
  - (iv) In all cases of a serious threat being made against any guest, the matter will be placed in the hands of the police to protect Crown staff and customers, at all times.
- (d) Where VIP Protection is requested the Duty Security Manager will brief the Security Services Representatives as follows:
  - (i) Number of VIP guests.
  - (ii) Number of staff in his/her entourage
  - (iii) What type of service (escort) is the guest needing, eg: (escort only or escort and remain with the guest)
  - (iv) Date/time of arrival
  - (v) How long will he/she be attending Crown
  - (vi) Location of arrival
  - (vii) Location of departure
  - (viii) Does the VIP have his/her own private Security? If yes what role will they be playing?





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- (ix) Are police or other Law Enforcement Agency involved?
- (x) Contact details of a person or Leading Hand at the private Security Company.
- (xi) Where is the VIP likely to go eg: Function Rooms, Gaming Floor, Bar's and Nightclubs.
- (xii) Alternative route to assist in moving the VIP guest around Crown.
- (xiii) Positive and negative attention by members of the general public. Eg: fans or protesters.
- (ivx) Coverage will be requested from Surveillance or the Security Communication Centre, at the location where the VIP guest will arrive.
- (xv) Inform Surveillance and the Communication Centre the preferred route and other anticipated movements by the guest and his/her entourage.
- (xvi) Surveillance or the Communication Centre will continue to maintain coverage of the VIP guest and his/her entourage, until they have departed Crown.

### 11.3 Escort of Winning Guests

11.3.1 Prize-winning guests may request an escort from Crown.

11.3.2 All such requests will be directed to the Duty Security Manager who will in turn inform Surveillance and Security and Communication Centre. All details of the escort will be recorded.

11.3.3 If authorised by the Duty Security Manager in consultation with a Table Games Operations Manager and/or a Gaming Machine Operations Manager, the escort may be provided by one or more Security Services Representatives who will escort the person(s) to his/her car, a taxi, hotel or residence if requested.



- 11.3.4 Prior to authorising an escort for a winning person(s), the Duty Security Manager will conduct a risk analysis that takes into consideration the dollar amount involved, the person concerned, camera coverage, route and transport to be taken and the number of Security representatives required.
- 11.3.5 The Security Services Representative will:
- (a) Request coverage either from Surveillance or the Communication Centre, at the starting point for the escort.
  - (b) Inform Surveillance and the Communication Centre of the preferred route and other factors raised after the conduct of the risk assessment.
  - (c) Be mindful of his/her surroundings to ensure the request is met.
- 11.3.6 Surveillance or the Communication Centre continues to maintain coverage of the person(s) until they have departed Crown.



## **SECURITY SERVICES STANDARD OPERATING PROCEDURES**

### **SECTION 12 – CAMERAS, MOBILES AND DEVICES**

#### 12.1 Cameras and Photography

- 12.1.1 To protect the privacy of guests, employees and assets of Crown, no photography of any kind will be permitted in the defined casino premises of the casino unless specifically authorised by Government and Media Relations.
- 12.1.2 Person(s) endeavouring to bring camera equipment into the licensed gaming area of the casino will be informed that photography is not permitted in this area. If the problem persists, the Duty Security Manager should be notified.
- 12.1.3 Where any arrangements to take photographs, films or video footage within the defined casino premises may lead to the possible identification of customers, Crown will be required to display appropriate signs for a reasonable period of time warning casino guests of the intention to take photographs.
- 12.1.4 If a photographer is detected setting up or preparing to commence a photo shoot:
- (a) The Security Services Representative will:
- (i) If the person(s) is a non-professional (family photo, tourist), inform him/her that no photography is permitted in the defined casino premises but he/she may take photos outside the licensed gaming area.
  - (ii) At no time seize or confiscate any part of the photographers equipment eg: flim or camera.
  - (iii) If the person appears to be a professional photographer:
    - Ensure that he/she has permission to conduct the photo shoot, and that the appropriate signs are displayed at each entry point.; or



