



20 March 2025

Merehine Waiari

s7(2)(a)

Dear Merehine

Request for Information – Local Government Official Information and Meetings Act (LGOIMA) 1987

We refer to your official information request dated 20 February 2025 for:

1. *A copy of Juicy Festival Limited's alcohol special licence application, including any supporting documents submitted.*
2. *Any reports, objections or assessments from Hutt City Council, the Police or other regulatory bodies regarding the application.*
3. *Correspondence between Hutt City Council and Juicy Festival Limited regarding the application, including any notifications of the decisions and reasons for declining the licence.*
4. *Minutes or records of any meetings where the application was discussed and/or decided.*
5. *Any other documents or reports that influenced Hutt City Council's decision to decline the application.*

We requested that you clarify your request since Lower Hutt District Licensing Committee (DLC) did not decline the alcohol special licence application submitted by BOP Brewery Limited. You clarified your request on 25 February 2025 as follows for;

"...correspondence between the Alcohol Licencing Inspectors and Juicy Fest regarding the alcohol special licence application, including correspondence regarding their decision to cancel their application (once the festival was cancelled)."

Answer:

Please see attachment for email correspondence between the applicant (BOP Brewery Limited), the applicant's legal counsel, and Council's Alcohol Licensing Inspector for this application.

We have redacted all contact details and names of certain individuals for privacy purposes as per section 7(2)(a) of the LGOIMA.

The applicant did not contact Council's Alcohol Licensing team to inform of their decision to cancel the New Zealand leg of Juicy Fest 2025. The team has had no direct contact with the applicant since the hearing.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that this response to your information request may be published on Hutt City Council's website. Please refer to the following link: www.huttcity.govt.nz/council/contactus/make-an-official-information-act-request/proactive-releases

Yours sincerely

Lakna Siriwardena

Legal Operations Advisor

From: [Ted Greensmith-West](#)
To: [Tracy Gibson](#)
Cc: [John Young](#); [Glenn Meikle](#); [Lisa Te Huia](#); [Annabel Marshall](#)
Subject: [EXTERNAL] FW: Update on Juicy liquor license - additional information required please
Date: Wednesday, 27 November 2024 1:06:41 pm
Attachments: [image001.jpg](#)
[image002.gif](#)
[image003.png](#)
[Road map of AMP SCMP amendments 25 11 2025.pdf](#)
[Juicy Fest Wellington - Site Plan 2025 \(Event Area\) 22.11.24.pdf](#)

Kia Ora Tracy

Thanks for your email with additional questions for clarification.

We have provided our responses below in red. Please let us know if you have any further questions.

Ngā mihi

Ted Greensmith-West

Senior Solicitor
Pronouns: he/him



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Please consider the environment before printing this e-mail

From: Tracy Gibson <Tracy.Gibson@huttcity.govt.nz>
Sent: Monday, November 25, 2024 3:14:49 PM
To: Ted Greensmith-West <greensmith@brookfields.co.nz>
Cc: John Young <youngj@brookfields.co.nz>; Glenn Meikle <glenn@bopbrewery.co.nz>
Subject: Update on Juicy liquor license - additional information required please

Kia ora,

Thank you for providing this updated information. I have passed it onto the reporting agencies for their information.

1. Updated plan

Can you please provide a separate clear copy of the updated site plan with the map key showing the proposed licensed area. The small copy in the AMP is difficult to read.

Please see **attached**.

I also have a few questions for clarification please:

2. Patron numbers –

GA: 5,000 and VIP: 4,000 (quoted in road map, part 6.9)

But part 6.6, site plan on page 56 (part 17.4) says GA: 4,000 and VIP: 5,000.

Can you please confirm the maximum number of tickets available for GA and VIP.

As is recorded in the AMP, the General Admission capacity will be 4000 and the VIP capacity will be 5000, as per Part 6.6. Please see **reattached copy of roadmap reflecting this.**

3. Part 5 –

Security teams actively monitoring for patrons preloading at entry. Anyone seen drinking on arrival **'will'** be refused entry.

However, part 5.3, and part 9 have the word **'may'** be refused entry.

Can you please clarify if patrons seen drinking alcohol outside will, or may, be refused entry?

As per Part 5, any patron seen to be drinking on arrival will be refused entry at the gate, and this will be strictly enforced.

Evictions –

Can you please confirm how patrons that are evicted from the event (whether from intoxic, behavioural/aggression issues or something else) will be dealt with once outside the venue so they do not continue to hang around and cause problems? I could not see this in any of the documents, apart from the inclusion of a standby vehicle available for Security to transport patrons' home if they are unable to arrange transport or use the free shuttle service.

There will be external security around the venue to ensure that those who are evicted from the event do not loiter after the fact. The standby vehicle will be available to provide transport to patrons' home. As with minors who arrive at the event, external security will work with evicted patrons to identify and contact family members, and information for taxi services will be on hand for those who need it.

5. Part 6.6 –

This part explains that VIP patrons can move between the VIP and GA areas, but re entry into the VIP area will be screened for intoxication and if found intoxicated will be denied re entry. It goes on to say those denied re entry **may** be escorted to the external rehydration/intoxication station.

What is the other alternative should someone be denied re entry into the VIP area due to intoxication if they are not escorted to the rehydration/intoxication station? Are they just left in the GA area?

The security at the VIP entrance is one further opportunity to screen for intoxication. There will

also be roving response teams who will be monitoring GA for intoxication. Anyone who is deemed to be intoxicated using the SCAB tool will be escorted to the Rehydration/Intoxication Station. Likewise, anyone denied re-entry into VIP on the basis of intoxication will also be escorted to the Rehydration/Intoxication Station.

6. Noise management – part 14

The conditions of consent set the event durations related to noise as follows: -

10am to 1pm on Thursday 9th January 2025

10am to **11am** on Friday 10th January 2025

Not sure it 11am is a typo and this should read 11pm?

The times as recorded under the AMP are correct. 10am to 11am is the sound check and amplified sound will only occur between 12pm to 10.30pm on Friday 10th January 2025, which is the duration of the event itself.

7. Part 7.11 – possible typo?

Is the second paragraph in the purple box supposed to be by 'anyone **dis**playing gang patches ... ' rather than playing?

This is a typo, it ought to read "displaying".

Thank you.

Nga mihi nui

Tracy.

Tracy Gibson

Alcohol Team Lead

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: 04 570 6712 **M:** [REDACTED] **W:** www.huttcity.govt.nz



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From: Ted Greensmith-West <greensmith@brookfields.co.nz>

Sent: Monday, November 25, 2024 10:53 AM

To: Tracy Gibson <Tracy.Gibson@huttcity.govt.nz>

Cc: John Young <youngj@brookfields.co.nz>; Glenn Meikle <glenn@bopbrewery.co.nz>

Subject: RE: [EXTERNAL] Update on Juicy liquor license

Kia Ora Tracy

My apologies, please see the correct versions of the AMP and Site Plan (security dot) attached.

Please disregard the copies of these documents that we sent through previously.

Thanks.

Ted Greensmith-West

Senior Solicitor
Pronouns: he/him



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From: Ted Greensmith-West

Sent: Monday, 25 November 2024 9:40 am

To: 'Glenn Meikle' <glenn@bopbrewery.co.nz>; Tracy Gibson <Tracy.Gibson@huttcity.govt.nz>

Cc: John Young <youngj@brookfields.co.nz>

Subject: RE: [EXTERNAL] Update on Juicy liquor license

Kia Ora Tracy

Please find attached:

- Updated Alcohol Management Plan
- Updated Security Crowd Management Plan

- Site (security dot) plan
- Anti Pre Loading Comms plan
- Road map of AMP SCMP amendments.

If you have any further questions, please let us know.

Regards

Ted Greensmith-West

Senior Solicitor
Pronouns: he/him



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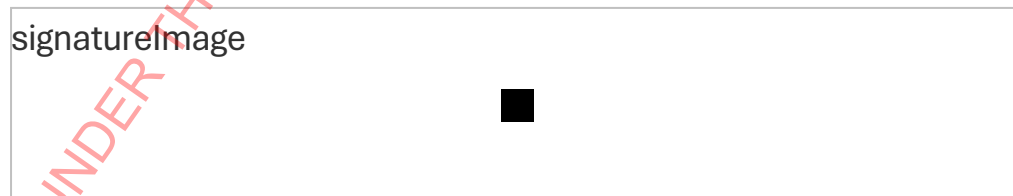
Please consider the environment before printing this e-mail

From: Glenn Meikle <glenn@bopbrewery.co.nz>
Sent: Monday, 25 November 2024 8:40 am
To: Tracy Gibson <Tracy.Gibson@huttcity.govt.nz>
Cc: Ted Greensmith-West <greensmith@brookfields.co.nz>; John Young <youngj@brookfields.co.nz>
Subject: Re: [EXTERNAL] Update on Juicy liquor license

Morning Tracy

I can confirm you will receive today updated AMP and SMP

Kind regards

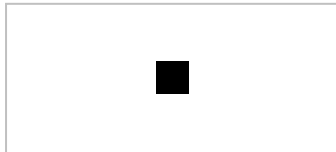


From: Tracy Gibson <Tracy.Gibson@huttcity.govt.nz>
Sent: Monday, November 25, 2024 8:35 AM
To: Glenn Meikle <glenn@bopbrewery.co.nz>
Subject: RE: [EXTERNAL] Update on Juicy liquor license

Hi Glenn,
With time getting away from us can you please confirm when you will be providing this updated information (AMP and SMP)?
Kind regards
Tracy.

Tracy Gibson
[Alcohol Team Lead](#)

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010
P: 04 570 6712 **M:** [REDACTED] **W:** www.huttcity.govt.nz



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From: Glenn Meikle <glenn@bopbrewery.co.nz>
Sent: Thursday, November 21, 2024 2:49 PM
To: Tracy Gibson <Tracy.Gibson@huttcity.govt.nz>
Subject: Re: [EXTERNAL] Update on Juicy liquor license

Hi Tracy
Annabelle is dealing with resource consent. I believe everything needed will be submitted this week.

signatureImage



From: Tracy Gibson <Tracy.Gibson@huttcity.govt.nz>
Sent: Thursday, November 21, 2024 2:36:37 PM
To: Glenn Meikle <glenn@bopbrewery.co.nz>
Subject: RE: [EXTERNAL] Update on Juicy liquor license

Hi Glenn,
Thanks for the update. I look forward to receiving your information tomorrow.
Can you please confirm if the resource consent has been applied for? Previous documentation suggested this would be applied for by 12 November.
Tracy.

Tracy Gibson
Alcohol Team Lead

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010
P: 04 570 6712 **M:** [REDACTED] **W:** www.huttcity.govt.nz



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From: Glenn Meikle <glenn@bopbrewery.co.nz>
Sent: Thursday, November 21, 2024 2:28 PM
To: Tracy Gibson <Tracy.Gibson@huttcity.govt.nz>
Subject: [EXTERNAL] Update on Juicy liquor license

Hi Tracy

Was hoping to send everything to yesterday I just wanted John Young to review. He will be reviewing this afternoon will send first thing in the morning.

signatureImage



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MAIN GATES

FIRST AID & POLICE PARKING

VOC

VIP VIP VIP GA GA

ACCESSIBLE PLATFORM

SHADE

OPS SPACES

ARTIST PARKING

MAP KEY

- | | | | |
|--|-------------------------------|--|--------------------|
| | FREE WATER | | FOOD VENDOR |
| | EMERGENCY EXIT | | MERCHANDISE VENDOR |
| | MEDIC/CROWD CARE | | REHYDRATION/INTOX |
| | WATER CANON | | BAR |
| | TABLE/UMBRELLA | | BAR REEFER |
| | LICENSE AREA | | 1.8M FENCING |
| | VOC (Venue Operations Centre) | | 1.1M FENCING |
| | TOILETS | | MOJO BARRIER |
| | WASTE MANAGEMENT | | BOX OFFICE |



Friday 10th Jan 2025

JUICY FEST
Slite Plan
Event Area

HUTT PARK

Hutt Park Road
Lower Hutt
WELLINGTON

PAX
GA - 4,000
VIP - 5,000

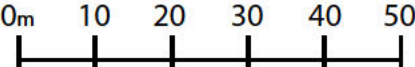


Table: Summary of changes to AMP, SCMP and Pre-loading Comms Plan | Wellington Juicy Fest 2025

TOPIC	PINPOINT REFERENCE (AMP)	PINPOINT REFERENCE (SCMP)	PINPOINT REFERENCE (PRE-LOADING COMMS PLAN)	SUMMARY / DESCRIPTOR OF CHANGE
Capacity and attendance	Page 4, Part 3.2, highlighted yellow.	Page 8, Part 5.1, row 5, highlighted yellow.		Maximum capacity has been capped at 9000.
	Page 16, Part 6.6, highlighted yellow.			General Admission capacity 4000
	Page 16, Part 6.6, highlighted yellow.			VIP area capacity 5000
	Removal of reference to VVIP (throughout plan) for example: <ul style="list-style-type: none"> Page 8, Part 5.4, (removal of VVIP ticket option) Page 16, Part 6.6 (removal of VVIP licensed area) Page 17, Part 6.8, (reduction of bars by removal of VVIP bar) 			VVIP area has been removed and replaced with more shading
Crowd & queue care / control		Pages 14 – 20, highlighted yellow.		Risk breakdown and updated risk matrix
	Page 30, Part 9, "On-site security personnel" highlighted yellow.			1:45 security ratio (based on 9000 max capacity)
		Pages 36, 37 at "Gates" and "Response".		Gate staff will be redeployed to roving response once Pax increases
		Page 30, Part 10.1, "Supervisors", highlighted yellow.		Increase in supervisors

Table: Summary of changes to AMP, SCMP and Pre-loading Comms Plan | Wellington Juicy Fest 2025

	Page 7, Part 5.2, highlighted yellow.			Entry isles will be allocated on a 1:400 ratio.
Alcohol management / Pre-loading	Page 7, Part 5, highlighted yellow.			Security teams will actively monitor pre-loading at gate entry and external areas.
		Page 25, Part's 8.2, 8.3, 8.4 and 8.5 - highlighted yellow.		Refusal of entry - minors
	Page 31, Part 9, "External Environment" highlighted yellow.	Page 9, Part 6.1, highlighted yellow.		Increase to dedicated external security team.
		Updated dot plan, map (see separate document).		
		Page 9, Part 6.1		Trespass notices
		Page 27, Part 9.1		Provision of two-way radio
		Page 9, Part 6.2 "intoxication", highlighted yellow		Intoxication support provided by security
	Page 21, Part 7.6, highlighted yellow.			Alcoholic beverages shall not exceed 5% ABV.
	Page 16, Part 6.6, highlighted yellow.			Entire event site designated restricted.
	Page 57, map			Site plan – licensed area
			Page 1, highlighted yellow	Primary and secondary pre-loading messaging (comms)
			Page 3, first line of table	Letter to residents (pre-loading comms)
Safety / gang presence	Page 9, Part 5.6, highlighted yellow.	Page 9, Part 6.2 "intoxication", highlighted yellow		All ticket holders will be "wanded" on entry.
		Page 31, Part 10.1, "Entry security", highlighted yellow.		
		Page 9, Part 6.1 highlighted yellow		Presence of nearby gang house

Table: Summary of changes to AMP, SCMP and Pre-loading Comms Plan | Wellington Juicy Fest 2025

		Page 25, Part 8.2, highlighted yellow		Refusal of entry – gang insignia
Water and shade	Page 13, Part 6.3, highlighted yellow.			Increased provision for shade – summary of structures
	Page 14, map			Updated water and shade location map
Signage	Page 56, map			Updated and increased signage (on site)

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From: [Tracy Gibson](#)
To: [Ted Greensmith-West](#)
Cc: [John Young](#); [Tim Smith](#); [Dean Bentley](#)
Subject: FW: [EXTERNAL] Report discussed in alcohol ban
Date: Friday, 13 December 2024 12:34:00 pm
Attachments: [image001.jpg](#)
[image002.png](#)
[Application for a temporary alcohol free zone in south Moerā and Seaview for JuicyFest 2025.docx](#)

Kia ora Ted,

I have been provided with the link to the published agenda as that is the official version of the report (and includes all the attachments). Here's the link: [Agenda of Hutt City Council - Tuesday, 10 December 2024](#)

There is a table of contents tab where you can click on the paper. The report starts on p.185.

Nga mihi nui
Tracy

From: Ted Greensmith-West <greensmith@brookfields.co.nz>
Sent: Friday, December 13, 2024 9:30 AM
To: Tracy Gibson <Tracy.Gibson@huttcity.govt.nz>
Cc: John Young <youngj@brookfields.co.nz>; Tim Smith <tim.smith@chambers.co.nz>
Subject: [EXTERNAL] Report discussed in alcohol ban

Kia Ora Tracy

Regarding the report mentioned in the memo **attached**, relating to the temporary alcohol-free zone, can you please provide a copy of this report?

Thank you.

Ted Greensmith-West

Senior Solicitor
Pronouns: he/him



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For Action

MEMO TO: Grocott, Dean - Senior Events Advisor

COPY TO:

DATE: 11 December 2024

MEETING: Hutt City Council | Te Kaunihera o Te Awa Kairangi Meeting of 10/12/2024

Please note for your action / information the following decision arising from the meeting named above:

C 24520 **Application for a temporary alcohol free zone in south Moerā and Seaview for JuicyFest 2025**
HCC2024/5/365

AGENDA ITEM NO.

RESOLVED: (Mayor Barry / Cr Briggs)

Minute No. C 24520

"That Council:

- (1) notes that the Control of Alcohol in Public Places Bylaw 2024 enables Council to make temporary alcohol-free zones by resolution;*
 - (2) notes that the New Zealand Police have requested a 24-hour Liquor ban in the Moerā and Seaview area commencing 0700 10 January 2025 and concluding 0700 11 January 2025 to help them oversee the successful delivery of Juicy Fest 2025 attached at Appendix 1 to the report; and*
 - (3) approves the Application for Temporary Alcohol-Free Zone attached at Appendix 2 to the report."*
-

SPECIFIC ACTIONS REQUIRED:

- was asked to put up physical alcohol ban signage, Officer agreed that would happen 14 days before the event.

From: [Tracy Gibson](#)
To: AHPO.Wellington@police.govt.nz; [Vas Sopoaga](#); [Greg Mullany](#)
Subject: BOP Brewery Limited - Juicy Fest 2025 - Updated Security Plan & Comms Plan - 048/S/0097/24
Date: Wednesday, 30 October 2024 8:04:00 am
Attachments: [image001.gif](#)
[DRAFT SCMP_Juicy Fest Wellington 2025 v3.pdf](#)
[2025 Wellington - Anti Pre-Loading Communications Plan.pdf](#)

Morena,
Please find attached the updated Comms and Security Plans from the applicant as mentioned yesterday.
Nga mihi nui
Tracy.

From: Glenn Meikle <glenn@onelovefestival.co.nz>
Sent: Tuesday, October 29, 2024 4:31 PM
To: Tracy Gibson <Tracy.Gibson@huttcity.govt.nz>
Cc: Lisa Te Huia <lisa@onelovefestival.co.nz>; Annabel Marshall <annabel@timelessgroup.co.nz>
Subject: [EXTERNAL] Updated Security Plan & Comms Plan

Hi Tracy

Great talking to you today – as discussed, please find attached our updated security plan (Dot plans to follow).

Have also attached a Comms Plan, that will go out to all patrons.

Please let me know if you have any queries.

Kind Regards,

signature_3477089427





JUICY FEST 2025

Security Crowd Management Plan

Hutt Park – Lower Hutt

Friday 10th January 2025

Version 2

USO's Keepers

info@usoskeeper.com

1. CREDENTIALS

1.1 AUTHOR CREDENTIALS

Harry Crichton (Security Consultant)

1.2 REVIEWED BY

Michael Malligan (Security Consultant)

1.3 VERSION CONTROL

This document is updated on a regular basis. Amendments and/or versions of this document are to be recorded in the following table.

Version	Amendment	Approved Date	Approved By	Status
1	Initial planning document developed for limited release and per review	15/10/2024	Harry Crichton	Draft
2	Initial planning document developed for limited release and per review.	26/10/2024	Harry Crichton	Draft

2. DOCUMENT PRELIMINARIES

2.1 DEFINITIONS

2.1.1. Crowd

A crowd is a large group of people that are gathered or considered together. A crowd may be definable through a common purpose or set of emotions, such as at a political rally, a sports event, or during looting (this is known as a psychological crowd), or may simply be made up of many people going about their business in a busy area.

2.1.2. Crowd Management

Crowd Management is defined as techniques used to manage lawful public assemblies before, during and after an event for the purpose of maintaining health and safety of a person(s).

2.2 REFERENCE MATERIAL

This plan responds to the list of documents prepared and provided by Juicy Fest event organisers and in accordance with the Event Management plan.