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- If no approval has been granted, contact the Duty Security Manager and advise the photographer that the photo shoot must not continue until the relevant approval has been granted.
- (b) When contacted by the Security Services Representative, the Duty Security Manager will:
- (i) Contact the Security Communication Centre, and Surveillance, to ascertain if approval for the photo shoot has been received from Government and Media Relations.
    - If they are aware of the photo shoot and the notification has been sent, notify the photographer that the photo shoot may continue.
  - (ii) If no approval can be located, contact Government and Media Relations and ascertain if the photo shoot has been approved and whether or not the relevant departments have been informed.
    - If they are aware of the photo shoot and approval has been granted, notify the photographer that the photo shoot may continue.
    - If notification has not been sent, request that advice be sent ASAP.
    - Wait for confirmation from the Government and Media Relations Department that the relevant departments have been informed and then contact the photographer and advise him/her that the photo shoot may continue.



## 12.2 Mobile Phones and Electronic Devices

### 12.2.1 Electronic Devices

- (a) All entry points must be monitored to ensure that person(s) are aware that the following devices are not to be used in any capacity at gaming tables or machines. Person(s) will be advised that such devices can be left free of charge at the cloakroom.
  - (i) Calculators
  - (ii) Lap Top Computers
  - (iii) Hand Held Personal Computers
  - (iv) Electronic organisers, diaries or similar devices
  - (v) Walkmans, tape recorders or other similar devices
  - (vi) Cameras
  - (vii) Video Cameras
- (b) If a person(s) is suspected of using a device as described in (a) above or any other equipment, device or thing that permits or facilitates cheating while playing or participating at a gaming table or gaming machine notify Surveillance and the S.I.U and if deemed appropriate the S.I.U will notify the police and the VCGLR.
- (c) If deemed appropriate, the Duty Security Manager may issue an Exclusion Order in accordance with procedure 5.

### 12.2.2 Mobile Phones

- (a) Mobile phones may be used in any part of the complex; including gaming tables and gaming machines.
- (b) Where a person(s) using a mobile phone at a gaming table is slowing the game down a Pit Boss (or above) may ask the person to move away from the table.



- (c) Security Services Representatives will be vigilant in detecting person(s) using their mobile phone to record video footage or still photographs.
- (d) A person(s) detected using their mobile phone in this way will be advised of Crowns no photography policy. It is not permitted to confiscate the mobile phone.
- (e) If staffing levels permit, the person should be monitored by a Security Representative to ensure that he/she does not continue to use his/her mobile phone to take photographs. If the person(s) continues to do so, they will be advised that they can check their mobile phone into the cloakroom.



## **SECURITY SERVICES STANDARD OPERATING PROCEDURES**

### **SECTION 13 – FIRECUPBOARD ETC**

#### 13.1 Fire Cupboard

- 13.1.1 Fire Cupboards are numbered and are checked regularly.
- 13.1.2 A Security Services Representative will be allocated the duty of completing the Fire Cupboard check. When assigned this task, one zone (Las Vegas, Western, Centre and Eastern) will be checked per shift.
- 13.1.3 Security Representatives should use their discretion in some of the zones where tenants have fire cupboards in restaurants. Fire Cupboards in tenancies may be checked by a Security Supervisor, at a mutually agreeable time.
- 13.1.4 To complete the Fire Cupboard Check:
- (a) The Duty Security Manager and the Supervisor will be issued with a master sheet for each zone.
  - (b) The Security Services Representative will:
    - (i) Be assigned to a specific zone and will receive the Fire Cupboard maps for that zone and a copy of the checklist;
    - (ii) Record the zone being checked on top of the checklist, and the number of the cupboard for each zone;
    - (iii) Record the items in each cupboard; and
    - (iv) Once the checklist is completed sign and complete the section at the bottom of the page and submit to the Duty Security Manager.
  - (c) The Duty Security Manager will compare the checklist to the master sheet. Where items are found to be missing a maintenance report will be completed and forwarded to Maintenance. A copy of this report is also to be attached to the Shift Summary before the completion of the shift.



- (d) Each completed Fire Cupboard Checklist will be attached to the daily shift summary.

## 13.2 Fire Emergency and Evacuation

13.2.1 This procedure should be read in conjunction with the Emergency Control Procedures Manual.

13.2.2 The Duty Security Manager will assume the role of Deputy Chief Warden. In the event of an alarm (activation of alert signal/PA announcement) the Deputy Chief Warden will:

- (a) Respond to the Master Emergency Control Panel (MECP);
- (b) Locate and wear helmet (white);
- (c) Ascertain the nature and location of the emergency and identify the area, where the alarm was activated;
- (d) Initiate evacuation if necessary and control entry;
- (e) Isolate (shut down) the "Alert" signal and PA announcement if the Chief Warden is not available;
- (f) Notify Floor Wardens and Staff of all relevant details through the Emergency Intercom System (EIS);
- (g) Handover control to the Chief Warden on his/her arrival at the Master Emergency Control Panel; and
- (h) Operate the Emergency Warning and Intercom System (EWIS) and assist the Chief Warden as required.

13.2.3 In the absence of the Chief Warden, the Deputy Chief Warden will assume the role of the Chief Warden and operate the EWIS.

13.2.4 Security Services Representatives will, in the event of an emergency, take on the role of Warden for those areas to which they are assigned.





- 13.2.5 In addition to the task of both Areas Wardens and Wardens, Security Services Officers will be responsible for the following:
- (a) Ensuring that all exits are fully opened and clear;
  - (b) Preventing persons entering or returning to the building;
  - (c) Assisting mobility-impaired persons to evacuate;
  - (d) Providing first aid as required;
  - (e) Maintaining security of assets; and
  - (f) Performing any other tasks required by the Chief Fire Warden.
- 13.2.6 Security Services Representatives at entrance points will:
- (a) Prevent persons entering or returning to the complex;
  - (b) Provide the Security Communication Centre with up to date information of the movement of persons leaving the complex;
  - (c) Meet and escort Emergency services as required; and
  - (d) Perform any other task as directed by the Chief Fire Warden.
- 13.2.7 External Security will play a vital role in the event of a fire or other emergency. Security Services Representatives will act as Wardens for all external areas and will be responsible for the following:
- (a) Ensuring all exits are kept clear;
  - (b) Providing crowd control and moving "sightseers"; and
  - (c) Acting as directed by the relevant emergency services personnel.
- 13.2.8 Floor and/or Area Wardens will be identified by an appropriately labeled yellow helmet.



- 13.2.9 Where a fire emergency is identified or the Floor and/or Area Warden is advised of a fire:
- (a) Put on and wear the appropriate helmet;
  - (b) Notify the Security Communication Centre;
  - (c) If safe to do so, initiate corrective measures as necessary;
  - (d) Commence evacuation of the affected area immediately; and
  - (e) Advise the Chief Warden of your action.
- 13.2.10 When the "Alert" signal and/or a PA announcement is heard, Floor Wardens will:
- (a) Put on and wear the appropriate helmet;
  - (b) Check or arrange to have the floor/area checked for any sign of an emergency;
  - (c) Commence evacuation if the circumstances on the floor/area warrant;
  - (d) Communicate with the Chief Warden via the emergency intercom or by any other available means;
  - (e) Take whatever corrective action is possible and appropriate; and
  - (f) Advise the Chief Warden of any further action(s) taken.
- 13.2.11 When the "Evacuation" signal is heard, Floor Wardens will:
- (a) Put on and wear the appropriate helmet;
  - (b) Immediately commence evacuation of the floor;
  - (c) Communicate with the Chief Warden via the emergency intercom or by any other available means and advise the situation;



- (d) Co-ordinate the actions of the Warden;
- (e) Enlist persons to perform Warden duties if necessary;
- (f) Arrange the evacuation of any mobility-impaired persons, and
- (g) Ensure that the evacuated floor has been cleared and the results reported to the Chief Warden.

13.2.12 In the event of a building emergency other than fire (eg: medical, gas leak, bomb threat, building collapse, earthquake, illegal occupancy) take the following steps:

- (a) Alert Security Communication Centre of the threat;
- (b) Should the emergency be a serious Medical Emergency you should notify the Security Communication Centre and they will advise the Chief Warden of the details,
- (c) Put on and wear the appropriate helmet;
- (d) Seek assistance from First-aiders, and comfort patient as appropriate and dispatch another staff member to escort the Ambulance Service to the incident.