3. PURPOSE

This Security Crowd Management Plan has been developed for Juicy Fest 2025 (JF25) the event promoter and owner of Juicy Fest. This plan only relates to the 2025 event taking place at Hutt Park; Hutt Park Road, Moera, Lower Hutt.

This document aims to centralise security crowd management planning documentation and provide thorough operational procedures that are agreed upon by Juicy Fest.

This plan is prepared in accordance with crowd management best practice, including implementation of AS/NZS ISO 31000 Risk Management.

The event owners take their duty of care seriously and intend to plan so it is executed in an orderly and safe manner.

4. SCOPE

This plan applied to Juicy Fest 2025, Hutt Park, during the times of operation; 1200hrs to 2230hrs on Friday 10th of January 2025.

Hutt Park will host the nostalgic R&B / hip-hop festival for the first time in 2025. Juicy Fest is an R18+ event, primarily attracting a high-energy crowd aged 18-30. While these attendees are enjoying the atmosphere and the entertainment provided, the nature of the event can lead to issues such as heat exhaustion, particularly due to the intense energy levels.

Pre-loading and narcotics use have posed challenges in the past, along with disorderly behaviour. These events typically carry a high risk of intoxication, though recent events have seen fewer incidents thanks to proactive management of alcohol and drug consumption. Gangs have also posed a threat to the festival in previous years, however Uso's will work cohesively to identify patrons through all area of the festival and monitor behaviour.

Details of the event footprint are contained with section annexures. This plan is prepared to provide an overall description of security operational activities for the Juicy Fest, Wellington Event.

This plan is applicable for staffing provisions for Uso's Keeper Event Asset / Event Security operations in accordance with best practice security management.

This plan is a summarised document, able to be operationally implemented for event purposes, it does not detail underpinning security crowd management theoretical concepts but outlines strategic security operations. It is supplemented by condensed brief sheets for guard reference and briefings prepared immediately before event operations.

This plan is supplemented by Uso's Keepers Policies, Standard Operating Procedures, Safe Work Procedures, Job Descriptions and where required event specific Standing Orders.

The plan requires extensive ongoing consultation and refinement prior to finalising risk identification, analysis, and control detail. Is it provided in conformance with relevant NZ Standards.

Uso Keepers overall responsibility, will be the primary security provider, with a history of collaboration alongside of the licensee. A robust partnership between Uso Keepers and BOP Brewery Limited has developed, providing invaluable in achieving shared objectives without discord or hierarchy.

NB: All Uso's documents are subject to limited distribution and remain the sole property of Uso's Keepers.

4.1 COORDINATION WITH OTHER PLANS AND AGENCIES

This plan does not specifically address access / traffic, emergency management, event risk management, event Work Health and Safety, event licensing or event operations which are prepared separately.

The plan does not override other event planning documents prepared by Juicy Fest and related stakeholders excepting details of security operations. Where feasible this plan refers to but does not duplicate existing event plans.

4.2 INTEGRATION WITH RELATED STAKEHOLDERS

Delivery of this plan requires overall co-ordination and operational integration between landowners and event stakeholders, including;

- Juicy Fest Management
- Clean Vibes
- Nems Medical
- traffic
- Hutt Park
- FENZ
- All About People (Health & Safety)
- Hutt City Council representatives
- BOP Brewery
- NZ Police

5. EVENT INFORMATION

5.1 EVENT SUMMARY

Event Type:	Ticketed Outdoor Event
Event Date:	Friday 10 th January 2025
Event Start Time:	1200hrs (12:00pm)
Event Finish Time:	2230hrs (10:30pm)
Event Attendance (Estimated):	10,000
Event Frequency:	Annually
Event Attendance Profile:	Cohesive / spectator – watching specific activity during event performances. Ambulatory – walking, usually calm during controlled ingress and egress periods and between event services / facilities.
Event Demographic:	(18+) Reasonably expected crowd demographic based on similar event profiles and observations will predominately be an experienced crowd type. Possibility of substance related issues and anti-social intoxication behaviour, however this is a priority of Uso's Keepers to manage.
Licensing:	BOP Brewery
Event Risk Profile:	HIGH
Security Comms:	2-way radio
Security Uniform:	Black Polo – hi viz, Black pants / cargos / shorts / black shoes

6. AREAS OF CONCERN

6.1 EXTERNAL ENVIRONMENT

Additional to event security, Uso's Keeper will have a dedicated security team in the External Environment (the adjacent reserves and surrounding streets where patrons will be parking and travelling towards the venue). The External Environment team will also be focusing on local businesses and residents. This dedicated team including 4 x 2 response teams will remain outside the venue for the entirety of the event.

They will specifically be monitoring patrons in the area and notifying them that they will not be permitted into the event if they are seen to be drinking alcohol and appear intoxicated. Should a liquor ban not be in place during the even, then this is the only approach security can take. Signage throughout the park and approaching the venue will also communicate that patrons observed drinking outside the venue will not be permitted into the event.

6.2 INTOXICATION

Managing intoxication at a music festival is essential for ensuring the safety, well-being and enjoyment of all attendees. Juicy Fest organisers and agencies are aware that intoxication can be an issue with events of this nature. Uso's Keepers will work with event organisers to manage intoxication with a number of measures put in place. Management of intoxication levels will start prior to the festival opening with vigilant teams monitoring the external environment.

Thorough bag searches at the entry point will make sure that BYO alcohol is not brought into the venue. Experienced and dedicated security staff will be at all bars and roaming throughout the festival to be monitoring intoxication levels and reporting to Control if any issues or concerns arise.

Restricting Service

If at any time during the event, a patron displays signs of approaching intoxication, their wristband will be replaced with of the following 'restricted' wristbands:

- *Yellow – No alcohol permitted - Under the influence of alcohol but not deemed intoxicated*
Security personnel will escort the patron to the Medic/Rehydration Tent for further evaluation.
- *Red – Subject to eviction from the event - intoxicated*
Security personnel will escort the patron to the Medic/Rehydration Tent in preparation for eviction. Any attempt to try to re-enter, will be denied.

Security will aid bar/intox staff to deal with patrons requiring either of the above restrictions.

Intoxication Assessment Tool

Indicators may include but are not limited to:

	SOBER	INFLUENCED	INTOXICATED
S peech	Coherent, clear speech, normal tone/volume, may be talkative.	May be overly talkative, opinionated and interrupts, may stumble over words, becoming loud, inappropriate language, jokes, comments.	Slurring, difficulty forming words, loud, repetitive, loses train of thought, nonsensical, unintelligible.
C oordination	Coordinated, balanced, standing without help or support.	Slowed or delayed reactions, swagger or occasional staggers or sways.	Spills drinks, stumbles, trips, weaves, walks into objects, unable to stand un-aided or at all straight.
A pppearance	Tidy, clear eyes, alert.	Vacant or blank expression, smell of alcohol on breath, may look untidy.	Bloodshot eyes, eyes glazed, inability to focus, tired, asleep, dishevelled.
B ehaviour	Behaving sensibly but may be more relaxed.	Over friendly or withdrawn, inappropriate or risky actions, argumentative, annoying, fading attention, increased consumption rate.	Seriously inappropriate actions or language, aggressive, rude, belligerent, obnoxious behaviour affecting other customers.
	Monitor & serve responsibly	Intervene	Deny & remove

Intoxication definition

INTOXICATED means observably affected by alcohol, other drugs, or other substances (or a combination of two or all of those things) to such a degree that two or more of the following are evident: (a) appearance is affected; (b) behaviour is impaired; (c) coordination is impaired; (d) speech is impaired.

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6.3 GANGS AND INTIMIDATION MANAGEMENT

The presence of gang members or individuals associated with gangs at an event can present unique challenges. To maintain a safe and controlled environment, the following procedures are to be implemented.

- Identification of Potential Gang Activity
 - Event staff and security will be proficient in recognising signs of gang affiliation, which may include clothing, tattoos, hand signals or group behaviour. It is essential that staff remain discreet and non-confrontational when identifying possible gang members to avoid escalation.
- Staff Training on De-escalation Techniques
 - Uso's Keepers Security personnel, will be equipped with advanced de-escalation training, including conflict resolution and managing situations where patrons use intimidation tactics. The goal is to diffuse tension without confrontation or provocation, keeping the environment calm and professional.
- Preventative Measures: Entry Management
 - At points of entry, security personnel will use screening measures to identify and mitigate the risk of gang members or those associated with gangs entering the event. This can include checking IDs, monitoring group behaviour, and applying discretion to limit the entry of individuals who may present a threat to the safety of the event.
- Monitoring and Incident Reporting
 - Security Staff will be required to maintain vigilance and report any suspicious behaviour immediately to supervisors or event security. It is critical that all incidents involving potential gang members are documented in detail for review and follow-up. All security staff carry notebooks for incident reporting.
- Collaboration with Police
 - Event organisers will maintain close coordination with Police to ensure they are aware of gang related incidents. It is Uso's Keepers role to be the first response to any situations and escalate to Police if required. A plan will be in place for law enforcement involvement, with designated points of contact and procedures for reporting incidents of intimidation or violence.
- Zero Tolerance Policy on Intimidation and Violence
 - The event will enforce a zero-tolerance policy for any form of intimidation or violence, including that stemming from gang-related activity. Patrons displaying aggressive or intimidating behaviour will be asked to leave immediately. If necessary, security will escort them from the premises, and Police may will be called to assist in severe cases.

6.4 RISK ASSESSMENT METHODS

Risks are evaluated on a two-dimensional matrix using a qualitative rating of the likelihood and the scale of the possible consequence. This form of evaluation provides a good graphical representation of how serious this risk is or where the individual risk lies within a group of risks.

Likelihood	Impact				
	Insignificant	Minor	Moderate	Major	Severe
Almost certain	Moderate	High	High	Extreme	Extreme
Likely	Moderate	Moderate	High	High	Extreme
Possible	Low	Moderate	Moderate	High	Extreme
Unlikely	Low	Moderate	Moderate	Moderate	High
Rare	Low	Low	Moderate	Moderate	High

LIKELIHOOD:

5	Almost certain	The event will occur in most circumstances
4	Likely	The event will probably occur at least once
3	Possible	The event might occur at some time
2	Unlikely	The event is not expected to occur
1	Rare	The event may occur only in exceptional circumstances

IMPACT:

1	Insignificant	The consequences are dealt with by routine operations. A minor loss of revenue to the venue/hirer. Patrons involved will suffer discomfort or no real effect on their event experience.
2	Minor	The consequences would threaten the efficiency or effectiveness of some aspects of the event but would be dealt with internally. There would only be minor effects on patrons or the business.
3	Moderate	The consequences would not threaten the event but would mean that the administration of the event could be subject to significant review or changed ways of operating. This could result in a loss of revenue to the venue/hirer. With some patron issues that may involve costs to the venue/hirer both financially and due to public perceptions.
4	Major	The consequences would threaten the survival or continued effective function of the event. Revenue loss greater than 75% of total revenue being managed would have very high consequences for the venue/hirer both financially and politically.
5	Severe	The consequences would threaten the survival of not only the event, but also the venue/hirer, possibly causing major problems for clients, the administration of the event or for a large part of the public sector. Revenue loss greater than 90% of total revenue being managed would have extreme consequences for the venue/hirer both financially and politically.

Major Sources of Event Risks

In accordance with the Risk Management Context this Risk Review is limited to operational risk hazards affecting OSH and Public Safety within the following sources.

- Environmental
- Natural Hazards
- Occupational and Public Health and Safety – including crowd, pedestrian and traffic management, injury, assault, natural hazards, OSH breaches.
- Human behaviour
- Security / Asset Loss (crimes of distraction)
- Pandemic Planning CPF

Assessment Criteria

- Effective planning documents so that Juicy Festival Ltd can gain an accurate picture of the risks and benefits of a range of scenarios.
- Consultation with Juicy Festival Ltd to ensure the perceived risks are effectively evaluated and policies are upheld.

Security Risk Assessment

The following risk assessment is based on the following key factors:

- Previous festival events and previous major events.
- All other factors specific to a major summer festival
- The profile of this festival
- Current Covid Protection Framework settings
- Planning Meetings, Intel gathering with key stakeholders.
- Alcohol Management Plan from BOP Breweries Ltd

Specific measures have been employed to counter the risk including (but not limited to):

Overall – This event has been rated as a HIGH risk

7. EVENT DEMOGRAPHIC PROFILE

7.1 ENTERTAINMENT GENRE

High Risk

7.2 PATRON DEMOGRAPHIC

The overall event demographic is 18+, with the majority being in their late 20's / early 30's.

7.3 EVENT OPERATIONAL PROFILE

This plan addresses event operational profile only. Juicy Fest 2025 will have a phased profile as outlined below:



7.4 SECURITY CROWD MANAGEMENT STRATEGY

Uso's Keepers primary crowd management strategy is delivery of effective customer service to prevent patron dissatisfaction and crowd degeneration.

Critical to UK strategy is effective communication between event stakeholders, directional information, and visible security presence to ensure event numbers do not reach a critical density disrupting public thoroughfare corridors and to reduce the possibility of anti-social persons and issue motivated groups (IMG's) causing event disruptions.

The best deterrent is to have a distinct presence within the event area and the external environment so that there is a visual impact of control systems in place as the public access and observe the event site. This includes protection of community assets within the event area. This will ensure the public's perception of the event is that of a safe site controlled by proper authorities, this will also reduce the incidents that may occur. This perception is best achieved by the existence of adequate staffing resources (and related infrastructure and technological resources). The strategy is supported by bright distinct hi-vis event uniforms, with strategic positions supported by hi-viz vests.

Uso's Keepers personnel provide internal event specific security functions (within the defined event area and the external environment and other specified external locations. Any general issues outside the event area are the responsibility of either local area authorities and / or Police (as relevant). This planning document is limited to Uso's Keepers provision of security services (crowd direction, crowd behaviour, restricted area access control).

The aim of Uso's Keeper's security provision is to:

- Deliver effective patron (customer) service
- Provide visible security presence
- Maintain access control
- Maintain professional security image throughout the event operations
- Implement documented crowd control measures
- Respond to Juicy Fest organisers and associated stakeholders' security concerns

The plan is reliant on coordinated application of effective risk management to mitigate security and safety risk hazards; including.

- Event overlay considering safety by design principles
- Effective access control infrastructure
- Effective access control accreditation systems
- Effective access control policies and procedures
- Committed harm minimisation practice
- Effective communications systems and protocols

The plan incorporates the following strategies;

1. Physical security recommendations (access control infrastructure, crowd management infrastructure communications systems).
2. Administrative security controls (preventative security procedures, incident response procedures),
3. Human resource (manpower) security controls / deployment (control and command, static, response, patrols).

Physical Security Infrastructure

This plan includes the requirement for installation of the following security equipment;

1. Adequate entry / egress systems to ensure patrons can safely enter and exit the venue without any unnecessary risk to patrons and undue impact on other stakeholders.
2. Adequate perimeter fencing to ensure site integrity to avoid access by patrons to maintain crowd capacity at the approved level within the identified areas.
3. Adequate internal fencing and information to direct crowd movements and control access to restricted areas during ingress and egress.

Crowd Control Recommendations

Crowd crush in a bottleneck from crowds moving from either performance viewing areas or to seek shelter from inclement weather, storms or hail.

Crowd crush in the key viewing locations due to crowd capacity, patrons moving in and out of key viewing locations before or after performances / displays or to get food and beverage to use amenities.

Emergency scenarios within the key viewing area or access corridors causing a panic and crowd rush.

Further Recommendations

- We recommend a minimum of braced fencing to be deployed at all access control and managed access points.
- Professional crowd control barrier systems (ie: Mojo) be utilised in front of stage and also in line with the FOH (between GA and VIP) to allow security to have control of the area and its capacity.

Security Command Locations

The event will operate a primary command centre – The Venue Operations Control (VOC).

Command	Name	Description	Location
Venue Command Centre	Venue Operations Control VOC	<ul style="list-style-type: none">• Overall Security Command• Overall event security operations• Overall event control and coordination (promoter, police, medical, emergency, traffic)• Event communications centre (radio control)• Administration centre (communications log, occurrence / incident reporting and recording)• Control ingress and egress (including authorisation to commence ingress)	'Stop Out Sports Club' of Hutt Park

Security Management

- Plan, conduct staff briefings and direct security staff activities
- Monitor and assess crowd behaviour
- Coordinate responses to emerging security and public safety issues as required
- Liaise with stakeholders as required

Incident Response Security / Crowd Control

- Monitor and respond to crowd behaviour issues
- Observe and prevent mass crowd action by pre-emptive intervention
- Observe patrons on entry and conduct bag searches of all patrons
- Enforce managed access areas and area closures
- Respond to emerging security, public safety issues as directed / required
- Liaise with stakeholders as required

8. TERMS AND CONDITIONS

8.1 Restricted and Prohibited Items

The following items shall not be permitted in the venue and will be confiscated or result in eviction from the venue.

- All person entering must be 18 years of age or older.
- Alcohol not purchased at the venue
- Animals or pets, except for guide dogs
- Cans (including aerosol cans) glass bottles, thermos flasks, any breakable container
- Commercially produced takeaway food, such as McDonalds, KFC, Burger King, Subway, Pizza etc.
- Illicit drugs
- Knives and dangerous weapons
- Flares, fireworks, laser pointers
- Skateboards, roller blades, scooters, or bicycles
- Recording devices of any nature, and whether some are used for capturing still or moving pictures. Small instamatic cameras will be permitted but large professional/commercial recording devices are prohibited. The Event Management Staff will, at their sole discretion, determine whether an item is intended for personal or commercial use
- Cameras and/or specialized photographic equipment intended for commercial use. The Event Management Staff will, at their sole discretion, determine whether an item is intended for personal or commercial use
- Sound amplifying devices including loudhailers, air horns or similar devices may be limited if deemed to cause disturbance to the running of the event.
- No hard-chilly bins, picnic hampers and large backpacks.
- Flags, banners etc. that may, at the sole discretion of the Event Management Staff, be considered too large or contain profanity or messages that could be deemed offensive
- Any other item which the Event Management Staff (at their sole discretion) deems to be a prohibited item which may be a danger to, or inconvenience any other patron

8.2 Refusal of Entry

Patrons will be refused entry if:

- They appear to be intoxicated or under the influence of drugs/narcotics
- They refuse to comply with requests from security and/or gate staff
- They have no valid entry ticket or accreditation pass

8.3 Eviction from venue

Patrons may be requested to leave the venue during the event if they:

- Are intoxicated, or appear to be becoming intoxicated
- Are verbally or physically abusive
- Throw any missile
- Enter or attempt to enter a back-stage area.
- Behave in a disorderly or offensive manner, or a manner contrary to public order
- Attempt to bring a prohibited item into the venue
- Breach any part of the terms of the Venue Regulations and Conditions of Entry,
- Commit any act deemed a crime in New Zealand Law

8.4 Identify

Patrons entering the event will be required to show proper identification to gate staff if requested. Only current and valid identification of the prescribed type will be permitted, such as

- NZ Driver's Licence
- Passport
- HANZ 18th Card / Kiwi Access Card

If fake ID is presented upon entry, the ID will be confiscated and handed to police, The patron presenting the fake ID will forfeit their entry and be asked to leave.

8.5 No Passouts

The event will enforce a one-way door policy.

Once the patron is admitted into the event, re-entry will not be permitted if they leave the venue.

8.6 Minors

The event is strictly for individuals aged 18 and older. The entire licensed area will be designated as Restricted.

If a minor attempts to enter or is found within the premises, security will escort them to the nearest exit.

If the minor is classified as a "child," efforts will be made to contact their parent(s) or guardian; otherwise, the police will be notified.

9. SECURITY COMMUNICATIONS PROTOCOL

Juicy Fest Event Communication Plan governs event communications. Security operations are integrated into the overall event communications protocol.

9.1 TWO WAY RADIO

The primary communication across the event is via two-way radio. All key security positions will be allocated a two-way radio. Security will operate on a dedicated communications channel. Based on the volume of staff and frequency of comms, security require a minimum of 2 channels.

1. Security Channel (CH1) – Security / First Aid
2. Security Channel (CH2) – Spare / Chat

All security are trained in the use of two-way radio and radio communications. Uso's prepares and implements its own radio call signs.

All security officers will be supplied with radio communication earpieces where necessary to enable communication within a high noise environment between security officers.

9.2 LOUD HAILERS

Nominated Emergency Wardens and Security Supervisors will be equipped with supplementary loud hailers which will be available for emergency communication. Loud hailers are primarily used when a power outage or emergency egress required a power shut down, so PA systems are not able to provide emergency or safety messaging. Pre-recorded emergency messaging and emergency site egress plans should be at all production areas if PA power is still available to assist emergency directions.

Production staff needs to be briefed on emergency protocol chain of command and communication requirements.

Whilst ambient noise and entertainment may inhibit the effectiveness of loud hailers, they provide optimum redundancy in emergency scenarios, particularly for situations which restrict the use of two-way radio and / or failure of primary communications systems. Similarly, standard emergency protocols for performance require 'show stop' procedures to be implemented for stage areas assisting the implementation of emergency response and enhancing the efficiency of loud hailers.

9.3 SECURITY OPERATIONS OVERVIEW

To deter unwanted or criminal behaviour, Event security will patrol the venue. During patrols Event Security will monitor, report and respond to security and safety incidents within the event footprint and the external environment including adjacent reserves and surrounding streets.

Provision of security services does not guarantee risk elimination or a safe environment. In this instance Security is provided as a visual presence as part of the overall inherent risk reduction strategy.

The security strategies and resources (including security guards) in this plan are limited by the commercial restraints and tolerability of Juicy Fest of the ALARP (As Low As Reasonably Practicable) principle as noted in HB167:2006 Security Risk Management

A summary of the security operational activities implemented for Juicy Fest Wellington 2025 is outlined below:

- The provision of highly visible, safety conscious, motivated event security.
- The provision of effective leadership and management for the operation thereby promoting effective resource management and positive motivation within an operational environment that will be physically demanding.
- To provide effective customer service through the provision of safety, security and logistics services in addition to providing direction facilities and general information to the public.
- To cater for the venue security environment regarding criminal of offensive behaviour aimed at harming visitors, staff and personal possessions
- To minimise opportunities for unobserved, unauthorised access to restricted areas,
- To minimise the effect of a security incident through monitoring, patrolling and response,
- To provide response to emergencies, to ensure as much as is practical, the safety of the public, local tenants, employees and contractors, and
- To enable timely and accurate monitoring and reporting on the implementation, capability and effectiveness of event security initiatives
- Event security will serve as first responders and refer all cases for primary medical response to Nems Medical team via radio.

9.4 MEDICAL

Juicy Fest have advised that Nems Medical will be the medical service provider for special advice and engagement of onsite first aid during the event period. A detailed medical plan will be provided by Nems and made available to all stakeholders.

9.5 EMERGENCY MANAGEMENT

Comprehensive operational plans are in place for emergency response implemented by the contractor – All About People and managed by the event safety officer and emergency services.

Uso's security will serve as wardens (where nominated) and act in accordance with directions of the Venue Operations Centre (VOC), with particular responsibility for emergency evacuation.

10. SECURITY FUNCTION SPECIFIC OPERATIONAL PLAN

10.1 MANAGEMENT SECURITY OPERATIONS

TITLE	SECURITY OPERATIONS		
Event:	Juicy Fest 2025, Wellington		
Incorporates:	Security Management, Roving Security, Static Security, Bar Security, External Environment Security		
Primary Hazards:	Communications failure, delayed response to security risks, anti-social persons, gang intimidation, crowd related issues, road closure breach		
Manager:	Harry Crichton	Radio Call-Sign:	TBC
Supervisor (2IC):	TBC	Radio Call-Sign:	TBC
General Function:	Manage overall security operations		
	Inform and liaise with all stakeholders as required (Juicy Fest, Police, FENZ, Medical, Hutt Park)		
	Administer overall security operations (including deployment, break relief, equipment distribution, occurrences and incidents)		
Uniform:	Black Polo – hi viz, Black pants / cargos / shorts / black shoes		
Manager:	Harry Crichton	Radio Call-Sign:	Sierra 1
Security Positions:	Specific Roles		Radio Call-Sign:
	<ul style="list-style-type: none"> • Manage security operations • Make decisions on behalf of Uso's • Coordinate responses to emerging security risks • Consult with key stakeholders as required – Juicy Fest, Police, licensee, medical provider primarily via event control • Ensure conformance with plans, policies and procedures • Brief and liaise with all security personnel • Ensure appropriate use of resources 		TBC
Event Control (VOC):	<ul style="list-style-type: none"> • Direct all radio transmissions • Respond to all incoming radio transmissions and distribute or escalate via chain of command 		Control

	<ul style="list-style-type: none"> • Provide communications function for emergency response • Liaise with all stakeholders via radio command • Record all radio transmissions • Complete all duties pertaining to staff members they are relieving 	
Supervisors	<ul style="list-style-type: none"> • Manage team assigned <p>Total Staff: 6</p> <p>1 x Response (RRT)</p> <p>1 x Gate</p> <p>1 x External (including Perimeter)</p> <p>1 x GA</p> <p>1 x VIP / VVIP</p> <p>1 x BOH / Barriers</p>	TBC
Rapid Response Team (RRT)	<ul style="list-style-type: none"> • Maintain non-threatening but high visibility presence and proactively patrol known and emerging high-risk areas of event area and the external environment (adjacent reserves and surrounding streets) • 4 x teams (of 2 per team) of RRT will be situated outside the premise for the duration of the event. • Inform control / supervisor of all threats, occurrences and incidents • Respond attend and manage agreed response to all threats, occurrences and incidents, control situations (within the health and safety constraints) • Conduct crowd patrols as directed by control during periods where specific response is not required (deliver non-threatening friendly effective communication, customer service throughout crowd mass and monitor for signs of 	<p>Response 1</p> <p>Response 2</p> <p>etc</p>

	<p>intoxication, patron distress or inappropriate behaviour.</p> <ul style="list-style-type: none"> • Total Staff: 30 • 8 x RRT – External – Adjacent reserves • 4 x RRT – Event Entry – to be redeployed once majority of patrons are onsite – call to come from VOC • 6 x RRT – GA Area • 2 x RRT – GA Bar (dedicated to Bar Only) • 2 x RRT – VIP Bar (dedicated to Bar Only) • 6 x VIP Response • 2 x VVIP Response • Response Teams (RRT) to be in pairs actively roaming their assigned area. • At the conclusion of the event, the egress will take effect, call to come from VOC, RRT to be redeployed to gate, surrounding areas. 	
Entry Security (including Bag Checks)	<ul style="list-style-type: none"> • Perform required condition of entry checks (bag checks, wandings as required). Profile pat downs. • Patron Screening for signs of intoxication, by way of alcohol or drugs • Maintain a non-threatening but high visibility presence and proactively patrol the site compound and emerging high-risk areas of event area • Inform control of all threats, occurrences and incidents • Respond, attend and manage agreed response to all threats, occurrences and incidents, control situations (within health and safety constraints) • Based on 13 x VIP / VVIP lanes (1 lane per 500 pax) and 4 x GA lanes (1 lane per 1000) • Total Gate Security: 34 x guards • 2 x Security Per Lane 	Gates

	<p>1 x ID Checking / wandering</p> <p>1 x Bag Checking</p> <p>4 x RRT queue pre, profile pat downs – to be redeployed once majority of patrons are onsite – call to come from VOC</p> <ul style="list-style-type: none"> At the conclusion of the event, the egress will take effect, call to come from VOC, gate staff to be redeployed back to gate to ensure no alcohol is to leave the premise. 	
Bar Security	<ul style="list-style-type: none"> Observe and monitor staff entering and exiting the operations compound area ensuring that only staff enter Conduct RSA assessments on patrons entering the bar lines Alert response team when a patron has been deemed intoxicated and requires crowd care assistance or to be removed from the venue Cover the entry and exit points of the bar areas Maintain a non-threatening but high visibility presence and proactively monitor. Inform control / supervisor of all threats, occurrences, and incidents at your position Respond attend and manage agreed response to threats, occurrences and incidents, control situation (within health and safety constraints) Work alongside Bar Staff and Manager Enforcing alcohol purchase limits 4 x Bar Security 2 x Exit Points 2 x Entry Points 2 x Response (dedicated to Bar Only) 	Bar Security

BOH / Stage / GA to VIP (including barrier)	<ul style="list-style-type: none"> • Maintain access control to stage and BOH • Maintain safety of Artists • Provide assistance to patrons requesting help on the barrier. • Provide water for patrons • Observation of patron activities and reporting and recording any irregular activity • GA to VIP Entrance, actively checking for correct accreditation for entry into VIP • GA – VIP Barrier, actively • Total Staff: 28 <ul style="list-style-type: none"> 6 x BOH 2 x Green Rooms 6 x Stage Punter Barrier staff to be redeployed into barrier from gates / external – call to come from VOC 4 x GA – VIP Entrance / Exit 10 x GA / VIP Barrier staff to be redeployed into barrier from gates / external – call to come from VOC 	BOH / Barrier
Crowd Care / Chill Zone (Alcohol Free Area)	<ul style="list-style-type: none"> • Ensure only patrons presenting with requirements for medical enter the medical area • Ensure patrons entering the tent following conditions of entry • If an intoxicated patron is being treated at medical or crowd care, alert response teams once they have been treated and are ready to be removed from the venue • Work with medical staff • Total Staff: 2 <ul style="list-style-type: none"> 2 x Crowd Care 	
GA Areas (Toilets / Vendors)	<ul style="list-style-type: none"> • Observation of patron activities and reporting and recording any irregular activity • Interact with patrons to assess intoxication 	GA

	<ul style="list-style-type: none"> • Ensure safety of patrons using toilets • Observation of patron activities and reporting and recording any irregular activity • Total Staff: 8 <ul style="list-style-type: none"> 4 x Roving Vendor Guards 4 x Static Toilet Guards (2 x female / 2 x males) 	
VIP Areas (Toilets / Vendors)	<ul style="list-style-type: none"> • Observation of patron activities and reporting and recording any irregular activity • Interact with patrons to assess intoxication • Ensure safety of patrons using toilets • Observation of patron activities and reporting and recording any irregular activity • Total Staff: 8 <ul style="list-style-type: none"> 4 x Roving Vendor Guards 4 x Static Toilet Guards (2 x female / 2 x males) 	VIP
VVIP	<ul style="list-style-type: none"> • Observation of patron activities and reporting and recording any irregular activity • Interact with patrons to assess intoxication • Ensure safety of patrons using toilets • Observation of patron activities and reporting and recording any irregular activity • Ensuring correct accreditation enters area • Ensure no alcohol is to leave VVIP, including the passing of alcohol over fence • Total Staff: <ul style="list-style-type: none"> 2 x Entrance / Exit 1 x Toilet Area 2 x Roving 2 x Bar 	VVIP
External Environments	<ul style="list-style-type: none"> • Observation of patron activities and reporting and recording any irregular activity • Interact with patrons to assess intoxication 	External

	<ul style="list-style-type: none"> Observing and interacting with patrons who are pre-loading. Ask for alcohol to be put in bins. Ensure safety around transport movements 	
Perimeter Security	<ul style="list-style-type: none"> Observe patron activities and reporting and recording any irregular activity Request assistance via supervisor on identification of any suspected threat Maintain observation of perimeter at all times to restrict unauthorised access Total Staff: 14 Positioned as per dot plan 	Perimeter
Emergency Exits	<ul style="list-style-type: none"> Observe patron activities and reporting and recording any irregular activity Request assistance via supervisor on identification of any suspected threat Maintain observation of perimeter at all times to restrict unauthorised access Emergency Exits to be dummie locked, guards to be proactive in an emergency and gates need to be popped. Total Staff: 6 (as per outlined in site map) 	

10.2 SUPPLEMENTARY CROWD MANAGEMENT AND SECURITY PLANNING CONSIDERATIONS

Crowd Management Event Reporting

Uso's Keepers will supply the following reports:

- Incident reports (individual reports for each incident)
- Incident register
- Event Shift Report (overall summary)
- Post Event Debrief

Security Procedures

Uso's Keepers will implement Standard Operating Procedures / Safe Work Procedures for this event. These procedures encompass incident action plans for various incident / emergency types.

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ANNEXURE 2 – Security Dot Plan

TBC

RELEASED UNDER THE LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT 1987

ANNEXURE 3 – Security Schedule

JUICY FESTIVAL - Wellington 2025	
1	Manager
1	VOC
2	
External Environments	
1	Supervisor
4	Bus Drop Off / Pick Up Area
12	External Security
14	Perimeter
31	
Gates	
1	Supervisor
28	Main Gates Bag Search / ID / Queue Prep
29	
GA Area	
1	Supervisor
4	GA Vendors
4	GA Toilets (2x Female / 2x Male)
4	GA Bar
2	Crowd Care
6	Emergency Exit Gates
21	
Response	
1	Supervisor Response
4	Gate Response
6	GA Response Team
2	GA Bar Response
2	VIP Bar Response
6	VIP Response Team
2	VVIP Response
4	External Response Team
27	
VIP / VVIP	
1	Supervisor
4	VIP Toilets (2x Female / 2x Male)
4	VIP Vendors
6	VIP Bar
2	VVIP Entrance / Exit
1	VVIP Toilets
2	VVIP Area (Roving)
2	VVIP Bar
22	
BOH / Barrier	
1	Supervisor
4	GA to VIP Entrance / Exit
10	GA / VIP Barrier
6	BOH / Barrier
2	Greenrooms
6	Stage Punter Barrier / FOH
29	
161	TOTAL

ANNEXURE 5 – Risk Register

Risk Hazard / Threats	Risk Analysis / Impact / Harm	Security Controls – Systems and Physical and People	Risk Controller
Emergency evacuation – Fire	<ul style="list-style-type: none"> • Fire or code red (catastrophic) fire warnings • Crowd congestion crush (unscheduled crowd relocation mass egress) • Crowd degeneration aggression and violence • Patron inquiry • Asset loss – future claims and asset loss 	<ul style="list-style-type: none"> • Event emergency communications plan • Security deployment (response teams) • Emergency response command and resources • Security observation and action (assist evacuation as per emergency response plan – evacuation and fire (and chain of command)) • Engagement and co-operation with all emergency response agencies 	<ul style="list-style-type: none"> • Juicy Fest • Uso's Keeper • FEZ • Police • Medical • Site Management
Slips, trips and falls (uneven surfaces)	<ul style="list-style-type: none"> • Patron inquiry • Asset loss – future claims and asset loss 	<ul style="list-style-type: none"> • Adequate lighting on potential risk areas • Appropriate isolation and / or signage in potential pedestrian thoroughfares • Flooring solution installation in high use areas 	<ul style="list-style-type: none"> • Juicy Fest • Site Management
Vehicle collisions with patrons (pack in / out)	<ul style="list-style-type: none"> • Patron inquiry • Asset loss – future claims and asset loss 	<ul style="list-style-type: none"> • Security deployment to egress points on exit • Security monitoring of stationary vehicles post mass exit (persons sleeping in vehicles no site) • Adequate lighting in potential risk areas 	<ul style="list-style-type: none"> • Juicy Fest • Uso's Keeper • Site Management
Delayed access – other services (food and beverage, amenities)	<ul style="list-style-type: none"> • Patron dissatisfaction – asset loss reputation and future ticketing • Patron dissatisfaction – behavioural change, patron and crowd degeneration 	<ul style="list-style-type: none"> • High visibility signage for service areas • Service functions (physical infrastructure, scale and staffing levels) determined on basis of professional ratios • Security positioned at all key service locations and / or response teams patrolling service areas to liaise with patrons and Event Control 	<ul style="list-style-type: none"> • Juicy Fest • Uso's Keeper • Site Management • F&B Providers

Dehydration – heat stroke	<ul style="list-style-type: none"> Patron illness Asset loss – reputation damage 	<ul style="list-style-type: none"> Pre-event weather risk analysis (routine BOM checks) Security monitor patrons for signs of distress Free water accessible via bars in sufficient volume to alleviate effects of heat Limited restrictions on personal food and beverage (non-alcohol) 	<ul style="list-style-type: none"> Juicy Fest Uso's Keeper Site Management
Crowd congestion, crush / pinch-points including high density accumulations and viewing locations	<ul style="list-style-type: none"> Patron inquiry Obstruction to security, medical and emergency response Obstruction to general patron movement Patron dissatisfaction and anxiety 	<ul style="list-style-type: none"> Professional review of event capacity – assumed considered crowd movement across planned site layout Review of site layout pre-event for conformance to plan Event control monitoring and observation of crowd dispersal and accumulation across event site Security monitoring and observation throughout event (report to control for response) Emergency Plan, Communications Plan and Show Stop Procedures (re-disperse crowd if density issues arise – area control of emergency related). 	<ul style="list-style-type: none"> Juicy Fest Uso's Keeper Site Management
Patron failure to comply with directions for behavioural modification	<ul style="list-style-type: none"> Personal harm or injury Public harm or injury Breach of ticketing contract 	<ul style="list-style-type: none"> Security deployment (response teams) Engagement and co-operation with police where warranted (illegal acts) 	<ul style="list-style-type: none"> Juicy Fest Uso's Keeper Site Management
Patron unacceptable behaviour (threatening, provocative, discriminatory, harmful) behaviour potentially or actually causing harm to themselves or others	<ul style="list-style-type: none"> Personal harm or injury Public harm or injury Offensive behaviour (other patron dissatisfaction) Asset loss, future claims and loss of business 	<ul style="list-style-type: none"> Security deployment (response teams) Engagement and co-operation with police where warranted (illegal acts) Observation and prevention of mass crowd action by pre-emptive intervention 	<ul style="list-style-type: none"> Juicy Fest Uso's Keeper Site Management Police
Patron unacceptable behaviour, climbing fences, roofs, trees, infrastructure	<ul style="list-style-type: none"> Personal harm or injury Public harm or injury 	<ul style="list-style-type: none"> Security deployment (response teams) Security deployment known / foreseeable climbing risk infrastructure (lighting / signage / toilets / towers etc) Note: No retrieval or climbing via security officers 	<ul style="list-style-type: none"> Juicy Fest Uso's Keeper Site Management Police

Patron unacceptable, illegal behaviour – intentional damage to property	<ul style="list-style-type: none"> • Personal harm or injury • Public harm or injury • Asset loss 	<ul style="list-style-type: none"> • Security deployment (response teams) • Police force deployment • Security observation and action – detain where legally able to do so and request immediate back up from police 	<ul style="list-style-type: none"> • Juicy Fest • Uso's Keeper • Site Management • Police
Emergency Evacuation	<ul style="list-style-type: none"> • Crowd congestion crush during evacuation • Patron injury emergency threat or evacuation 	<ul style="list-style-type: none"> • Security briefing re: emergency plan and functions • Security activities s per warden in emergency plan • Police 	<ul style="list-style-type: none"> • Juicy Fest • Uso's Keeper • Site Management • Police • Emergency Services
Terrorism (Terrorist threat / attack)	<ul style="list-style-type: none"> • Low crowd attendance • Personal harm or injury • Public harm or injury • Crowd congestion crush during evacuation • Asset loss – future claims and asset loss 	<ul style="list-style-type: none"> • Pre event site inspection • Engagement and co-operation with police where warranted (illegal acts) • Engagement and co-operation with all emergency response agencies • Emergency response command and resources • Security deployment (response teams) • Police 	<ul style="list-style-type: none"> • Juicy Fest • Uso's Keeper • Site Management • Police

STRICT ANTI PRE-LOADING POLICY

COMMUNICATIONS PLAN FOR 2025 EVENT



OBJECTIVE

To effectively communicate and enforce a strict no-pre-loading policy for Juicy Fest Wellington 2025, ensuring that attendees understand expectations and are aware that consuming alcohol within a 1.5km radius of the event site prior to entry is prohibited. This is essential for promoting a safe and enjoyable environment for all festival-goers. Through clear messaging and proactive outreach, we aim to deter pre-loading behaviors and uphold responsible drinking practices at the event.



KEY MESSAGING

Primary Message: Pre-loading ahead of attending Juicy Fest Wellington 2025 will not be tolerated. Anyone caught pre-loading within a 1.5km radius of the event site may face consequences.

Secondary Messages:

- Drink responsibly! Anyone who appears intoxicated may be denied entry or removed from the venue.
- We want everyone to have a great time—stay safe and respect the rules to ensure a fun experience for all!



TARGET AUDIENCE

Attendees of Juicy Fest Wellington 2025



TIMING

Initial Communication will commence 4-6 weeks prior to event date.
Communication and actions to continue at the following timelines:
2-4 weeks before event
Day before event.
7 days before event.
Day of event.



STRATEGIES

- High engagement with target audience.
- Multi-platform approach in sharing information and updates.
- Incorporate new messaging in current activity.
- Utilise Juicy Fest's 290,000+ email database for regular electronic distribution to inform attendees and those considering attending Juicy Fest of important messaging.
- On-site face-to-face communication and enforcement of no-pre-loading rules.