13.2.13 When the floor is cleared for any evacuation:

- (a) With the Wardens proceed to assembly area as directed by the Chief Warden;
- (b) Assemble persons from the floor in an appropriate location;
- (c) Ascertain if possible if any staff are missing; and
- (d) Report to the Chief Warden and advise the results of the evacuation.



### 13.2.14 Assembly Areas

(a) The off site assembly locations are:

- (i) Batman Park North: Across the Yarra, which can be accessed from Kingsway Bridge and Clarendon Street Bridge without the need to cross streets.
- (ii) Melbourne Exhibition and Convention Centre: Gardens and forecourt to the western end of the complex will necessitate crossing Clarendon Street and traffic control will be needed. This area is large enough to hold all people from Crown.
- (iii) Southbank Promenade: to the east of the complex will necessitate crossing Queensbridge Street and Southbank Boulevard and traffic control will be needed. This area will take all of the Hotel area.

(b) Clarke Street

- (i) The assembly area will be split into two (2) areas by the Chief Warden and combatant Authority. Consideration must be given to the emergency, its location, the number of people involved and whether it is a lateral evacuation to another part of the complex or a total evacuation off site.
- (ii) Off-site locations will be:
  - Under Kingsway at City Road; and
  - The park at Clarendon Street

(c) 151 City Road

- (i) The assembly area will be the Coroners Court, the corner of Kavanagh Street and Power Street.



- (d) Promenade Hotel
  - (i) Off-site locations will be:
    - Crown Towers – Eastern Porte Cochere
    - Under Kingsway at City Road (along City Road near the Taxi rank)

#### 13.2.15 Mobility-Impaired Persons

- (a) When the “Alert” signal is sounded, Security Services Representatives will assist mobility-impaired guests to a lift lobby or stairs on each floor, where arrangements can be made for their safe evacuation.
- (b) Under the direction of the Chief Warden or Fire Brigade, it is possible mobility-impaired persons will be evacuated in a lateral direction away from the affected areas.
- (c) The Fire Brigade should be notified immediately, of the number of mobility-impaired persons and their exact location, so that personnel can be made available to evacuate them.



## **SECURITY SERVICES STANDARD OPERATING PROCEDURES**

### **SECTION 14– LOST PROPERTY AND BAG CHECKS**

#### 14.1 Lost Property

14.1.1 Security Services may assist the Cloakrooms in dealing with lost property.

14.1.2 Hotel Security will log and store any lost property found within the boundaries of the hotels.

14.1.3 Staff Entry is responsible for any lost property found back of house.

#### 14.1.4 Lost Property Found on the Gaming Floor:

(a) Lost property will be taken to either the Atrium Information Desk or Sante Cloakroom.

(b) A Security Services Department Lost Property Report, will be completed after handing any lost property over to the Cloakroom staff member.

(c) The Security Services Lost Property Report contains at a minimum, the following details:

(i) Date/time;

(ii) ID of person locating property;

(iii) Where the property was found;

(iv) Description of property;

(v) Date/time when Security was handed the property;

(vi) Date/time when Security handed the property over to Cloakroom staff;

(vii) Location of Cloakroom receiving the property;

(viii) Video coverage of the hand over;



- (ix) Signature and ID of staff member receiving the property; and
  - (x) Signature and ID of Security Representative handing over the property.
- (d) All valuable items will be entered into a Lost Property Receipt Book, which is kept and maintained by the Cloakroom staff.
  - (e) A receipt from the Lost Property Receipt Book (yellow) will be attached to the Security Services Lost Property Report.
  - (f) The Cloakroom Staff Member receiving the goods must sign the Security Services Lost Property Report.
  - (g) All Lost Property Reports must be filled in and completed before being submitted to the Duty Security Manager.
  - (h) The Duty Security Manager will check all details on the report before entering it on to his/her Shift Summary.
  - (i) The Security Services Lost Property Report is a computer generated report which may be located on "G" drive\Casino\Scheduling\Admin\Forms.