TASK	ACTION POINTS	TIMELINE
Raise awareness of Pre-Loading Policy among ticket holders:	Send an EDM to all ticket holders of Juicy Fest Wellington informing them of Juicy Fest's strict no-pre-loading policy for Juicy Fest Wellington. Create and send an informative and engaging EDM outlining the key message of pre-loading ahead of attending Juicy Fest Wellington will not be tolerated. Anyone caught pre-loading within close proximity of the event site may face consequences, also citing alcohol licensing rules.	4-6 weeks prior to the day of Juicy Fest Wellington 2025.
Update Juicy Fest's Pre-loading Policy to the Juicy Fest's FAQs section.	Ensure the key messaging is updated onto the Juicy Fest website so all visitors to the website can be made aware of the rules around pre-loading with alcohol while heading to Juicy Fest Wellington.	4-6 weeks prior to the day of Juicy Fest Wellington 2025.
Create a document specific to Juicy Fest Wellington, providing festival-goers with an 'All You Need To Know' about attending Juicy Fest Wellington.	Create document. Add information about Juicy Fest Wellington 2025, including the rules around pre-loading on the way to the event. Add document to website and send email out to all ticket holders, with the link to the document. Secondary messaging will also be included in this document.	2-4 prior to the day of Juicy Fest Wellington 2025.
Reinforce key messaging using social media.	Create engaging graphics that highlight the key message. Secondary messaging will also be included, along with other relevant information. Post to social media platforms and include these graphics in relevant EDMS to ticket holders.	7 days prior to the day of Juicy Fest Wellington 2025.
Reminder message	Send an email to all ticket holders with key messaging and 'All You Need To Know' document, thus reminding ticket holders and informing all new ticket holders.	Day before Juicy Fest Wellington 2025.
On-site enforcement and face-to-face communication with attendees.	Security will patrol multiple external areas surrounding the Juicy Fest Wellington site, including drop-off points. <ul style="list-style-type: none"> At drop-off points security will remind attendees of pre-loading rules, ensure attendees are aware of the rules, remove any alcohol from anyone flouting the rules and warn of being denied entry if they are caught flouting the rules. Patrol areas closer to entry and deny those caught flouting the roles entry to Juicy Fest Wellington 2025. 	The day of Juicy Fest Wellington.

From: [Annabel Marshall](#)
To: [Tracy Gibson](#); [BENGE, Shane](#); [Vas Sopoaga \[HVDHB\]](#); [Dipal Dhanani](#)
Cc: [Glenn](#); [Lisa Te Huia](#)
Subject: [EXTERNAL] Wellington Juicy Fest - Alcohol Management Plan
Date: Friday, 30 August 2024 1:30:35 pm
Attachments: [BOP BREWERY LIMITED - Alcohol Management Plan - JUICY FESTIVAL - Wellington 2025 - Final \(1\).pdf](#)
[Juicy Fest Wellington - Site Plan 2025 \(Full Site\) FINAL.pdf](#)

Afternoon All,

Please see attached the Alcohol Management Plan and Site Map for Juicy Fest taking place at Hutt Park on January 10th 2025.

[@Tracy Gibson](#) Could you please let me know when would be a convenient time to meet with your team before we lodge the application?

Thanks

Annabel

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RELEASED UNDER THE LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT 1987



BOP BREWERY LIMITED

ALCOHOL MANAGEMENT PLAN



WELLINGTON



1. CONTENTS

1.	CONTENTS.....	2	7.3	VIGILANCE AT THE ENTRY POINTS	18
2.	INTRODUCTION.....	3	7.4	CROWD CARE (REHYDRATION / INTOXICATION – STATION)	19
3.	EVENT SUMMARY	3	7.5	ALCOHOL DRINK LIMITS.....	20
3.1	EVENT OVERVIEW	3	7.6	ALCOHOL DRINK ABV%	20
3.2	EVENT DETAILS.....	4	7.7	PATRONS	20
3.3	EVENT MANAGEMENT	5	7.8	RESTRICTING SERVICE.....	21
4.	AIMS & OBJECTIVES.....	6	7.9	MITIGATING FURTHER HARM.....	22
5.	GATE ENTRY & TERMS OF ADMISSION.....	7	7.10	DEBRIEFS	23
5.1	LIQUOR BAN.....	7	7.11	ALTERNATIVE TRANSPORT.....	23
5.2	ENTRY GATES	7	8.	STAFF.....	24
5.3	ENTRY REFUSAL.....	8	8.1	RESPONSIBLE SERVICE OF ALCOHOL.....	28
5.4	TICKETING AND ACCREDITATION	8	9.	SECURITY	29
5.5	IDENTIFICATION	8	10.	HEALTH & SAFETY	32
5.6	BAG SEARCH PROCEDURE.....	9	10.1	MEDICAL PROVISIONS	33
5.7	BINS	9	10.2	PATRON WELFARE	34
5.8	EVICITION AND INFRINGEMENT.....	9	11.	RISK ASSESSMENT.....	35
5.9	NO PASSOUTS	10	11.1	RISK ASSESSMENT MATRIX	35
5.10	CONDITIONS OF ENTRY	10	11.2	RISK ASSESSMENT TABLE	36
5.11	PROHIBITED ITEMS	11	12.	ALCOHOL GUIDELINES.....	41
5.12	PERMITTED ITEMS	11	13.	INTOXICATION ASSESSMENT	42
6.	PROVISIONS	12	13.1	DEFINITION OF 'INTOXICATION'	42
6.1	FOOD	12	13.2	DISABLED PERSONS	43
6.2	FREE WATER.....	12	13.3	DRINK SPIKING.....	43
6.3	BEVERAGES	13	13.4	DRUG MANAGEMENT.....	44
6.4	LICENSED AREAS	14	14.	HISTORY OF BOP BREWERY LIMITED	47
6.5	TOILET FACILITIES.....	16	15.	FOOD VENDORS.....	48
6.6	BARS.....	16	16.	SIGNAGE	49
6.7	BAR PEN	17	16.1	LICENSING SIGNAGE	49
7.	CONTROL SALE & SUPPLY	18	16.2	OTHER SIGNAGE	50
7.1	EXPERIENCED LICENSEE OPERATORS	18	17.	SITE PLAN	51
7.2	MINORS	18			

2. INTRODUCTION

Many events are associated with the consumption of alcohol and drugs, which can have adverse effects on the well-being and safety of attendees, and even impact the overall success of the event.

Adopting a practical approach to the management of alcohol and drug-related issues during events holds the potential to save lives.

Additionally, offering well-considered and comprehensive support for alcohol and other drug-related matters not only resonates with attendees but can also extend its positive impact to the larger community through effective communication.

This document outlines the joint efforts of Juicy Festival Limited, BOP Brewery Limited to mitigate issues related to alcohol and substance abuse through thorough policies, protocols, responses, and training initiatives, with the primary aim of reducing harm. A copy of this Alcohol Management Plan will be available in the Venue Operations Centre.

3. EVENT SUMMARY

3.1 EVENT OVERVIEW

The Juicy Festival, or Juicy Fest, as it's colloquially named, is an R18 one day festival scheduled for 8 shows across New Zealand & Australia in summer of 2025.

Boasting a star-studded line-up, including headliners Ludacris and Akon, the performance schedule is packed with artists responsible for some of R&B and hip hop's biggest hits of the 1990s and 2000s.

The event will also shine a spotlight on a collection of iconic talents, including Keyshia Cole, SWV, Omarion, Fat Joe, Baby Bash, Pleasure P, Ying Yang Twins, and returning to the festival is Twista and Bizzy Bone (accompanied by Layzie Bone).

3.2 EVENT DETAILS

Event Name	Juicy Fest
Event Location	Hutt Park Hutt Park Road Lower Hutt WELLINGTON
Date	Friday 10 th January 2025
Capacity	12,000
Expected Attendance	10,000
Event Schedule	
12:00pm	Gates Open / DJ
12:30pm	Bars Open/Entertainment Commences (DJ)
1:00pm	Bobby V
1:25pm	Pleasure P
1:55pm	Ying Yang Twins
2:25pm	Baby Bash
2:55pm	SWV
3:25pm	Jay Sean
3:55pm	Twista
4:25pm	Jacquees
4:55pm	Jeremih
5:25pm	Omarion
5:50pm	Bizzy Bone & Layzie Bone
6:25pm	Fat Joe
7:05pm	Keyshia Cole
7:55pm	Akon
8:55pm	Ludacris
10:00pm	Sale and supply of Alcohol to cease
10:30pm	Entertainment Ends/Bar Closes
11:00pm	Gates Close

3.3 EVENT MANAGEMENT

<i>Promoter:</i>	Juicy Festival Limited
<i>Event Organiser/Management:</i>	Glenn Meikle & Matt Spratt
<i>Event Manager:</i>	Annabel Marshall
<i>Liquor License:</i>	BOP Brewery Limited
<i>Licensee Manager:</i>	Glenn Meikle of BOP Brewery Ltd
<i>Security:</i>	Red Badge & Uso's Keeper Protection
<i>Head Of Security:</i>	Ashley Quensell

Promoters

At the helm of Juicy Fest Limited, Glenn Meikle and Matthew Spratt jointly serve as Owner/Managing Directors.

With a combined experience spanning over 17 years, Glenn's expertise extends to numerous large-scale events, notably including the inception of One Love and Bay Dreams Festival in 2014 and 2016 respectively.

Matthew Spratt, a seasoned businessman, while not directly from the events background, contributes valuable business acumen that strengthens the Juicy Fest brand

Licensee

Experienced licensee operators BOP Brewery Limited leads the licensing aspect of the event. BOP Brewery Limited have been a cornerstone provider of bar services for a multitude of events across parts of New Zealand for over 17 years, with Glenn Meikle as licensee manager.

Please see page 47 for BOP Brewery Limited's event history.

4. AIMS & OBJECTIVES

Aims

In collaboration with Juicy Festival Limited, BOP Brewery Limited are committed to upholding the standards and expectations set forth by the Health and Safety at Work Act 2015. This includes a resolute recognition of our primary responsibility to ensure a venue free from health and safety hazards for both workers and patrons.

Furthermore, we are dedicated in our aim to ensure full compliance by all event personnel, including managers, bar staff, and security, with the stipulations outlined in the Sale and Supply of Alcohol Act 2012. This incorporates strict adherence to all licensing conditions and Host Responsibility obligations. Recognising the event's association with alcohol provision, we hold an objective of curbing excessive alcohol consumption and mitigating alcohol-related harm through strategic interventions.

Objectives:

- Foster a secure environment and a positive experience for all individuals attending the event.
- Diminish the presence and usage of illicit substances prior to and during the event.
- Promptly identify and address emerging issues, thereby preventing their escalation.
- Minimise the occurrence of incidents arising from alcohol or drug misuse.
- Prevent instances of intoxication.
- Ensure responsible alcohol service, refraining from serving unauthorised patrons, including:
 - Minors
 - Intoxicated patrons
- Facilitate the availability and active promotion of substantial food options and free water.
- Exercise responsible alcohol service practices, including the decision not to serve alcohol when appropriate

5. GATE ENTRY & TERMS OF ADMISSION

BOP Brewery Limited, have a strict intox screening plan that includes 4 points of interaction - Bag search, ID check, ticket scanning and an "Intox. Team" (specifically monitoring for Intoxication and Minors - see page 26 for further information).

This screening plan ensures underage and intoxicated patrons are identified and extracted before entering the event and any contraband is removed from patrons entering the event.

Security teams will be actively monitoring for patrons 'pre-loading' in the areas external to the event perimeter and from public transport and taxi/uber drop off points. Any patrons seen to be drinking on arrival will be refused entry.

Juicy Fest organisers are keen to work with council to put a 'temporary liquor ban' in place surrounding the venue.

5.1 LIQUOR BAN

Event organisers are eager to work with Council and local agencies to ensure a liquor ban is in place surrounding the venue. Should a liquor ban be in place during the event, Council will ensure signage is placed in specific locations within the liquor ban zone.

The event organisers will place signage in areas around the venue informing patrons that they are in a liquor ban zone and can be arrested and fined for breaching the alcohol ban.

5.2 ENTRY GATES

Entry aisles will be allocated based on a proportional guideline of (subject to available space): 1 aisle per 500 attendees (for VIP) and 1 aisle per 1,000 attendees (for GA), which will encompass at least one VVIP entry and one designated exit aisle. Given that the event will be held outdoors, existing and temporary external lighting will be implemented where needed.

5.3 ENTRY REFUSAL

Entry will be refused to any customer for the following reasons:

- Unable to produce valid and acceptable identification
- Unauthorised persons (intoxicated, underage)
- Invalid Ticket
- Gang Regalia/insignia (including gang tattoo's) - Patrons will be given the option to change or cover up.

5.4 TICKETING AND ACCREDITATION

Entry to the Event will be one of four ways:

- Admission Ticket (GA / VIP / VVIP)
- Door Sale Ticket – if applicable, based on ticket sales
- Complimentary Ticket
- Accreditation Pass

5.5 IDENTIFICATION

Patrons entering the event will be required to show proper identification to event staff if requested. Only current and valid identification of the prescribed type will be permitted, such as:

- NZ Driver's License
- Passport
- HANZ 18+ Card / Kiwi Access Card

If fake ID is presented upon entry, the ID will be confiscated and handed to police. The patron presenting the fake ID will forfeit their entry and be asked to leave.

5.6 BAG SEARCH PROCEDURE

Patron bags will be searched at the entry to the venue. Patron's personal effects (jackets/pockets) may also be searched where there are reasonable grounds to believe that the patron is attempting to smuggle prohibited items in the venue. Patron's refusing to empty their pockets, or otherwise, may be refused entry.

Patrons may also be subject to random profiled 'pat-down' searches and/or metal detector wand scanning – either at the gate, or anytime within the venue.

5.7 BINS

Bins (for surrendered articles and alcohol) will be distributed by waste management contractors, at designated ingress areas in the external environment of the venue. This will include access routes from public transport stops and neighbouring streets where patrons will be traveling from. Bins located in the following areas (*as per Waste Management plan and subject to change*):

- at the entry gate/bag search area
- Public Transport areas
- Uber/Taxi entrance points (yet to be confirmed)

A detailed bin placement plan will be part of the overall Waste Management Plan which will be presented and distributed to all key stakeholders in the leadup to the event.

5.8 EVICTION AND INFRINGEMENT

In cases of eviction, for whatever reason, patrons will be escorted out of the venue. Any wristbands worn by the patron will be removed. In more severe instances, local Police may be contacted. All evictions and infringement will be noted in the Event/Security Radio Log.

5.9 NO PASSOUTS

The event will enforce a one-way door policy. Once a patron is admitted into the event, re-entry will not be permitted if they leave the venue.

Exceptions can be made on a case-by-case basis at the discretion of the gate security supervisor or manager, such as for medical needs or other essential items. Re-entry will be denied in all other cases. Medical needs such as, asthma inhaler | insulin. Other essential items or needs such as, sanitary products | breastfeeding issues. Permission to leave will only be granted to one person per 'group'.

5.10 CONDITIONS OF ENTRY

For the comfort, safety and enjoyment of all patrons, Event Management reserve the right to remove or refuse entry to any patrons, without refund whom:

- Are deemed to be intoxicated and/or disorderly
- Refuses to have a bag/person search conducted
- Are carrying items which are deemed to have the potential to cause injury or public nuisance
- Holding a ticket purchased through an unauthorised seller
- Have been issued a trespass notice that still applies
- Cannot produce valid R18 ID (Passport, NZ Driver's License, HANZ 18+ Card or Kiwi Access Card)
- Participates in dangerous activities such as stage diving, crowd surfing or climbing of any structure

Patrons who cause a disturbance or refuse to comply with requests made by Event Management/Security staff, will be evicted from the venue.

- Pass outs not issued for the Event
- Alcohol will not be permitted to leave the Event site
- Personal items brought into the Event will be at the owner's own risk
- Management will not be held responsible for the loss or damage to any personal property
- Unauthorised soliciting and customer survey is not permitted.

5.11 PROHIBITED ITEMS

- Alcohol, drugs, or drug paraphernalia
- Food or beverage
- Fireworks, explosives, or flares
- Laser pointers and air horns
- Any item that could be used as a weapon
- Gang patches or regalia
- Professional camera, video equipment or drones
- Audio recording devices for commercial purposes
- Umbrellas - any item that could cause injury
- Glass of any kind
- Aerosol products / cans
- Chilli bins
- Flyers, samples, or other promotional items
- Kites, skateboards, scooters or hoverboards.
- Sharpies, markers, or permanent pens
- Tarps, tents or sleeping bags
- Hi-Viz vests or jackets that could be confused with security or event staff
- Toy guns, water guns or slingshots
- Animals (excluding approved service dogs, such as guide dogs and police or emergency service dogs)
- BBQ or cooking equipment.

5.12 PERMITTED ITEMS

- Empty plastic water bottles
- Personal camera / go-pro
- Hand sanitizer and baby wipes
- Mobile phone and charger
- Sunblock, sunglasses, hats
- Small chairs
- Sealed cigarettes and lighters
- E-cig and vape pens
- Ear plugs
- Eye drops
- Fanny packs
- Gum

6. PROVISIONS

6.1 FOOD

Recognising the significant role of consuming food before or alongside alcoholic beverages, in mitigating intoxication, we will ensure that food is consistently and conveniently accessible whenever alcoholic beverages are being provided.

The number of food vendors will be based on ticket sales - The venue is committed to adhering to a ratio of one food vendor for every 700 attendees.

The selection of food vendors will be based on their ability to efficiently cater to the expected demand as well as provide fast food options, throughout the event's duration. To maintain the ratio, of one food vendor for every 700 attendees, additional food vendors will be added as ticket sales increase. The full list of food vendors will be finalised by August and will be shown on page 48.

Bar staff will actively promote the availability of food throughout the event and signage will be displayed in various areas.

6.2 FREE WATER

A number of large water stations will be placed in varying locations around the venue (size and type are yet to be confirmed). Each water station will be equipped with, taps and biodegradable compostable cups. If required, additional water stations will be added.

Water stations will be located (as shown in the site plan) to the front of both bars (GA & VIP), at both food vendor areas (GA & VIP), and to the rear of FOH in the VIP.

Staff will ensure that cups are continuously restocked. Clear visible signage, indicating free water locations, will be placed strategically around the venue, above head height for easy detection. Security personnel will distribute free water in the barricade pit, and in the queuing area external to entry points, where it tends to get extremely hot, and patrons are reluctant to leave their spots at the front. Free water will also be available at the entry

6.3 BEVERAGES

Non-Alcoholic Beverages

Various non-alcoholic beverages, including sugar-free options, will be available for purchase at all bars. A number of food vendors may also offer non-alcoholic beverages such as milkshakes, smoothies, juices, soft drinks and hot drinks.

Low Alcoholic Beverages

Low and Zero alcoholic beverage choices will be actively highlighted. At least two low alcoholic beverages, either two beers or one beer and one RTD (2.5%), as well as at least one zero alcohol beer or RTD, will be available at all bars.

Alcoholic Beverages

The bar will provide a variety of beer, RTD's, and cider. Alcohol percentage will not go over 5% ABV per unit. Type of beverages are as follows:

RTD's

- Bourbon/Cola – 330ml can 5%
- Whiskey/Lemonade – 330ml can 5%
- Whisky/Dry – 330ml can 5%
- Vodka/Flavour1 – 330ml can 5%
- Vodka/Flavour2 – 330ml can 5%
- Pink Gin/Soda – 250ml can 5%

CIDER

- Apple Cider – 330ml can 5%

BEER

- Beer1 – 330ml can 5%
- Beer 2 – 330ml can 5%

LOW & ZERO ALCOHOL

- Low Alcohol Beer1 – 330ml bottle 2.5% (decanted)
- Low Alcohol RTD – 330ml can 2.5%
- Zero Alcohol Beer – 330ml bottle 0% (decanted)
(a second low alcohol beer may be added if a low alcohol RTD is not available)

Drinking Vessels

Bars and several vendors will exclusively use biodegradable plastic cups and aluminium cans for all beverages, and all free water stations will be stocked with biodegradable cups. Glass is not permitted in public areas; any low or zero-alcohol beverages provided in bottles will be decanted into cups. Artists may use glassware and bottles, but these must stay within the artist area.

6.4 LICENSED AREAS

The entire event site (as shown in the site plan) will be designated as Restricted. A no-pass-out policy will be implemented – once a patron has entered the event, departure will only be permitted if the patron does not intend on returning. Alcohol may not be brought into or taken from the licensed area.

Zones

The event will be divided into three distinct sections: General Admission (GA), VIP and VVIP. These three zones will be segregated by a low moat-like fencing system, overseen by internal security personnel. Unauthorised access will be effectively prevented. Each zone will be equipped with its own provisions for food, beverages and toilet facility's.

General Admission Area - Capacity = 3,500

The main area of the site (as shown in the attached site plan) is the General Admission area, which will cater to the majority of festival attendees. All amenities will be located within this area – this includes, food, beverage, toilets, medic etc.

VIP Area - Capacity = 6,000

The VIP area, which has limited capacity, is situated directly in front of the stage for optimal viewing. All amenities, including food, beverages, toilets, and medical, will be available within this area. Access to the VIP area will be through a dedicated entrance, separate from the General Admission entrance. VIP patrons can move between the VIP and GA areas, but re-entry to the VIP area from the GA area will require a wristband check.

Patrons will also be screened for intoxication and may be denied re-entry into the VIP area if found intoxicated. Those denied re-entry may be escorted to the external Rehydration/Intoxication Station.

VVIP Area – Capacity 500

The exclusive VVIP section occupies a prime festival location (within the confines of the VIP area). Food and beverage will be supplied during the festival via experienced caterers. The rear of the VVIP section will be enclosed with high scrimmed fencing, while the front will feature a double moat-like lower fencing to prevent drinks from being handed over to non-VVIP patrons.

Access to the VVIP area is strictly limited to 500 ticket holders. Tickets include a comprehensive package including a private bar, serving complimentary beverages (no table service), meals and snacks, premium restroom facilities, elevated prime viewing of the stage, tables, umbrellas, seating, bar leaners, bean bags, express entry to the festival and dedicated parking.

Experienced caterers will oversee all VVIP catering needs, including buffet-style lunch and dinner, as well as continuous snacks throughout the day. VVIP guests can revel in an elevated space that offers a panoramic outlook over the crowd and an unobstructed view of the stage. Free food and beverage are forbidden to be taken from the area.

The VVIP zone will be staffed by experienced bar, security and management staff to ensure guest satisfaction and adherence to license conditions. The entire VVIP area will be managed by licensed Duty Manager, Jack O'shea – who will be travelling, as part of the tour, to each of the shows. It is important to note that despite the premium service, all applicable liquor licensing regulations will be strictly upheld, with no exceptions granted to VVIP guests. Prior to the event, event attendees will receive communications emphasising a zero-tolerance policy towards intoxication and any form of intimidation to patrons and staff. All patrons are expected to consume alcoholic beverages responsibly, and individuals found to be intoxicated and/or intimidating, will be removed from the event, irrespective of their ticket type.

A maximum drink limit of one alcoholic beverage per person, per serve will be enforced within the VVIP area, and any attempts to stockpile drinks will not be tolerated. If apparent that intoxication levels are increasing a decision may be made to temporarily close the bar for a period of no less than 30 minutes. It is difficult to define a specific temporary closing and re-opening time, but our experience and knowledge will assist in determining an appropriate interval. Management will monitor the situation closely and choose the ideal time to temporarily close the bar and in turn re-open using the same approach. Please note there is no limit of drinks over the entire duration of the event. Strick monitoring of the VVIP area will be upheld by the assigned duty manager, bar staff and a number of security personnel, specifically dedicated to this area.

Artist Area

The entire artist area, which includes the stage, backstage, greenroom(s) and all areas in between, will be included in the licensed area. This area will only be accessible by artists, their personnel, and other authorised event personnel. Although the majority of artists will arrive just prior to performance, and leave following their performance, food will be available, including but not limited to, platters of cheese, crackers, fruits, meats, chips, and dips.

Each act will have an individual greenroom tailored to their specific hospitality preferences, including requested food platters, hot meals, and selected beverages. Any alcohol spirits included in artists riders, are to remain, and be consumed, within the greenroom of that act.

Artist liaisons will cater to the needs of all backstage individuals as well as monitor and manage intoxication levels with the help of private security stationed backstage who will also ensure the security and safety of artists and crew members. A licensed duty manager, or a comparable role, will make periodic visits to artist area to assess the environment and address issues as necessary. All pertinent information will be communicated to artist management prior to the event.

6.5 TOILET FACILITIES

The organisers of Juicy Fest have extensive experience with large events, and one consistent success is that there has rarely been a complaint regarding the availability or condition of toilets. By maintaining a ratio of 80 patrons per unit, we will ensure adequate toilet facilities for all, including urinals and accessible toilets. Additionally, the VVIP area will be equipped with luxury toilets, adhering to the same 80:1 ratio. A number of units will also be placed near entry points external to the venue perimeter.

6.6 BARS

Three bars will be operational during the event - The GA bar, VIP bar and VVIP bar. The GA and VIP bars will be adjacent to each other but staffed and managed separately. All bars will commence operation no earlier than 30 minutes following the opening of gates (12:30pm), until the conclusion of entertainment (no later than 10:00pm), with the last alcoholic beverages served 30 minutes prior - after thorough assessment of intoxication levels, management may decide to cease alcohol sales at the commencement of the final act (approximately 9:00pm)

6.7 BAR PEN

A fenced enclosure (bar pen) will be located at the forefront of the GA & VIP bar areas, as depicted in figures 01, & 02. The GA bar pen will span approximately 60m x 8.8m, and the VIP bar pen will cover 24m x 8.8m. Please note, the bar and pen sizes may change with ticket sales – Fig.02 is based on a total of 10,000 patrons (4,000 VIP & 6,000 GA)

With a “Disney/Airport” barrier system to the front, leading into an open pen area directly in front of the bar service area, this system is our preferred approach and encourages a free flow of patrons into the bar pen area by eliminating barriers. This system enhances monitoring and prevents congestion.

Entry into the bar pen will be through a single-entry point monitored by security personnel. Staff within the pen will monitor patrons for intoxication and possession of excessive alcoholic beverages. Security and bar personnel will ensure orderly movement and control within the pen as well as ensuring patrons are not returning immediately after exiting the pen in an attempt to stockpile beverages.

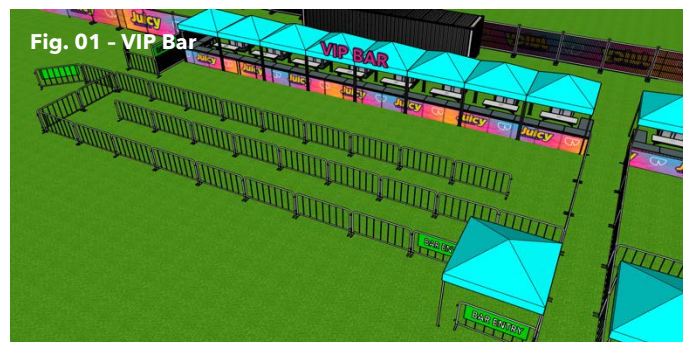
Effective System

The bar pen system will be implemented as follows:

- Security personnel at entry and exit points.
- Alcohol not permitted to be brought into the bar pen.
- Exits checked for excess alcoholic beverages.
- Intoxication and security monitoring within the pen.
- Clear communication between security, bar, and management.

Bar Pen Advantage

- Security personnel at entry and exit points.
- Patrons prohibited from bringing alcohol into the bar pen.
- Exit security ensures patrons possess no more than two alcoholic drinks.
- Intoxication and security monitoring within the pen.



7. CONTROL SALE & SUPPLY

7.1 EXPERIENCED LICENSEE OPERATORS

BOP Brewery Limited, acknowledges the influence of patrons' pre-event expectations on their behaviour during the event. Therefore, establishing clear guidelines about the event will be of paramount importance.

With its extensive experience as festival/event licensee operators, BOP Brewery Limited will oversee and manage all aspects of liquor licensing conditions and legal requirements. This approach will mitigate the risk of irresponsible alcohol service and foster effective communication among event staff during the course of the event.

7.2 MINORS

The event is exclusively for individuals aged 18 years and above. The entire licensed area will be designated as Restricted, permitting minors entry only if they are employed for specific tasks such as food preparation, cleaning, or maintenance. All staff are well-informed about the legal requirement of not serving liquor to minors.

Should a Minor be found attempting to enter the premises or found inside the premises, security will escort the minor to the nearest exit.

Should the minor be considered a 'child', efforts will be made to contact the parent(s) or guardian, otherwise police will be contacted.

7.3 VIGILANCE AT THE ENTRY POINTS

Each event entrance will have at least one duty manager and/or a senior staff member specialising in intoxication monitoring, alongside security personnel. Their task will be to vigilantly monitor patrons for signs of intoxication, as well as ensuring patrons are of legal age.

7.4 CROWD CARE (REHYDRATION / INTOXICATION - STATION)

The Crowd Care area will be positioned near the medic station, outside the licensed zone, and staffed by at least one licensed manager and one security personnel from the moment the gates open.

Medical staff will be available if required. Additional 'Intox Staff' (refer to page 26) will monitor the entry area, specifically observing patrons for signs of intoxication. As the entry flow stabilizes, staff will be reassigned to internal bar areas as needed.

The Crowd Care area is intended only for patrons being assessed for intoxication and staff. In some cases, a friend or family member may stay with the patron to assist in gathering information and ensuring the patron gets home safely. An admission database will be maintained to log all entrants.

Procedure

Upon arrival at the event, patrons who appear intoxicated or are becoming intoxicated will be taken to Crowd Care for further evaluation. Staff will then decide whether the patron will be refused entry due to intoxication or allowed to enter if deemed sober.

If deemed intoxicated, patrons will be refused entry, have their wristbands removed, and be provided care until they can leave safely. Assistance in contacting friends or family for their well-being and departure will be provided, and if needed, we can offer taxi or uber fare home.

Patrons within the event who are found to be intoxicated or showing signs of intoxication will be escorted to Crowd Care for assessment. If deemed intoxicated, they will be escorted to the nearest exit and removed from the event.

Once a patron is admitted to Crowd Care, they will be evaluated by the Crowd Care duty manager, which may include breathalysing the patron. Bottled water will be provided to all admissions, and food will be available if necessary.

Alcohol is strictly prohibited in the Crowd Care area and will be confiscated and disposed of as required.

Breathalysing and Assessment

The Crowd Care and or Medic will employ an industrial-grade breathalyser to assess intoxication levels.

7.5 ALCOHOL DRINK LIMITS

To promote responsible drinking habits, a maximum limit of 2 alcoholic beverages (excluding VVIP which will have a drink limit of 1 drink per person) per individual per transaction will be implemented.

This measure is aimed at curbing excessive alcohol intake, ensuring the careful monitoring of intoxication levels, and discouraging the accumulation of multiple drinks. The consumption of alcohol will be closely supervised, and potential adjustments to the beverage limit will be considered based on evaluations conducted by management (see page 22 'Mitigating Further Harm').

7.6 ALCOHOL DRINK ABV%

- Zero Alcohol – not exceeding 0.05%
- Low alcohol beer – not exceeding 2.5%
- All other alcoholic beverages – not exceeding 5%

7.7 PATRONS

Proactive Assessment

Event staff will actively monitor attendees for signs of intoxication during the event. Regular evaluations of intoxication levels will ensure compliance with the Sale and Supply of Alcohol Act 2012 and licensing conditions.

Intervention and Prevention

Staff and managers will intervene before patrons reach an escalated state of intoxication. Security and bar personnel will be equipped and motivated to monitor patrons for intoxication.

Signage at the bar and entrance will reinforce that intoxicated individuals will not be served. Recognising signs of escalating intoxication, training for staff on intervention techniques will be provided.

Intoxicated Patrons

The Organiser, licensee, and their representatives will abstain from serving alcohol to patrons under the influence of alcoholic beverages, as defined on page 42 of this document.

Patrons arriving to the event intoxicated will be refused entry, have their wristbands removed, and be provided care until they can leave safely. Such individuals will not be allowed on the premises, aligning with the goal of preventing patrons from becoming intoxicated. Patrons within the event who are found to be intoxicated or showing signs of intoxication will be escorted to Crowd Care for assessment.

7.8 RESTRICTING SERVICE

Upon arrival and after ticket validation, patrons will receive a wristband with a specific colour code corresponding to their ticket type. Gate staff will securely fasten the wristband to the patron's arm.

Patrons are to be worn by patrons at all times. Patrons without a wristband affixed (signifying illegal entry or self-removal of wristband), will be evicted from the event (unless reasons can be justified).

If at any time during the event a patron displays signs of approaching intoxication, their wristband will be replaced with one of the following 'restricted' wristbands:

- **Yellow – No alcohol permitted.**
Under the influence of alcohol but not deemed intoxicated; escorted to an internal Medic/Rehydration Tent for further evaluation if needed or unsure.
- **Red – Subject to eviction from the event**
Intoxicated; escorted to the external Intoxication/Rehydration Station in preparation for eviction. Any attempt to try to re-enter, will be denied.

For patrons with a yellow restriction wristband, limitations will remain in effect until wristband replacement, following assessment by a manager. This could mean wristband replacement with a higher or lower restriction.

7.9 MITIGATING FURTHER HARM

As the event progresses, it may become evident that intoxication levels are rising, and as per license conditions, if necessary, liquor licensing agencies can reduce the alcohol drink limit.

Once the decision to reduce alcohol serves is made – by either liquor licensing agencies, the licensee, or management – each bar must be informed and prepared for this change.

Before implementing the reduced alcohol drink limit, a management team, consisting of the licensee and a senior security staff member, will visit each bar to discuss the situation with the Duty Manager, Security, and Senior staff. Upon notification, the following steps will be taken:

- The Duty Manager to inform all serving staff of the situation.
- Senior bar staff will update all relevant signage (e.g., changing from a 2 Drink Limit to a 1 Drink Limit).
- Security will inform all dedicated bar security of the situation.
- Security will temporarily close entry to the bar pen until preparation is complete.
- Security will then re-open the bar pen with the new limit of one alcoholic drink per person per serve.

The management team will start with the most affected bar and then move to the second bar (VIP and GA bars). This procedure excludes the VVIP bar, which follows different protocols (see page 15). These measures may only need to be enforced at one bar.

To further minimise potential harm, approximately one hour prior to the conclusion of the special license, and following thorough and vigilant monitoring and evaluation, a decision may be reached to suspend alcohol sales entirely could also be deemed a more suitable course of action.

7.10 DEBRIEFS

Periodic operational debrief sessions will be held at the designated Venue Operations Centre (VOC), involving the licensee, event management, police, security, medical personnel, and other relevant stakeholders. These hourly discussions will ensure the smooth execution of the event and address any necessary actions to adhere to the event's plan.

7.11 ALTERNATIVE TRANSPORT

Signage will display contact information for alternative transport options such as taxis, dial-a-driver, and Uber details. Alternative Transport signage will be displayed at the entrance and each bar.

Egress Buses (TBC)

To assist with dispersing people away from the venue as quickly and safely as possible post event, the organisers are currently in discussions with bus companies – egress buses will be free for all ticket holders.

Buses will line up inside the venue car park and have clear signs as to the destination. Information about these buses will be sent to ticketholder pre-event encouraging them to take advantage of them as a safe way to get home.

The majority of buses will drop off at the Wellington Train Station and a number of buses North to Upper Hutt, where further public transport options can be sought to their destination if required.

8. STAFF

BOP Brewery Limited has achieved some success to the increased level of customer experience at various venues around New Zealand. It will be the challenge to all staff to build on this success further.

BOP Brewery Limited has been providing bar services for notable events (Juicy Fest, Bay Dreams, One Love Festival, Black Caps cricket) for over 16 years. Other services have also extended to events like Good Vibes Winter Festival, Mitre 10 Rugby, Black Caps Cricket, Beast of a Feast, Vegan Vibes, and First We Eat - Food & Wine Festival, as well as numerous smaller-scale events and concerts.

Experienced Staff

BOP Brewery Limited has cultivated an extensive database of event staff, most of whom have been recruited to manage alcohol sales and service at numerous events.

Over the years, a dependable and trustworthy team has been formed, consisting of dedicated individuals who return annually as valued members of our event crew.

This team boasts extensive knowledge of liquor licensing regulations, considerable experience, unwavering confidence, and a strong passion for their roles. This is why we consistently opt to engage their services.

Key Objectives:

The core goals for staff involve:

- Ensuring an optimal welcome for patrons during entry through staff selection and presentation.
- Maintaining consistent application and clear explanation of event rules.
- Addressing and promptly communicating any customer concerns.
- Utilising an appropriate style or approach tailored to each individual customer interaction, including instances of eviction.

- This approach extends to not overly deploying staff for minor incidents, while adhering to the use of force continuum as dictated by each situation.

Customer Interaction

Staff members are expected to engage in non-confrontational methods and manage each interaction on its individual merits. Extended conversations are ideally held away from the main crowd to minimise the perception of being imposing.

This approach aligns with enforcing a zero-tolerance policy for breaches of entry conditions or required behavioural standards.

Duty Managers & Bar Staff

All bar staff will receive comprehensive training based on the Responsible Service of Alcohol Compliance Briefing Policy (refer to page 28). The majority of these staff members have previously worked at events like the One Love Festival, Bay Dreams Festival, and smaller events within the Bay of Plenty.

At least three certified Duty Managers and a licensee Duty Manager will be present on-site. Glenn Meikle, from BOP Brewery Limited, is an experienced Licensee bar manager with a history of involvement with licensed events.

- **Niall Harley** is a managing director of BOP Brewery Limited and sees to the day to day running of the on-license premise, the off-license premise as well as a brewery. Niall is involved in organising and running of a number of event bars run by BOP Brewery Limited, more specifically the non-music events such as Black Caps cricket matches, Beast of a Feast, Dinner in the Domain and Beer Awards.
- **Lisa Te Huia** employed by BOP Brewery Limited for over 16 years. Lisa has been involved in the managing and administration of BOP Brewery Limited's on-license premise, and off-license premise during her tenure. Lisa is involved in all aspects of the many event bars run by BOP Brewery Limited and is responsible for the setup, staffing and running of.
- **Jack O'Shea** is an employee of Sabre Group who run and manage 22 bars and restaurants in Auckland.

These three managers will be travelling to each of the Juicy Fest shows throughout New Zealand.

Intoxication Management Team (Intox. Team)

Experienced staff members, along with security personnel, will be stationed at the main event entrance and various locations within the venue. Their primary responsibility will involve monitoring patron intoxication levels and taking appropriate actions.

All intox staff, except for roving personnel, will wear provided pink or yellow hi-vis vests while involved in intoxication monitoring and enforcement.

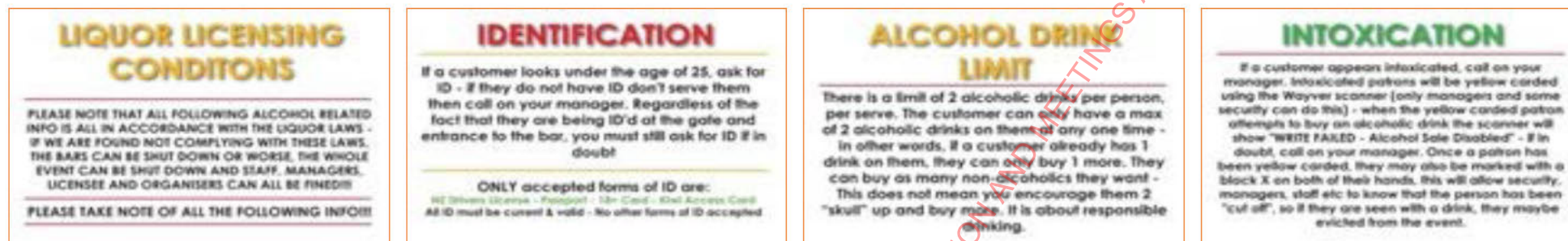
Training and Communication

Glenn Meikle and Lisa Te Huia have both attended specialised Staff Training Seminars, focusing on the Sale of Liquor Act and Host Responsibility. Lisa remains a key staff member and employee at BOP Brewery Limited events and is equipped to train new staff. Staff members have operated under Glenn and Lisa's management during recent festivals, and many have been part of the event crew for several years. Both Lisa and Niall have completed the ServeWise online training, and all potential Juicy Fest bar staff will be encouraged to complete the ServeWise online training.

A private Facebook page, managed by Lisa and a key bar staff member, ensures consistent updates and information sharing leading up to the event. Staff members can seek clarification, offer feedback, and share opinions related to the event through this platform. All staff members will receive thorough training and briefing before the event. This vital information will be communicated through the Facebook page.

The page hosts an array of information that all staff are required to know, this includes the following:

- Special License
- Liquor Laws
- Drinks Menus (and pricing)
- Site Maps
- Health & Safety



The page is constantly kept up to date with information prior to the event, via the page. This also gives page members the opportunity to ask any questions, give feedback and opinions regarding the event.

The training will encompass:

- Host responsibility
- Understanding the conditions of the special licence
- The Alcohol Management Plan & accompanying documents
- The Responsible service and management of alcohol
- How to prevent intoxication
- How to deal with intoxication
- Surveying patrons for intoxication
- Communication between staff on intoxication issues.
- Supply to minors e.g., under 25 protocols
- Briefing on individual roles and responsibilities.

8.1 RESPONSIBLE SERVICE OF ALCOHOL

Responsible serving of alcohol is vital for legal, health and community reasons. Our society is now less tolerant of the irresponsible use of alcohol that leads to drink driving and underage drinking. We are now far more aware of the serious social problems that are associated with such behaviour.

We want all patrons to enjoy themselves. For many people alcohol is a pleasurable part of their life, and we respect that. We are here to serve people beverages; professionally, in a friendly manner and responsibly.

The following policy provides a brief framework and will be adhered to by all bar staff:

Responsible Service of Alcohol (RSA) Compliance Briefing Policy

- We do not serve anyone under 18 years of age
- We will refuse liquor service to intoxicated patrons.
- Drunk or disorderly patrons will be refused entry or asked to leave
- We will not implement any promotions that are to encourage binge drinking or rapid intoxication.
- A maximum limit of 2 alcoholic drinks per person, per serve
- All beverages will be opened to avoid stockpiling
- Low alcoholic and non-alcoholic beverages will be available at the bar

9. SECURITY

Licensed security personnel will be engaged by the organisers to provide security services both within and surrounding the event premises (the event environs). The decision to contract Red Badge (managed by Ashley Quensell, previously of P4G) as the chosen provider, is their ability to comprehend the licensee's role and to be a reliable partner in addressing licensing matters through their experience with events.