#### 14.1.5 Lost Property Found Back of House

- (a) Lost Property found back of house will be:
  - (i) Handed to the Security Services Representative at Staff Entry;
  - (ii) Entered into the Security Services Property Receipt Book (as described in procedure 15.1.4 (d) by the attending Security Services Representative;



- (iii) Placed into a transparent bag with the second copy (yellow) of the receipt. The third copy (pink) remains in the Security Services Property Receipt Book;
  - (iv) The transparent bag will be labeled with the original Property Receipt Book copy (white) and catalogued as soon as possible; and
  - (v) Kept in the Lost and Found Office for a period of seven days. If the owner of the property can be identified, every attempt is made to contact the person. Where the owner cannot be identified and the lost property is not collected within the seven day period it is forwarded to the police, Melbourne City Police Property Office.
- (b) Crown employees are not permitted to claim Found Property at the expiry of the three-month period.

#### 14.1.6 Staff Lost Property Enquiries

- (a) All staff enquiries regarding lost property will be entered into the "Lost Property Enquiry" log by the Security Services Representative at Staff Entry. Details of the enquiry should include a brief description of the item and details of the staff member making the enquiry.

#### 14.1.7 Daily Reporting of Property

- (a) All staff Lost Property will be recorded daily on the Security Staff Entry Shift Summary Report. Details of all items handed into the Security & Service Staff Entry Office must be included.

#### 14.1.8 Return of Lost Property (Staff)

- (a) When lost property is returned to its owner:
  - (i) Request Photo ID eg: Drivers Licence and record the details on the Property Receipt (pink) copy; and





- (ii) Where the property returned is cash or property valued in excess of \$200.00, the Duty Security Manager or Security Supervisor will be called to verify the authenticity of the claimant and also to witness the return of the item in the property book.

14.1.9 All lost property held by the Security Services Department will be audited by a Security Services Representative and the Duty Security Manager approximately once every fourteen (14) days.

## 14.2 Conduct of Bag Checks (BOH)

14.2.1 With the permission of the individual, bag and parcel checks may be conducted on staff and visitors who are entering or leaving the building or who are in a back of house area.

14.2.2 To minimise any negative reaction to a request to conduct a bag and/or parcel check, the Security Services Representative must be polite and remain friendly and professional.

14.2.3 Bags and parcels should only be checked on a random basis.

14.2.4 When checking a bag or parcel the Security Services Representative must ensure that his/her hands are not placed inside the bag or parcel.

14.2.5 If items in the bag or parcel obstruct your view, ask the person concerned to move the items so that you can see clearly. This ensures that no accusations of placing something inside the bag or parcel may be made.

14.2.6 Where possible conduct the search at a location where Surveillance and/or Security Communication Centre can provide coverage.

14.2.7 If anything suspicious is found during a search, the Duty Security Manager will be notified immediately. Ensure that all relevant details are recorded and an incident report completed.



## **SECURITY SERVICES STANDARD OPERATING PROCEDURES**

### **SECTION 15 – CAR PARK COLLECTION**

- 15.1 Car Park Drop Box Collection
- 15.1.1 A Security Services Representative will collect the car park box run keys from the key safe in the security muster room. These include a booth key to access the cashiers door (yellow) and a sleeve key to access the collection box (blue).
- 15.1.2 Obtain the Drop Box Checklist from a Security Services Supervisor. (Attachment O).
- 15.1.3 Security Services Representatives will attend the Salle Port and wait for the External Security Vehicle.
- 15.1.4 External Security will advise the Communications Centre when the External Security Vehicle is about to leave the Salle Port.
- (a) Only two persons are permitted in the External Security Vehicle unless for training purposes. Authorisation for more than two persons may only be given by the Duty Security Manager.
- 15.1.5 Ensure that there is the correct number of boxes for the run - plus an emergency, refer to checklist.
- 15.1.6 The Security Communications Centre will log the job on SCAT and leave this job open till the completion of the collection.
- 15.1.7 The External Security Representative will advise the Security Communications Centre when the vehicle is pulling up at each pickup point. The positions are referred to in the Drop Box Checklist (Attachment O)
- 15.1.8 All transmission to the Communications Centre must be by radio on the External Security channel "go to B". Under no circumstances are mobile telephones to be carried by either the External Security Representative or the Crown Representative.



- 15.1.9 The Drop Box Checklist form will be signed by the booth attendant and the Crown Representative. Where an entry point is closed, or the car park cashier is not present, the collection will take place without the car park attendant and the External Security Representative will sign on behalf of the car park cashier.
- 15.1.10 In the event that a box has not been changed, report this immediately to the Duty Security Manager.
- 15.1.11 Where possible, the correct box (as marked) will be placed into the appropriate booth.
- 15.1.12 At the completion of the car park box collection:
- (a) The External Security Representative will notify the Security Communications Centre and immediately deliver the checklist to the Wilson car park office.
  - (b) The active drop boxes will be transported to the Count Room by a Crown Security Services Representative and handed over to Count Room Representatives.
  - (c) The Crown Security Services Representative will return the Car Park Drop Box Keys to the Duty Security Manager.



## **SECURITY SERVICES STANDARD OPERATING PROCEDURES**

### **SECTION 16 – RETAIL AREA**

#### 16.1 Tenants

- 16.1.1 Tenants are responsible for their own Security arrangements, however if advised of an alarm activation at a tenancy, Crown will assist with external patrols to check on the security of a tenancy. If sent to check on a tenancy alarm the Security Services Representative will assess the situation and report back to the Security Communications Centre.
- 16.1.2 Where damage to property has occurred Security Services Representatives must be mindful of the following:
- (a) Potential crime scene;
  - (b) Offenders still present ;
  - (c) Broken glass (possible injures to staff or patrons);
  - (d) Remaining stock; and
  - (e) Witness to the offence.
- 16.1.3 The Duty Security Manager will attend and take charge of the incident until the arrival of the external security company, or the tenant. The Duty Security Manager will assist if required by the tenant.
- (a) Where the premises is Crown owned, if the property is damaged the Duty Security Manager will contact Maintenance.
  - (b) Where the premises is operated by a tenant, the tenant will make arrangements for any repairs to the premises including window shutter service or other services to secure his/her tenancy.
- 16.1.4 The Duty Security Manager will e-mail the General Manager Retail with details of the incident and ensure an Incident Report is submitted by the attending Security Services Representative.

**SECURITY SERVICES STANDARD OPERATING PROCEDURES****SECTION 17 – FIRST AID**

- 17.1 As a requirement of employment in the Security Services Department all Crown's Security Services employees are required to be qualified as First Aid Officers.
- 17.2 Duty of Care
- 17.2.1 As a First Aid Officer Security Services Representatives:
- (a) Have a primary function to provide emergency treatment for people suffering injury and illness.
  - (b) Have a responsibility to Crown employees and guests when an injury or illness occurs at Crown.
  - (c) Must only function within the guidelines of their training experience, job descriptions and instructions provided.
  - (d) Must, prior to administering first aid ask the person if he/she requires assistance - an ill or injured person has a right to refuse assistance. In an emergency where the person is unable to voice or demonstrate objection to first aid and it is clear that first aid is necessary the first aid may be given.
- 17.2.2 All workplace accidents or incidents, which require medical referral or hospitalization, must be reported immediately to a Security Services Representative and the Occupational Health & Safety Department within 24 hours.
- 17.3 Infection Control Guidelines
- 17.3.1 Every person, whose work brings them into physical contact with human blood or body fluids, should routinely use infection control procedures designed to prevent infection through physical contact with blood, body fluids or other infectious material.
- 17.3.2 General Guidelines
- (a) Treat all human blood and body fluids as potentially infectious materials.



- (b) Wear gloves, as provided in the First Aid Kit, if it is likely you will come into contact with human blood, body fluids or other potentially contaminated materials.
- (c) Use gloves when handling equipment or working with surfaces that may be contaminated with human blood or body fluids.
- (d) Wash hands thoroughly with soap and water before and after administering First Aid treatment.
- (e) Place bandages and equipment soiled with blood, body fluids or tissues in a Biological Hazard Bag and either place in the Bio Bin in the Muster Room or take directly to the First Aid Room for disposal.