Security personnel will have an understanding of licensee responsibilities and supportiveness during licensing matters. This understanding is crucial for effective event management and control. Effective communication between the licensee, security, and law enforcement is pivotal for seamless event operations. Internal communication channels will facilitate coordinated responses to emerging issues. A comprehensive operations plan, including a dot plan, will be submitted by the security provider

Roles and Responsibilities:

Clear Guidelines, roles and responsibilities will be delineated prior to the event, at briefing meetings, ensuring smooth coordination of security. Additionally, transparent communication lines between management, security personnel and alcohol service teams will be established. The overarching goal is to provide excellent customer service, enforce liquor licensing regulations, manage ticketing and access, and thereby foster a positive event image.

On-site Security Personnel:

Security personnel will be present at all times during the event to oversee security and safety. This includes patrolling the external areas, enforcing liquor sales regulations, and maintaining order. A ratio of at least one security personnel for every 100 patrons, as per licensing conditions, will be ensured. Security personnel will wear distinctive attire (fluoro vests/logo shirts) for easy identification.

Event organisers are currently working with Red Badge and Uso's Keepers to create a robust Security Schedule and Security Management Plan. These plans will detail further information on security procedures and protocols and will have a dedicated section on security's role in assisting with licensing at the event. Both plans will be made available to key stakeholders for consultation and review prior to the event.

External Environment:

External security patrols will be conducted to prevent unauthorised entry, smuggling of contraband and patrons consuming alcohol outside of the venue, among other things. Any patron found engaging in these activities will be refused entry.

Incident Management and Entry Phase:

At the event's entry phase, a specialised unit will profile patrons, identifying signs of intoxication and suspicious behaviour. As patron entry stabilises, this unit will transition to proactive patrolling and incident response. An internal secure radio network will be utilised for efficient communication during security operations.

Certified Security Personnel

Security personnel will hold a valid Certificate of Approval in compliance with the Private Security Personnel and Private Investigators Act 2010 (non-licensed steward/ushers/marshals may be utilised in assisting and guidance situations).

Organisers Responsibility:

The Organiser's primary responsibility is ensuring the security provider is adequately resourced. The Event Manager and/or Organiser will brief security before the event commences and monitor their performance during the event. The organiser holds the ultimate responsibility for ensuring compliance and enforcement of the Sale and Supply of Alcohol Act 2012.

Security Coverage:

Security staff will consistently patrol or be stationed in the following areas:

- Licensed Area
- Rear of Bar
- Medic/Crowd Care – Rehydration Station(s)
- External entrance/exit(s)
- Food Area
- Surrounding Areas

- Crowd
- Backstage/Artist Area
- External environment

Security's Key Responsibilities:

Security personnel will patrol all areas to monitor patron behaviour and enforce RSA guidelines. They will assist service staff in applying responsible alcohol service principles and may cease serving patrons who exhibit signs of intoxication. Security will ensure no patron is served when intoxicated or underage, with limited exceptions.

Harm Minimisation:

Despite preventive measures, some patrons may become intoxicated and require assistance. Security personnel will be stationed at all entrances/exits and alcohol points of sale. The security provider will be responsible for event grounds' security, working closely with the police to ensure smooth operations. The police's role will be to support the security provider rather than policing the event.

Security Capabilities:

Security personnel will possess a clear understanding of their responsibilities for health and safety across diverse attendee categories, including special needs individuals, stallholders, third-party suppliers, event crew, and themselves. They will conduct pre-event safety checks, be familiar with the venue layout, and assist patrons by providing event information and directing them to facilities. All security will be provided with a comprehensive briefing and an information sheet giving them all necessary details of the event.

Security will recognise crowd conditions to ensure safe dispersal, prevent overcrowding, and respond to disturbances or incidents appropriately. They will also be versed in evacuation protocols, including coded messages, and assume specific roles in emergencies. Communication skills will be prioritised.

Key Performance Objectives:

Proactive Event Management: Security's key performance objectives during the event will encompass:

- Effective crowd management.
- Timely incident response.
- Primary response to potentially intoxicated patrons.
- Protection of assets.
- Proactive monitoring of the event environment to prevent issues.
- Provision of a Controller in the incident control point (ICP) and radio communications for all staff.

Dedicated Bar Security:

A designated security team will be exclusively assigned to oversee each bar area (GA, VIP & VVIP). Irrespective of the activities taking place across the venue, this security team will remain stationed within these bar zones.

This approach guarantees that our proficient personnel will be deployed effectively in these critical roles, without concerns of reassignment to other areas. Security personnel will support bar staff decisions and act as a secondary check for stockpiling or over-purchasing by patrons.

10. HEALTH & SAFETY

At BOP Brewery Limited, nothing is more important than health and safety. The welfare of our employees, customers, their sub-contractors, visitors, and the general public are of utmost importance to us, and this is reflected in our emphasis on safe work practices. Our philosophy is that all accidents are preventable, and that good safety is good business.

Command and Control

To ensure seamless coordination, efficient radio communications will be established among key personnel, including Main Duty Managers, Event Staff, Security, and Medic.

A clear and designated channel listing will be distributed to the relevant parties, facilitating effective communication during the event.

Evacuation and Emergency Protocols

In the event of an emergency, a comprehensive plan will be activated. Heads of event agencies, including NZ Police, Fire, Medical, Security, and the Event Manager, will convene at the Incident Command Post (ICP) to determine appropriate responses and management strategies.

The presence of the Fire and Emergency command unit on-site throughout the event duration will bolster these efforts. If circumstances such as inclement weather, unforeseen incidents, or acts of nature require the PARTIAL or FULL CANCELLATION of the event, decision-making will involve close collaboration among relevant parties.

The Event Managers will remain in constant communication with stakeholders during this process, prioritising the safety and security of all participants. Any operational changes or cancellations will be communicated promptly to affected parties. For scenarios demanding IMMEDIATE EVACUATION, such as in the case of a fire, a well-coordinated plan will be enacted.

Event Management Staff, in conjunction with the venue and Security, will oversee an orderly egress of patrons following established protocols. To facilitate this process, the event's public address system will be utilised, with announcements coordinated through the stage manager and accessible from the side of the stage as well. For further information, please consult the Health & Safety Management Plan

Safety & Risk Management

Safety and the effective management of risks are top priorities at BOP Brewery Limited. We are committed to the well-being of our employees, customers, subcontractors, visitors, and the public at large.

Our unwavering focus on safe practices underscores our belief that all accidents can be prevented, aligning safety with sound business principles.

10.1 MEDICAL PROVISIONS

The onsite medical team, positioned near the GA food vendors, will deliver high-level pre-hospital emergency care to patrons, and officials, aiming to minimize the impact on local ambulance and hospital services.

The team will collaborate with the promoters to support harm reduction efforts for patrons. This will be achieved by:

This will be achieved by:

- Providing highly qualified clinical staff for the event
- Utilising additional medical facilities and transport as needed
- To proactively promote harm reduction in line with the promoters objectives
- Ensuring staff adhere to Health & Safety best practices.

Medical services will address a range of needs, including intoxication-related issues and sun-related conditions such as dehydration and heat stroke.

A Medical Management Plan including staff roster and equipment that will be on site, will be made available to all stakeholders for review and consultation prior to the event.

10.2 PATRON WELFARE

Misting Cannons

The biOx Cooling Misting system provides a major advantage with their ultra-fine mist and high-pressure system, which prevents the creation of mud or slippery surfaces.

The mist forms a fog that absorbs the sun's energy without saturating surfaces, ensuring patrons stay cool without getting soaked.

Two Spraystream SS25ISS cannons will be used to maintain a comfortable environment, effectively cooling people within a 20-30m radius while using only half the water of a standard garden hose (6.5 LPM). This setup significantly reduces heat stress and the likelihood of aggressive behaviour, making it ideal for hot climates.



11. RISK ASSESSMENT

11.1 RISK ASSESSMENT MATRIX

The Risks are evaluated on a two-dimensional matrix using a qualitative rating of the likelihood and the scale of the possible impact. This form of evaluation provides a good graphical representation of how serious this risk is or where the individual risk lies within a group of risks. Each risk has been rated according to the Likelihood and Impact detailed below.

		IMPACT				
		1. Insignificant	2. Minor	3. Moderate	4. Major	5. Catastrophic
LIKELIHOOD	5. Almost Certain	5. Medium	10. High	15. Critical	20. Extreme	25. Extreme
	4. Likely	4. Medium	8. Medium	12. High	16. Critical	20. Extreme
	3. Possible	3. Low	6. Medium	9. Medium	12. High	15. Critical
	2. Unlikely	2. Very Low	4. Low	6. Medium	8. Medium	10. High
	1. Rare	1. Very Low	2. Very Low	3. Low	4. Medium	5. Medium

5	Almost certain	- The event will occur in most circumstances - i.e., Daily
4	Likely	- The event will probably occur at least once - i.e., Monthly
3	Possible	- The event might occur at some time - i.e., Annually
2	Unlikely	- The event is not expected to occur - i.e. Every 2 Yrs.
1	Rare	- The event may occur only in exceptional circumstances - i.e. Every 10 yrs.

1	Insignificant	<ul style="list-style-type: none"> The consequences are dealt with by routine operations. A minor loss of revenue to the organisation. Patrons involved will suffer minor discomfort or no real effect on their event experience. Minor Injury, First Aid not required.
2	Minor	<ul style="list-style-type: none"> The consequences would threaten the efficiency or effectiveness of some aspects of the event but would be dealt with internally. There would only be minor effects on patrons or the business. First Aid or minor treatment.
3	Moderate	<ul style="list-style-type: none"> The consequences would not threaten the event but would mean that the administration of the event could be subject to significant review or changed ways of operating. This would result in a loss of revenue to the business. With some patron issues that may involve costs to the organisation both financially and due to public perceptions. Medical treatment required.
4	Major	<ul style="list-style-type: none"> The consequences would threaten the survival or continued effective function of the event. Revenue loss greater than 75% of total revenue being managed would have very high consequences for the organization both financially and politically. Serious harm - broken bones, hospitalisation
5	Catastrophic	<ul style="list-style-type: none"> The consequences would threaten the survival of not only the event, but also the organization, possibly causing major problems for clients, the administration of the program or for a large part of the public sector. Revenue loss greater than 90% of total revenue being managed would have extreme consequences for the organisation both financially and politically. Loss of life, multiple serious harm, permanent disability

11.2 RISK ASSESSMENT TABLE

The following risk assessment is based on previous experience, recent crowd behaviour and other factors specific to an event such as this.

AREA: Main Entrance							
RISK	DESCRIPTION OF RISK	LEVEL OF RISK	POTENTIAL IMPACT	RISK Likelihood x Impact	CONTROLS	PERSON RESPONSIBLE	RESIDUAL RISK Likelihood x Impact
PATRON ENTRY/EXIT	Patrons arrive Intoxicated	High	<ul style="list-style-type: none">Disgruntled PatronConfrontationLoss of Liquor License	12 (4x3)	<ul style="list-style-type: none">Refuse entry, offer waterDedicated security observationInformation and SignageSafe Place outside of venue	Security/ Licensee/ Gate Staff	6 (3x2)
	Patrons smuggle alcohol into venue		<ul style="list-style-type: none">IntoxicationLoss of Liquor LicenceGlass InjuriesCrowd DisruptionEvent ShutdownFinancial LossConfrontation	6 (3x2)	<ul style="list-style-type: none">Bag searches at entryConfiscate alcoholInformation and signageDedicated security at entry		2 (1x2)
	Patrons attempt to remove alcohol from event						
	Unauthorised Entry	Medium					<ul style="list-style-type: none">Fencing used to secure perimeterSecurity personnel constantly patrolling perimeter at all timesTicketing/Door and Security Staff will check validity of entry meansWristbands required to be worn by paid event attendees at all times
	Patron unable to produce valid identification		<ul style="list-style-type: none">ConfrontationDisgruntled PatronBreach of Liquor License	9 (3x3)	<ul style="list-style-type: none">Pre event notificationsSignage at entranceRefuse entry		6 (2x3)
	Gang Regalis	High	<ul style="list-style-type: none">ConfrontationCrowd Disruption	12 (4x3)	<ul style="list-style-type: none">Refuse entry until regalia removedOffer refund if refusal to abide by conditions		4 (3x2)

AREA: Licensed Area							
RISK	DESCRIPTION OF RISK	LEVEL OF RISK	POTENTIAL IMPACT	RISK Likelihood x Impact	CONTROLS	PERSON RESPONSIBLE	RESIDUAL RISK Likelihood x Impact
CONTROL SALE & SUPPLY	Patron's stockpile alcoholic drinks	Medium	<ul style="list-style-type: none"> Breach of Liquor Licence Crowd Disruption Confrontation 	8 (4x2)	<ul style="list-style-type: none"> Dedicated observing security Information and Signage Experienced Duty Managers/Staff 	Security/ Licensee/ Duty Managers	6 (3x2)
	Patrons Drink Excessively	High		12 (4x3)	<ul style="list-style-type: none"> Control sale and supply Promote non and low-alcohol drinks Monitored by security, event staff and Managers Information and signage Remove from venue 2 drinks per person per purchase Trained and experienced bar staff 'Safe' area for intoxicated patrons till safe removal 		3 (3x1)
	Patron's drink, having not eaten	Medium	<ul style="list-style-type: none"> Intoxication Breach of Liquor License 	9 (3x3)	<ul style="list-style-type: none"> Provide substantial and varied food, that is easily accessible Offer non-alcoholic beverages Control Sale & Supply Monitored by security, event staff and managers 	Licensee	4 (2x2)

AREA: Licensed Area continued...							
RISK	DESCRIPTION OF RISK	LEVEL OF RISK	POTENTIAL IMPACT	RISK Likelihood x Impact	CONTROLS	PERSON RESPONSIBLE	RESIDUAL RISK Likelihood x Impact
CONTROL SALE & SUPPLY	Argumentative Patron	Medium	<ul style="list-style-type: none"> Intoxication Breach of Liquor License 	9 (3x3)	<ul style="list-style-type: none"> Provide substantial and varied food, that is easily accessible Offer non-alcoholic beverages 	Licensee	4 (2x2)
	Patron in possession of alcohol while purchasing further alcohol		<ul style="list-style-type: none"> Intoxication Exceeding drink limit Breach of Liquor License Trip hazards 		<ul style="list-style-type: none"> Control sale and supply Separate entry/exit to/from bar area (bar pen) Dedicated observing security at entrance/exit to/from Bar Pen. 	Operations	
	Intoxicated Patron(s)	High	<ul style="list-style-type: none"> Breach of Liquor License Bar Closure Event Shutdown Confrontation Financial Loss 	12 (4x4)	<ul style="list-style-type: none"> Control sale and supply Promote non and low-alcohol beverages Monitored by security, event staff and managers Information and signage Removal from venue Drinks limits per person, per serve Trained and experienced bar staff 'safe' area for intoxicated patrons till safe removal from venue 	Licensee	

AREA: All Other Areas							
RISK	DESCRIPTION OF RISK	LEVEL OF RISK	POTENTIAL IMPACT	RISK Likelihood x Impact	CONTROLS	PERSON RESPONSIBLE	RESIDUAL RISK Likelihood x Impact
OTHER ALCOHOL RELATED INCIDENTS	Injury from drink containers	Medium	<ul style="list-style-type: none"> Broken glass Drinking vessels thrown Trip Hazards 	6 (2x3)	<ul style="list-style-type: none"> No glassware allowed on site Beverages served in plastic cups or lightweight aluminium cans Frequent clearing of waste around venue Adequate number of bins 	Operations/ Licensee	4 (2x2)
	Patrons drive while under the influence of alcohol	Medium	<ul style="list-style-type: none"> Car accident Injury of self or others Death Intoxication Loss of Liquor License Event Shutdown Financial Loss 	9 (3x3)	<ul style="list-style-type: none"> Promote food and non and low-alcohol drinks and key messages about being sensible and not drinking and driving. Information and signage 'Safe' area for intoxicated patrons till safe removal Provide alternative transport Police aware of the event times and operations with close liaison on event days to support their operations. Control sale and supply Monitored by security, event staff and Managers Removal from event 	Licensee / Security	4 (2x2)

12. ALCOHOL GUIDELINES

BOP Brewery Limited believe that we have a responsibility to provide an environment that is not only comfortable and welcoming but also where alcohol is served responsibly. Because of this, the following will be implemented.

- Serving to intoxicated persons and minor will not be tolerated.
- Alcohol will not be served in glass of any kind (except within the corporate bars)
- A limit of two alcoholic drinks per person, per purchase will be implemented
- Free water available at all times via water stations at various locations around the site (sign posted for easy detection)
- Promotion of Food and Non and Low Alcoholic beverages
- Recognise intoxication and do not serve anyone to the point of obvious intoxication
- Discourage people from taking part in activities that may cause harm - be prepared to advise a person who is "Alcohol Affected" that they are approaching the point where they may be refused service (cut off)
- The bar will close at least 30 minutes prior to the conclusion of the event

13. INTOXICATION ASSESSMENT

Prior to the event, ALL staff will be debriefed in full - to assist staff understanding this policy, we have three definitions for differing stages of 'intoxication'. This will assist in our early intervention policy.

The three stages of intoxication are:

- **GREEN** - Sober - Monitor and serve responsibly
- **AMBER** - Influenced - Use server intervention techniques
- **RED** - Intoxicated - Deny service of alcohol and remove

The server's role in each of the three stages is described in more detail in the Intoxication Assessment Tool on page 45.

13.1 DEFINITION OF 'INTOXICATION'

INTOXICATED, as defined in the Sale and Supply of Alcohol Act 2012, means observably affected by alcohol, other drugs, or other substances (or a combination of two or all of those things) to such a degree that two or more of the following are evident:

- Appearance is affected
- Behaviour is impaired
- Coordination is impaired
- Speech is impaired

13.2 DISABLED PERSONS

It must be emphasized that some persons who appear to be intoxication or drunk may be suffering from a disability or illness (e.g., diabetic coma, cerebral palsy, etc.). Care should be taken to ensure that any person suspected of being affected by alcohol is not ill or disabled.

A good indicator is the strong presence of the smell of alcohol. However, this may not always be the case. Always err on the side of caution and all persons should be treated with respect, care, and sensitivity. If in doubt consult a manager.

13.3 DRINK SPIKING

Drink spiking is a criminal offence. Staff can assist a patron who they suspect has had their drink-spiked by:

- Getting any affected person to a safe, quiet place and stay with them.
- Call an ambulance staff if they become unconscious.
- Place them in the “recovery position” to avoid choking should they vomit.
- Ensure that the person who is assisting them home is indeed a “friend”.
- Obtain the details of the affected person and their friend for later reference.
- Make a detailed note of the incident and alert management.

13.4 DRUG MANAGEMENT

While alcohol, a legal substance, is openly addressed and managed, addressing the use of other drugs poses challenges for event organisers who strive to avoid any appearance of endorsing or promoting illegal activities.

The identification and regulation of drug usage at events can present difficulties. While law enforcement agencies are responsible for upholding the law, arrests often do not deter the majority of drug use or distribution. A heavy focus on enforcement can inadvertently encourage patrons to consume all their drugs prior to entering the event, a potentially hazardous behaviour.

Drugs are commonly used to enhance the experience of an event. An individual's experience with a drug is influenced by various factors, including the drug itself, his or her mind and body, and the setting in which they are taking the drug. As was evident at the previous year's Juicy Festival, the crowd demographic predominantly comprised individuals over 35 years of age. Remarkably few event-goers seemed to be engaged with any potent drugs, as per observations.

Operational Procedures:

- Rigorous bag inspections upon entry.
- Confiscation of contraband (placement in drug lock box and/or sharp disposal bin – subsequently handed over to police).
- Presence of an experienced 'Intox Team' at entrances, within the bar areas, and roving with security support.
- Ongoing security patrols.
- Provision of both External and Internal Rehydration Tents (intox tents – for care and assessment of intoxicated patrons).
- Presence of on-site medical professionals.
- Potential eviction from the event.

Intoxication Assessment Tool

Indicators may include but are not limited to:

	SOBER	INFLUENCED	INTOXICATED
S peech	Coherent, clear speech, normal tone/volume, may be talkative.	May be overly talkative, opinionated and interrupts, may stumble over words, becoming loud, inappropriate language, jokes, comments.	Slurring, difficulty forming words, loud, repetitive, loses train of thought, nonsensical, unintelligible.
C oordination	Coordinated, balanced, standing without help or support.	Slowed or delayed reactions, swagger or occasional staggers or sways.	Spills drinks, stumbles, trips, weaves, walks into objects, unable to stand un-aided or sit straight.
A pppearance	Tidy, clear eyes, alert.	Vacant or blank expression, smell of alcohol on breath, may look untidy.	Bloodshot eyes, eyes glazed, inability to focus, tired, asleep, dishevelled.
B ehaviour	Behaving sensibly but may be more relaxed.	Over friendly or withdrawn, inappropriate or risky actions, argumentative, annoying, fading attention, increased consumption rate.	Seriously inappropriate actions or language, aggressive, rude, belligerent, obnoxious behaviour affecting other customers.
	Monitor & serve responsibly	Intervene	Deny & remove

Intoxication definition

INTOXICATED means observably affected by alcohol, other drugs, or other substances (or a combination of two or all of those things) to such a degree that two or more of the following are evident: (a) appearance is affected; (b) behaviour is impaired; (c) coordination is impaired; (d) speech is impaired.

AL505 | May 2013

Intoxication Prevention Tool

1 SOBER MONITOR



2 INFLUENCED INTERVENE



3 INTOXICATED DENY AND REMOVE



AL553 | Mar 2014

1 SOBER MONITOR

CUSTOMER BEHAVIOUR

- Coherent, clear speech, normal tone and volume, may be talkative
- Coordinated, balanced, standing without help or support
- Clear eyes, tidy, alert
- Behaving sensibly

SERVER'S ROLE

MONITOR CUSTOMER CONSUMPTION

- All staff have a role in monitoring the effect of alcohol on patrons
- Talk with the customer – this will build rapport and give insight into their condition
- Use unobtrusive monitoring techniques such as glass collection

ESTABLISH CLEAR AND CONSISTENT STANDARDS

- Management and staff are responsible for setting the tone of the premises
- Create a sociable, friendly atmosphere where intoxication will be out of place and unacceptable

IDENTIFY CUSTOMER INTENTIONS

- Recognise that a minority of customers on your premises intend becoming intoxicated
- Identify and actively manage those who appear to be high risk
- Be aware that high-risk people include those celebrating, ordering in quick succession, and ordering shots

OFFER LOW-ALCOHOL AND NON-ALCOHOLIC DRINKS AND FOOD OPTIONS

- Provide a range of alternatives to alcohol
- Actively promote and encourage other products as part of the broader customer experience

2 INFLUENCED INTERVENE

CUSTOMER BEHAVIOUR

- May be overly talkative, opinionated, stumble over words, loud, inappropriate language or comments
- Slowed or delayed reactions, swagger or occasional staggers or sways
- Vacant or blank expression, smell of alcohol on breath, may look untidy
- Overly friendly or withdrawn, inappropriate or risky actions, argumentative, fading attention, increased consumption rate

SERVER'S ROLE

COMMUNICATE WITH TEAM

- Inform your manager and team about what's going on and anyone to keep an eye on
- Maintain communication and regularly follow up on those identified

SLOW OR STOP ALCOHOL SERVICE

- Talk to the customer – intervene early and tactfully
- Offer non-alcoholic drinks and food options
- Don't offer refills – wait till they ask; be busy serving other customers
- Serve their next drink with water on the side
- If possible, use the customer's friends to rein in their drinking

BE ASSERTIVE, NOT AGGRESSIVE

- Make your requirements clear and allow customers the chance to comply without losing face
- Never respond to provocation; stay calm and employ calming strategies

3 INTOXICATED DENY AND REMOVE

CUSTOMER BEHAVIOUR

- Slurring, difficulty forming words, loud, repetitive, loses train of thought, nonsensical
- Spills drinks, stumbles, trips, weaves, walks into objects, unable to stand unaided or sit straight
- Eyes glazed or bloodshot, inability to focus, tired, asleep, dishevelled
- Seriously inappropriate actions or language, aggressive, rude, belligerent, obnoxious behaviour affecting other customers

SERVER'S ROLE

COMMUNICATE WITH TEAM AND MANAGER

- Inform your manager and team of issues so they can support an intervention
- House policy will determine who should remove the customer from the premises

REMOVE CUSTOMER FROM PREMISES

- Remove the audience effect
- Consider your own personal safety
- Enter the incident in the logbook
- Consider customer safety – mates or a taxi
- Customers are not allowed to remain on the premises except in a place of safety



14. HISTORY OF BOP BREWERY LIMITED

BOP Brewery Limited have successfully been involved in many events for over 17 years, many of which required sale and supply of alcohol.

BOP Brewery Limited – Bar Services & Provisions - Past Event

- 2003 to 2011 – Blues, Brews & BBQ's – Mt Maunganui
- 2004 to 2010 – Blues, Brews & BBQ's – Napier
- 2006 to 2011 – Jazz Festival – Tauranga
- 2010 – Tauranga Air Show – Tauranga
- 2010 to Now – 20/20 Cricket – Mt Maunganui
- 2010 to 2013 – Rugby 7's – Mt Maunganui
- 2010 - Raglan Dance Festival – Raglan
- 2010 – Kiwi Festival Carnival – Tauranga
- 2010 – Before Night Falls Concert – Tauranga
- 2011 – Tauranga Whalers Fundraiser Concert – Mt Maunganui
- 2011 & 2012 – Kolohe Kai Concert tour – Napier/Tauranga/Auckland
- 2011 – Third World Concert tour – Tauranga/Auckland/Napier
- 2011/12 & 2012/13 – Exodus Reggae Festival – Papamoa
- 2015 – National Pipe Band Championship – Tauranga
- 2012 – Earth, Wind & Fire – Tauranga
- 2013 to 2018 – Christmas in the Park – Mt Maunganui
- 2015 - ITM Cup – Steamers vs Waikato – Tauranga
- 2016 & 2017 – Tattoo Arts Festival – Tauranga
- 2016 to 2018 – Vegan Vibes – Mt Maunganui
- 2016 – Katchafire/Sons of Zion tour – Whakatane
- 2015 to 2019 – Steamers Rugby Matches – Tauranga
- 2017 & 2018 – Beast of a Feast – Mt Maunganui
- 2017 – Auckland Coffee Festival – Auckland
- 2017 – Hamilton Food Show – Hamilton
- 2017 – Tauranga Coffee Festival – Tauranga
- 2018 to Now – Black Caps Cricket – Mt Maunganui
- 2019 – Toto Concert – Mt Maunganui
- 2019 – Disco Concert – Mt Maunganui
- 2019 – Good Vibes Concert – Mt Maunganui
- 2019 – Katchafire Concert – Mt Maunganui
- 2019 – Shapeshifter Concert – Mt Maunganui
- 2016 to 2020 – Bay Dreams Festival – Mt Maunganui
- 2020 – Sticky Fingers Concert – Mt Maunganui
- 2020 – Good Vibes Summer Festival – Gisborne
- 2021 & 2022 – Summer Haze – Tauranga
- 2022 – Netsky – Tauranga
- 2022 & 2024 – Black Clash Cricket – Mt Maunganui
- 2022 – L.A.B Concert - Tauranga

BOP Brewery Limited has also been involved in the organising and running of events such as:

- 2003 to 2016 – Brewers in the Park Concerts – Mt Maunganui
- 2013 & 2014 Mt Vibes NYE Festival – Mt Maunganui
- 2015 – Backyard Beats – Hamilton
- 2015 to 2023 – Dinner in the Domain – Papamoa
- 2015 to Now – One Love Festival – Tauranga
- 2016 – Food Truck Friday – Mt Maunganui
- 2016 – Anna Coddington Concert – Mt Maunganui
- 2023 to Now – Juicy Festival New Zealand

15. FOOD VENDORS

	NAME	FOOD TYPE	Vege/Vegan & Dairy/Gluten Free	Registration
01	B&J Kitchen	Chinese Food		AKC008108
02	Baxters Catering	Chips Hot Dogs Spin Spuds		PCC000054
03	Roys Dumplings	Dumplings		HCC180288
04	Black & Orange Catering	Smoked Meats		TMD000364
05	Churro Express	Churros		MPI000282
06	Classic Kiwi Kai	Burgers Ice Cream Coffee		PCC000364
07	Dream Kebabs	Kebabs		WCC002322
08	Elemental Eats	Fried Food		PCC000384
09	Hong Kong Foodie	Hong Kong Style Food		WCC002303
10	K&K Cambodian Food Caravan	Cambodian Food		WCC000243
11	Kawhe Coffee Shop	Coffee		PCC000453
12	Mr Circle	Chinese Crepes		WCC001064
13	Mao's Dumplings	Dumplings		PCC000017
14	MG Hangi's	Mori Food		HCC230019

16. SIGNAGE

16.1 LICENSING SIGNAGE

Special License

The Special Liquor License will be displayed at the main entrance as well as each bar.



Licensee & Duty Manager Names

The Licensee name will be displayed with the Liquor License at the main entrance.



The certified managers of each bar will have their name displayed at their assigned bar, visible to all staff and patrons (rear of bar above eye level).

Alternative Transport

Alternative Transport signage will be displayed alongside of the Liquor License & Licensee name - at the main entrance and at each bar.



Drink Limit

Each bar will have at least 2x drink limit signs - should any of the bar's drink limits



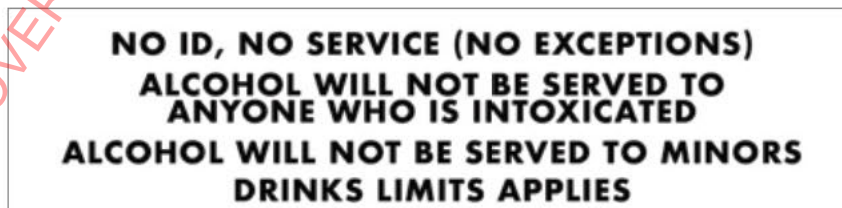
change, staff will change out the signage to reflect the number of serves (i.e. should the drink limit decrease to 1 drink per serve, the sign will change to "1 DRINK LIMIT")

Important licensing conditions:

- No ID, No Service (No Exceptions)
- Alcohol will not be served to anyone who is intoxicated
- Alcohol will not be served to minors
- Drink limits apply

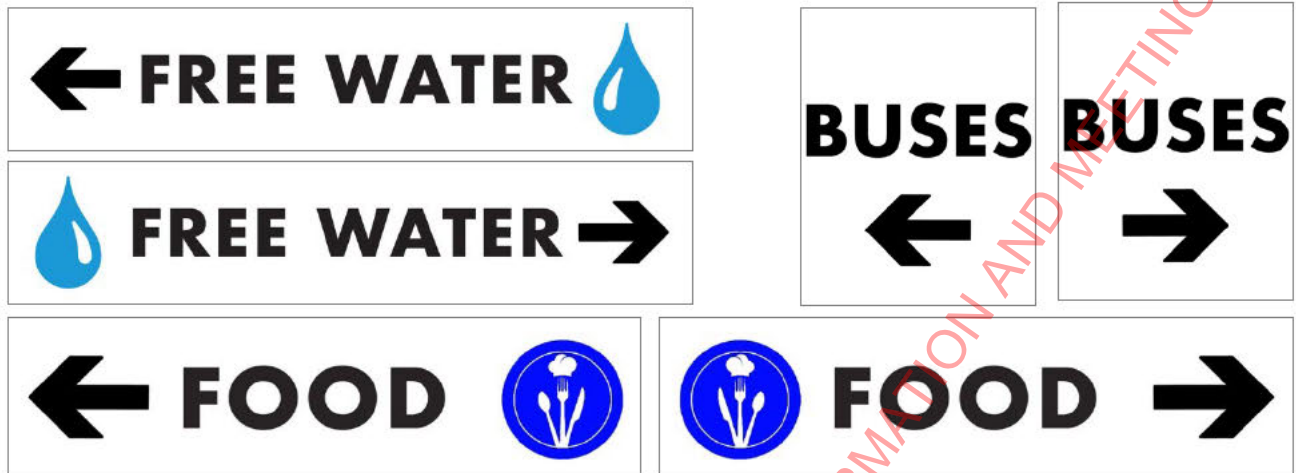
Will be combined into one sign.

The bars are made up of 3x3m gazebos (8 for VIP & 11 for GA), every gazebo will have one of these signs affixed to the rear, above eye level for patrons to see



16.2 OTHER SIGNAGE

Directional Signage



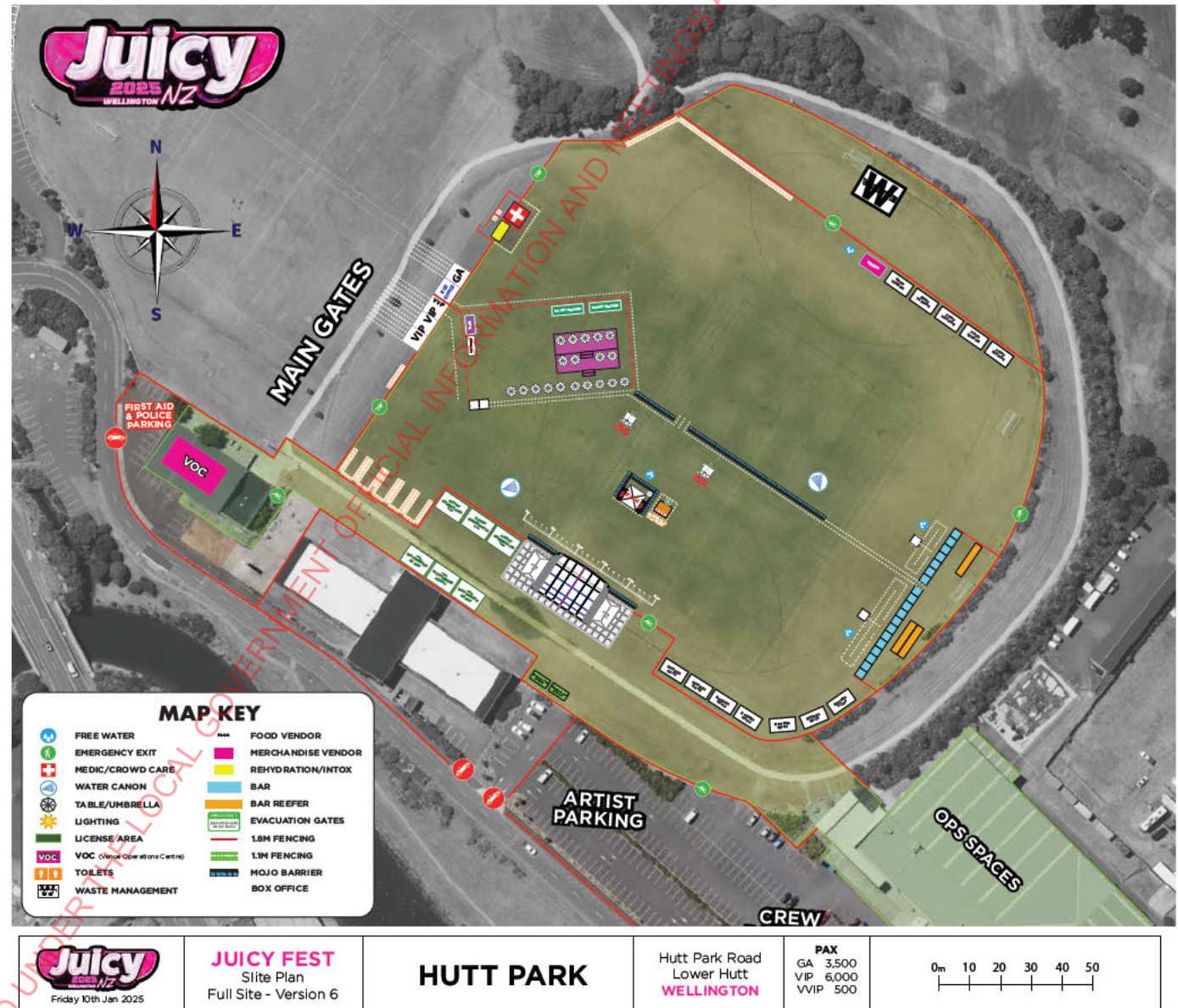
Free Water & Medical



Signage Locations - Map



17. SITE PLAN





MOBILITY PARKING

MAIN GATES

FIRST AID & POLICE PARKING

VOC

ARTIST PARKING

CREW PARKING

OPS SPACES

MAP KEY

- | | | | |
|--|-------------------------------|--|--------------------|
| | FREE WATER | | FOOD VENDOR |
| | EMERGENCY EXIT | | MERCHANDISE VENDOR |
| | MEDIC/CROWD CARE | | REHYDRATION/INTOX |
| | WATER CANON | | BAR |
| | TABLE/UMBRELLA | | BAR REEFER |
| | LIGHTING | | EVACUATION GATES |
| | LICENSE AREA | | 1.8M FENCING |
| | VOC (Venue Operations Centre) | | 1.1M FENCING |
| | TOILETS | | MOJO BARRIER |
| | WASTE MANAGEMENT | | BOX OFFICE |



Friday 10th Jan 2025

JUICY FEST

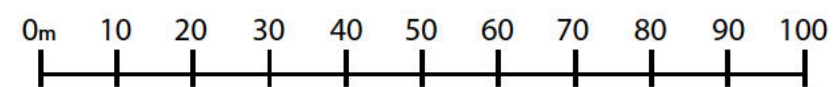
Slite Plan
Full Site - Version 6

HUTT PARK

Hutt Park Road
Lower Hutt
WELLINGTON

PAX

GA - 3,500
VIP - 6,000
VVIP - 500



From: [Ted Greensmith-West](#)
To: [Tracy Gibson](#); [Vas Sopoaga](#); [HCC Sale of Alcohol](#); [AHPO Wellington](#); [DemocraticServicesTeam](#); [Dean Bentley](#); [Maree.Ryan@fireandemergency.nz](#); [benjamin.jones@police.govt.nz](#)
Cc: [Ted Greensmith-West](#); [Daphne Lim](#); [John Young](#); [Lisa Te Huia](#); [glenn@bopbrewery.co.nz](#)
Subject: [EXTERNAL] Juicy Fest - Wellington - Matter: 710454
Date: Wednesday, 11 December 2024 9:41:30 am
Attachments: [F02793764 \[REDACTED\] SOE Wellington - final.docx.pdf](#)
[F02793762 A - email exchange Tim McIntosh.pdf.pdf](#)
[F02793763 \[REDACTED\] response in reply dated 11.12.24.docx.pdf](#)
[A - JP PROTECTION CV.pdf](#)

Tēnā koutou

Please find attached for filing and by way of service:

- Further statement of Glenn Edgar Meikle in reply, including attachment marked “A”; and
- Statement of [REDACTED], including attachment marked “A”.

Ngā mihi

Ted Greensmith-West
Senior Solicitor



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**BEFORE THE DISTRICT LICENCING COMMITTEE
AT HUTT CITY COUNCIL**

IN THE MATTER of the Sale and Supply of Alcohol Act 2012 (the **Act**)

AND

IN THE MATTER of an application by **B-O-P BREWERY LIMITED** for a special licence at Hutt Park, Hutt Park Road, Lower Hutt for a music festival – **Juicy Fest**.

STATEMENT OF EVIDENCE OF JESSE PABLA SINGH

Dated: 11 December 2024

John Young/Ted Greensmith-West
Partner/Senior Solicitor
youngj@brookfields.co.nz
Telephone No. 09 979 2210
P O Box 240
DX CP24134
AUCKLAND

BROOKFIELDS
LAWYERS

1. INTRODUCTION

- 1.1 My name is Jesse Pabla Singh. Together with Harry Crichton, I will be responsible for the delivery of Security Management Plan (**SMP**) for Juicy Fest Wellington. I contract to Uso's Keepers and have worked with them (as an employee and consultant) in the past.
- 1.2 I have been working with Glenn Meikle to develop the SMP. I will be roaming through the event site. I make the final calls on any security matters.
- 1.3 I have helped prepare and I have reviewed the SMP attached to Glenn Meikle's evidence. I have also read his evidence and agree with it in relation to security matters. I have been in security for 11 years. My CV is **attached** and marked "A".
- 1.4 In this statement of evidence, I summarise some key aspects of the approach Uso's Keepers have taken to this event and others. I note at the outset that all security will be trained on the SMP and the Alcohol Management Plan for the event.

2. USO'S KEEPERS

- 2.1. Uso's Keepers Protection have a culturally diverse team of regularly trained and certified guards. All our guards have refresher training every three months which includes the Sale and Supply of Alcohol Act 2012 with a focus on minors and intoxication. I have done the LCQ course.
- 2.2. The Uso's Keepers guards can relate to members of the public from diverse backgrounds, and this is important to crowd management and dealing with patrons. We are respectful and relatable, and we are able to get patrons to understand about things like liquor ban areas, public areas (external environment) and get people to move along when necessary.
- 2.3. In relation to events, I think it's about getting the right security guards (size / presence, culture, and experience) for certain jobs/roles. Our guards understand and can connect on a cultural level with patrons to get them to understand the laws and expectations.