#### 17.3.3 Needle Stick and Other Injuries

- (a) If a First Aid Officer or employee believes that he/she has come into contact with blood other than their own:
  - (i) As soon as possible, wash the area with warm, soapy water and cover the wound with a dressing.
  - (ii) Immediately report the incident to a Security Services Supervisor and Manager for referral to the Occupational Health and Safety Coordinator.
  - (iii) Complete an Incident/Accident Report
  - (iv) Place all solid wastes, including used gloves in a Biological Hazard Bag and either place in the Bio Bin in the Muster Room or take directly to the First Aid Room for disposal.

#### 17.3.4 Hepatitis A and B Vaccinations

- (a) First Aid Officers are encouraged to be vaccinated against Hepatitis A and B. Security Services Representatives should contact the First Aid Coordinator for assistance to arrange the vaccination(s).



## 17.4 First Aid Room

17.4.1 The First Aid Room is located on Level One behind the Palladium near IDs.

17.4.2 Security Services Representatives may be required to attend to the First Aid Room, when the First Aid Officer is unavailable. Duties while in the First Aid Room are as follows:

- (a) Deliver appropriate first aid care, advice or referral to the appropriate medical facility for treatment to ill and/or injured employees and patrons.
- (b) Supervise employees within the First Aid Room.
- (c) Maintain the First Aid Room and equipment in a clean and hygienic state.
- (d) Ensure that no staff member is left unattended in the First Aid Room. If an employee is resting, the First Aid Officer will make regular/periodic checks.
- (e) Notify the appropriate department Shift Manager or Supervisor that an employee has attended the first aid room and whether or not he/she is capable of continuing his/her duties. Where requested by the employee, ask the Shift Manager or Supervisor to provide a fellow employee to provide support to the ill or injured person.
- (f) Where the attendee, whether a patron or employee, is a female, every effort should be made to have her attended to by a female Security Services Representative and/or have a female person present in the First Aid Room

17.4.3 All first aid treatment will be recorded in a First Aid Treatment Register maintained in the First Aid Room.

## 17.5 Trauma Kits

17.5.1 A portable industrial Trauma Kit is provided for the emergency care of ill and/or injured patrons and employees.



- 17.5.2 Trauma Kits are permanently located in the Crown Loyalty Program booths, the corridor leading to the Main Cage and the Security Services Briefing Room.
- 17.5.3 Oxy-Viva Kits are located in the Casino for use by Security Services Representatives as required.
- 17.5.4 The Trauma Kit, Oxy-Viva Kit and the Defibrillator are stored in a large blue box to ensure that all equipment is kept together. The box is secured with a security seal. If the tag has been removed this indicates that the equipment has been used.
- 17.5.5 Trauma Kits and equipment will be checked and restocked on a daily basis at a designated time by a nominated Security Services Representative. The Kits and Equipment will be checked to ensure that all the equipment can be accounted for and it is in good working order. (Attachment P located on "G" drive).
- 17.5.6 The checklist will indicate the location of all first aid equipment. Eg: Area 1 Eastern Man Trap.
- 17.5.7 If the Trauma Kit has been used, check the contents of the kit against the contents checklist on the reverse side of Attachment P and replace accordingly.
- 17.5.8 The Oxy-Viva Kit is checked and the oxygen bottle reading is recorded to ensure that the bottle is ready to be used and there are no leaks.
- 17.5.9 The Defibrillator is checked every Monday and Friday to ensure that the battery is charged. The self-checking system should be run each time the machine is checked.
- 17.5.10 Any items requiring replacement can be obtained from the First Aid Room.
- 17.5.11 Once the audit of all fist aid equipment is completed sign the checklist and forward one copy to the First Aid Room and attach a copy to the Security Daily Shift Summary.





## 17.6 Ambulance Attendance

- 17.6.1 Where a person requires ambulance attendance a Security Services Representative will escort the Ambulance Officer(s) to the person. A Security Services Supervisor should be present.

## 17.7 Incident Report

- 17.7.1 A Customer Medical Report (Attachment H) must be completed. Information must be factual and the person who sustained the Incident/Injury must provide an accurate account of what occurred.

## 17.8 Injury on Site

- 17.8.1 If it appears that the injury may have occurred as a result of a potentially hazardous situation eg: raised carpet, slippery floor, etc., Security Supervisor (or above) will attend, assess the situation and if necessary to take notes and photographs.
- 17.8.2 Contact Maintenance immediately.
- 17.8.3 A Hazard or Injuries Report (Attachment I) must be completed.

## 17.9 Oxygen Therapy and Air Viva

- 17.9.1 Only Security Services Representatives trained and qualified in Oxy/Viva Resuscitation can administer oxygen therapy or air viva.
- 17.9.2 The Security Services Department is responsible for maintaining the Oxy/Viva equipment on the Gaming Floor. Equipment needing repair will be reported to the First Aid Officer working in the First Aid Room who will arrange for the equipment to be repaired and/or replaced.

## 17.10 Found Needles

- 17.10.1 Contact the Security Communications Centre who will in turn contact a cleaner who will remove the item/s.

**SECURITY SERVICES STANDARD OPERATING PROCEDURES****SECTION 18 – OTHER**

- 18.1 Duty Security Manager Shift Summary
  - 18.1.1 At the end of each shift the DSM on duty will complete the DSM Shift Summary, as per the example in Attachment Q.
  - 18.1.2 The shift summary contains relevant information for the attention of the security management team.
  - 18.1.3 The DSM will sign the hard copy of the shift summary and then forward to SIU. Copies of the shift summary will be retained in the Security Incident Report folder.
  - 18.1.4 The soft copy of the shift summary will be filed electronically.
- 18.2 Staff Entry Shift Summary Report
  - 18.2.1 At the end of each shift the Security Representative on duty will complete the Staff Entry Shift Report, as per the example in Attachment R.
  - 18.2.2 The shift summary contains relevant information for the attention of the security management team.
  - 18.2.3 The Security Representative will sign the hard copy of the shift summary and then retain in the Staff Entry Shift Summary Report folder.
  - 18.2.4 The soft copy of the Shift Summary will be filed electronically.
- 18.3 Safe Deposit Boxes
  - 18.3.1 Where a person(s) has not returned the keys to a Mahogany Room safety deposit box all reasonable steps will be taken to contact the person(s) and return the box contents.



18.3.2 If, after 60 days the keys have still not been returned and efforts to contact the person do not succeed, the Cage Manager may request in writing to forcibly open the safe deposit box. This request will be forwarded to the General Manager Security Services who will arrange for a Security Services Representative to be present at the time the safe deposit box is opened. The contents of the safe deposit box will be dealt with in accordance with the relevant Cage procedures.

#### 18.4 Cab Charge

18.4.1 Cab Charge vouchers will be managed and used in accordance with Crown policy. (Corporate & Financial Policies & Procedures Manual)

18.4.2 The General Manager Security Services Department will nominate a Security Services Representative who is responsible for the safe storage and issue of Cab Charge Vouchers.

18.4.3 Vouchers must be issued for appropriate purposes only and secured from unauthorized use.

18.4.4 The issue of all Cab Charge Vouchers will be authorized by the Duty Security manager (DSM), Security Operations Manager or General Manager Security Services.

18.4.5 A register containing the following details will be maintained:

- (a) Identification number of all Cab Charge Voucher books obtained from Revenue Audit.
- (b) Vouchers issued, including:
  - (i) Serial number;
  - (ii) Date issued;
  - (iii) ID of person to whom the voucher is issued;
  - (iv) Person authorizing use of the voucher;
  - (v) A short description of the intended date and place of use; and



Victorian Commission for  
Gambling and Liquor Regulation

- (vi) Details of actual use, including: date, place and amount of the fare.

18.4.6 Any unused vouchers issued to an employee will be recovered within 7 days following the employee's return from travel or if the voucher is retained, record the reason for the retention.

18.4.7 Any unused voucher or cards held by an employee will be recovered when he/she leaves Security Services.

18.4.8 Lost or Stolen Vouchers

- (a) Employees will immediately notify the nominated Security Services Representative of any loss or theft of vouchers for attention of relevant Finance Department staff.