3. EXTERNAL ENVIRONMENT

- 3.1. Normally security monitor the external area of an event site from inside the fenced perimeter. However, at One Love we had guards roaming externally. It worked well.
- 3.2. At Juicy Fest we will also have guards roaming outside the venue. This is in response to the external issues last year and the comments of the Police and Inspector.
- 3.3. Another key feature of this SMP are the 16 rapid response teams. These are our best guards - highly experienced and skilled. They will roam a designated area within the venue and can be dispatched to any incidents where their assistance is required. This is a lot more response teams than usual. Usually there are 5-6, even for larger events.
- 3.4. In my view having 199 guards for a 9000-person event (1:45) is a high number. It is a much higher ratio than normal. We settled at these numbers to increase the safety of patrons and staff during the event to make sure the event is run smoothly and effectively without any or to minor issues other the duration of the event. It gives us as a security provider to respond to radio calls fast and effectively with less to non-wait time on a team to respond to those issues before they become a minor or major incident. While it is important that you use guards wisely, having a higher number means we have more manpower to manage issues if and when they arise, and we can respond more quickly to issues. We want to change the standards in the security event industry to make sure all events are well staffed with trained security personnel to ensure patrons and staff are safe at all times.

4. GENERAL OBSERVATIONS

- 4.1. While there are always the key things you must do well at any event, every event is different. I think we have the right approach for this event in terms of security and roles.
- 4.2. In my view, the quality of security staff has declined following Covid. Many people joined the security industry during covid to act as static guards at hotels (quarantine) and airports etc. These security staff

were not properly trained in working at active and high energy events, but they have remained in the industry. They are employed at large music events and are not suitable or not properly trained to work at those kinds of events.

5. CONCLUSION

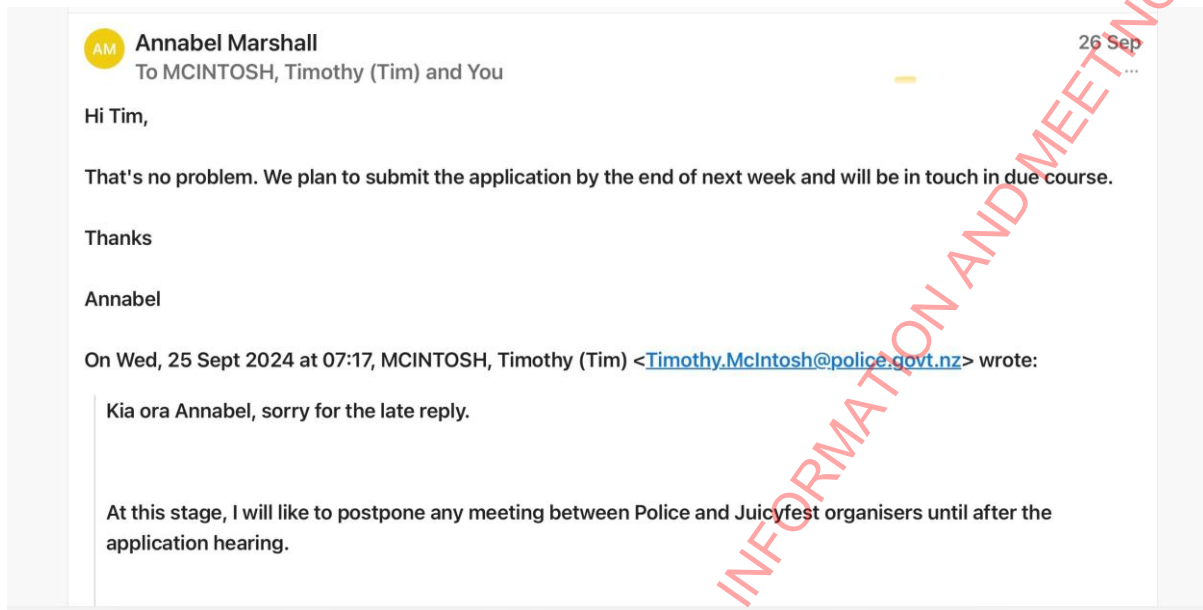
- 4.3. I think that the SMP is very good and I have confidence in my team. I think we will deliver a safe event and I committed to doing so.

J SINGH

11 December 2024

RELEASED UNDER THE LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT 1987

“A”



RELEASED UNDER THE LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT 1987

**BEFORE THE DISTRICT LICENCING COMMITTEE
AT HUTT CITY COUNCIL**

IN THE MATTER of the Sale and Supply of Alcohol Act 2012 (the **Act**)

AND

IN THE MATTER of an application by **B-O-P BREWERY LIMITED** for a special licence at Hutt Park, Hutt Park Road, Lower Hutt for a music festival – **Juicy Fest**.

**FURTHER STATEMENT OF EVIDENCE OF GLENN EDGAR MEIKLE
IN REPLY**

Dated: 11 December 2024

John Young/Ted Greensmith-West
Partner/Senior Solicitor
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DX CP24134
AUCKLAND

BROOKFIELDS
LAWYERS

1. INTRODUCTION

- 1.1 My name is Glenn Edgar Meikle. I am a shareholder of BOP Brewery Limited (**BOP**) and I am authorised to give this on behalf of BOP. I am a director of Juicy Festival Limited and Juicy Festivals Australia Limited.
- 1.2 In this statement, I respond to specific points raised in the evidence filed by the Police.
- 1.3 I note that The Police Officer that we engaged with the most was Shaun Lingard and yet he has not provided any evidence for this hearing.

2. HOURS OF SERVICE

- 2.1 At paragraph 9 of Sgt Ben Jones's evidence, he states that Juicy Fest Wellington will be between 12.30pm and 10.30pm, which will allow us to "provide alcohol to its patrons for 10 hours." This is not correct. As I clarify at [3.16(a)] of my statement of evidence, the sale of alcohol at our event will be for 9 and a half hours, with bars open from 12.30pm to 10pm. The event itself will run for 10 and a half hours, with the gates opening at 12pm and closing at 10.30pm.¹

3. ARTIST HARASSMENT OF FEMALE PATRONS

- 3.1 I have already addressed the alleged harassment of female patrons from artists in my previous statement. I repeat that as event organisers, we take the harassment or assault of any of our patrons extremely seriously.
- 3.2 I note that two of the TikTok videos supplied by Police do not show evidence of alcohol related sexual assault/harassment of female patrons, and instead show what appears to be an intoxicated patron being removed from the event. Both videos appear to show the removal of the same patron.

¹ Statement of Glenn Edgar Meikle dated 09 December 2024 at [3.16(a)].

4. SONGS AND ARTIST BEHAVIOUR

- 4.1 The Police have provided links to various songs from artists performing at Juicy Fest. The Police claim that these songs have an inherently violent message and will incite disorder and harm.
- 4.2 The lyrics in some of these songs about Police can be confronting. In saying this, I do not entirely agree with how Sgt Jones is characterising the music as inherently violent in nature in a way which will automatically lead to disorder. It is fair to say that many of our patrons resonate with this genre of music: this is why Juicy is so popular. It is important for us, as event managers, to make sure that people can enjoy valid artistic expressions while also maintaining a safe environment for everyone.
- 4.3 The Police have also included a link to a YouTube video where an artist, allegedly Akon, throws someone off a stage. However, the Police have failed to mention that this event occurred in 2007 – 17 years ago. This event did not occur at a Juicy Fest, and instead occurred at an event at Duchess Stadium in New York.² There is no evidence of similar events having ever taken place at a Juicy Fest.

5. GANG PRESENCE

- 5.1 At paragraph 20 of his evidence, Sgt. Jones suggests that the nature of the event as a Hip Hop and R&B event will inherently attract significant numbers of gang members – and that this fact is proven by their presence at previous Juicy Fest events.
- 5.2 Police have not produced photographic or video evidence of patched gang members in attendance at the 2024 Event. From my memory of the event, I did not see people wearing patches, and we did not allow them through the door. However, we acknowledge that gang presence may result in violence and disorder, particularly in the case of attendance from members from multiple gangs – and this is reflected in our risk matrix as a “HIGH” risk.³ This is why the SCMP and AMP

² See Guardian article from 18 December 2008 addressing the incident, accessed online at: <<https://www.theguardian.com/music/2008/dec/18/akon-fined-for-throwing-fan>>

³ Security Crowd Management Plan at pages 8 and 13.

applies a strict no-entrance policy for any patron who arrives at the venue displaying gang insignia.⁴ If any patrons within the venue display gang insignia, or associated symbols, hand gestures, etc, they will be removed from the event.⁵ Security have specialised training to ensure that they are able to detect these problems before they escalate, and will employ a specific de-escalation plan to reduce the risk of violence as a result of gang presence.⁶ We are also supported by the fact that new legislation makes display of gang insignia in public unlawful.

6. TEMPORARY LIQUOR BAN

- 6.1 The Police erroneously claim that I believe a liquor ban will “alleviate most of the concerns held with last year’s issues.” I am not “banking” on the ban. We have comprehensive plans in place to ensure that pre-loading and external consumption of alcohol is managed effectively, including through the presence of external security, a pre-loading comms plan, dedicated static security presence at the Randwick Bottle-O liquor store and Z-Seaview Service Station and the issuing of trespass notices.
- 6.2 At paragraph 26 of Sgt Jones’s evidence, the Police claim that the applicant has not provided any information in the application that they have communicated with the bottle store or the nearby tavern in an attempt to mitigate issues. I refer the Committee to page 3 of the anti-preloading communications plan where we discuss engaging with nearby residences about Juicy Fest. It is our intention to also contact the nearby licence holders to discuss the issue of pre-loading.
- 6.3 I also note our Crowd Care tent will be double sided which will allow those who may arrive intoxicated to receive care and support until they can be safely moved on from the event, rather than remaining in the external environment.

⁴ At pages 11, 14, 25.

⁵ At pages 11, 14, 25.

⁶ At page 11.

7. VIP AND VVIP AREAS

- 7.1 At paragraph 32 of Sgt Jones's evidence, the Police claim that the large number of gang members made it difficult for Inspectors, Police and MOH to monitor. As noted in my original statement of evidence, representatives for the MOH, the Inspector, and Police alcohol harm teams were not present at the 2024 Event.
- 7.2 Sgt Jones goes on to say that the removal of VVIP will just result in the VIP area becoming more of an issue. There is no evidence to support this assertion. The event has been capped at 9000 people, and VIP capped at 5000, with a higher security to patron ratio. This was done – in part – so that security is able to more effectively implement their security management plan.

8. SCMP AND AMP UPDATES

- 8.1 The significant updates to our SCMP and AMP were covered in my original statement of evidence. We have implemented these changes based on feedback from agencies about the 2024 Juicy Fest events across the country. It is important to us that our event is run effectively and safely. Where there are areas of improvement to be made, we have taken steps to improve. This is the mindset in which we have approached the 2025 Event. I am concerned that, based on the comments at paragraph 18 of Sgt Jones's statement, the Police have approached our application with a closed mind and will oppose "no matter what extra measures or strategies the applicant is wanting to implement." I note that we were due to meet with Police at the end of September to discuss our application and improvements to our AMP and SCMP, however Tim McIntosh cancelled the meeting until after the application hearing. I attach this email exchange marked "A".

9. ALLEGATIONS RAISED BY POLICE WITNESSES

- 9.1 In relation to the statements of evidence in the police evidence about the 2024 Juicy Fest event, I respond as follows:

Will Buchanan and Clint Woledge

- (a) Will Buchanan states at paragraphs 7 to 9 that there was an intoxicated male passed out in the Hutt Park carpark. He notes this man was "fine" and that he headed home after the Police spoke with him. It is not clear whether this man was a patron of the event or not. I make the same observation in relation to the male who assaulted Mr Buchanan later in the evening with a bottle: it is not clear whether this man was a patron of the event or whether he was either an attendee at the Mongrel Mob house nearby or a patron of the nearby liquor store. I note that Clint Woledge states in his evidence at 13 that the person accompanying the man said that they lived "only around the corner", therefore it is possible that these people were locals rather than patrons of the Juicy Fest event.

Tim McIntosh

- (b) In response to Tim McIntosh's comments at paragraph 23, he notes that security at the front gate were intimidated by alleged Mongrel Mob members – however, there is no recorded comms in the VOC notes from Mr. McIntosh about this. The alleged rape and stabbing mentioned at paragraph 33 have not been recorded in either VOC or the post-event debrief notes. I imagine if someone got stabbed at a venue, this would be an extremely serious event which would be recorded in the VOC. The incident described at paragraph's 35 to 39 has also not been recorded in the VOC.

Dale Sutherland

- (c) Dale Sutherland states in his evidence at paragraph 11 that there was no alcohol ban in place. We had discussions with Council about an alcohol ban however Council did not implement one.
- (d) At paragraph 20, he notes that several patrons attended showing obvious gang tattoos. I refer to Sen. Sgt. Franich's evidence at paragraph 67 where he says that displaying a gang

tattoo under the new law is not an offence. This reflects, I imagine, the difficulty of enforcement of gang insignia bans when they are in the form of tattoos. At 23, he claims that there were poor bag searches occurring. We note that there is no record of this in the VOC notes.

- (e) At paragraph's 24 and 25, he claims that he did not see the medical tent in operation. He may not have seen the tent in operation; however, it was operating and manned by St John workers. This tent was both external and internal to the event, close to the entrance gate, and could be accessed internally and externally.
- (f) His claim at paragraph 25 does not align with what he subsequently claims at paragraph 28 where he describes a female intoxicated patron being taken to the medical tent. In response to the claims made at paragraph's 35 and 45 about the pass out policy and re-entry purchasing, I contacted the staff member who was present in the ticketing tent at the entrance gates, and he confirmed that this was not the case. In response to paragraph 46, I note that we had 4 intox managers who assessed intoxication at VVIP and GA entrances, including accompanying security, and each bar had a legal duty manager. At this event, at 09.02pm, we have issued 192 yellow bands, and this is reflected in the VOC notes. Therefore, we believe that this banding system was clearly in use.

Glenn Edgar Meikle

11 December 2024

"A"



JP PROTECTION

Jesse Pabla

Ph: +64-21195113

Email: Info@jp protection.co.nz

ABOUT ME

I am an exceptional security professional with more than a decade of dedicated service in the industry. My extensive background spans various facets of security, including bodyguarding, event security, executive protection, and close protection. My unwavering commitment to ensuring the safety and security of individuals has earned me a distinguished reputation as a trusted security specialist.

PROFESSIONAL EXPERTISE

Close Protection/Bodyguarding Security

I have provided elite bodyguarding services to high-profile clients, VIPs, and public figures. My impeccable attention to detail, combined with my physical prowess and situational awareness, has consistently shielded clients from potential threats. My discreet yet vigilant approach ensures that clients can confidently navigate their daily routines while minimizing security risks.

Event Security

In the dynamic world of event security, I have proven my ability to manage large crowds, assess security vulnerabilities, and create comprehensive security plans. My experience spans a wide range of events, from concerts and festivals to corporate gatherings and private parties.

Executive Security

I have been entrusted with the protection of corporate executives, CEOs, and high-net-worth individuals. My discreet and professional demeanor, coupled with my meticulous planning, ensures the safety of clients in various settings, including board meetings, travel, and public appearances.

KEY QUALITIES

Confidentiality: I am unwavering in my commitment to maintaining client confidentiality, ensuring that sensitive information and personal details remain secure at all times.

Adaptability: Whether in the role of a bodyguard, event security specialist, or executive protection agent, I excel at adapting to the unique demands of each assignment, ensuring optimal security outcomes.

Crisis Management: My comprehensive training and experience enable me to stay composed and take decisive action during high-stress situations, minimizing risks and ensuring swift resolution.

Team Leadership: I am skilled at leading security teams, coordinating efforts, and collaborating with other security professionals and law enforcement agencies to create a seamless security environment.

With over a decade of diverse security experience encompassing bodyguarding, event security, executive protection, and close protection, I stand as a preeminent security specialist. My unwavering commitment to safeguarding individuals and assets, combined with his versatile skill set, makes me a trusted and reliable security professional. I am dedicated to ensuring the utmost safety and security for my clients, earning their confidence through my exemplary service and unyielding dedication to excellence.

The following information is confidential and is only for the receiver of this document.

EVENTS	
<ul style="list-style-type: none">• Bay Dreams (back of house)• One Love (back of house)• Plane Sailing (back of house)• NZ Sikh Games (head of security)• Promiseland (Australia & New Zealand)• Juicy Fest (back of house)	<ul style="list-style-type: none">• One Love 2024 (Security Manager)• Juicy Fest Christchurch (Security Manager)

From: [Ted Greensmith-West](#)
To: "[hccsaleofalcohol@huttcity.govt.nz](#)"; [ahpo.wellington@police.govt.nz](#); [benjamin.jones@police.govt.nz](#); "[RES-RPHLiquorLcnsing@huttvalleydmb.org.nz](#)"; [Tracy Gibson](#); [DemocraticServicesTeam](#); [Vas Sopoaga](#); [Dean Bentley](#); [Maree.Ryan@fireandemergency.nz](#)
Cc: [John Young](#); [Tim Smith](#); [Glenn Meikle](#); [Lisa Te Huia](#); [Annabel Marshall](#); [ciska@globaleventmanagement.com.au](#)
Subject: [EXTERNAL] Juicy Fest - Wellington - Matter: 710454
Date: Tuesday, 17 December 2024 4:10:24 pm
Attachments: [F02798831 Final submissions of the applicant dated 17 December 2024.docx.pdf](#)
[F02798830 Ciska van Duuren statement of evidence.docx.pdf](#)
[CVD - Exhibit B.pdf](#)
[CVD - Exhibit A.pdf](#)

Tēnā koutou

Please find attached for filing and by way of service:

- Counsel legal submissions on behalf of the applicant; and
- Statement of evidence of Ciska van Duuren and accompanying exhibits (A and B).

If parties have any issues accessing these documents, please let me know.

Ngā mihi

Ted Greensmith-West

Senior Solicitor



DDI: +64 9 979 2137
Fax: +64 9 379 3224
Mob: +64 21 225 9582
Email: greensmith@brookfields.co.nz
Web: www.brookfields.co.nz
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AUCKLAND, NEW ZEALAND

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Juicy Fest NZ, 2024 Security Rider

Security Personnel

All security personnel must wear identical uniforms and be easily identifiable. They must all hold a current license to perform their relevant duties.

The Venue or Security Contractor is to ensure that all security personnel adopt a firm but fair approach. Unnecessary heavy-handed treatment of patrons will not be tolerated.

The Tour Security Manager reserves the right to call for the immediate removal and/or replacements of any security personnel deemed to be incapable of performing his or duties because of, but not limited to, disruptive behavior, physical limitations, use of excessive force or force which is deemed to be unreasonable, suspicion of being affected by drugs or alcohol.

A security meeting will be held between the Tour Security Manager and the Venue representative, Venue Security Manager, backstage security supervisor, stage/barricade supervisor and any other relevant personnel that may have a role in the day's festival. This meeting will take place at a time agreed upon between the parties and the Tour Security Manager.

Pit Security

All security personnel deployed into the stage barricade and secondary barricade should be experienced and suitable for the role. Security personnel are not to watch the performance on stage, they are to continually monitor the crowd in front of them.

At no time shall the front pit be considered a viewing area. This area is to be always kept clear, except for persons approved by the Tour Security Manager and/or working media for the first three songs of each artist's set.

Please note that pyro effects and/or confetti may be used during the show.

Accreditation/Tour Passes

Juicy Fest tour passes and wristbands will be used to control access to the Artists Compound, Stage, Front Barricade, FOH desk, Dressing Rooms and all BOH Areas. This will be the only credentials valid on show day, in effect from three hours prior to gates.

Security personnel are to ensure all persons in/or entering these areas have the correct accreditation for that area. Any persons found in these areas without the correct accreditation are to be removed immediately and the Tour Security Manager notified.

Passes are NOT transferable.

Soundcheck

If a sound check is to take place, the stage area and venue shall be "closed" and cleared of all non-essential personnel. The area is to be kept clear until the sound check is completed, and the venue is advised by either the Tour Security Manager or the Tour Production Manager.

Police

There shall not be any Police Officers present in the Backstage Area, Dressing Rooms, Artist Catering, Front Barricade or Stage Area unless requested by the Tour Security Manager.

Staffing Levels

Staffing levels to be provided as necessary for the venue to provide a safe event.

At a minimum all access points to FOH Desk, BOH Areas, Dressing Rooms, Barricades and Stage must have Security Personnel positioned.

Entry gates need to have full deployment for gate opening time. We see up to 80% of patrons arrive withing the first two hours of opening. Some gate staff can be redeployed to the barricades or roving positions when 80% of the pax has entered. Barricades can have min coverage for the first two acts.

Entry Gate Procedure

Entry gates shall NOT open until approved by the Tour Security Manager and Tour Production Manager.

All patrons must have a valid ticket to enter the venue. All bags MUST be searched. Targeted scanning of persons using handheld metal detectors is required at all gates. A min rate of 50% is desired.

At minimum the following items are not to be permitted into the venue:

Video Cameras	Go-Pro type Cameras.
Audio Recording Equipment	Fireworks
Weapons of any kind	Glass/Cans
Laser Pointers	Chains
Studded Jewelry	Gang Colours
Professional Cameras (cameras w/detachable lens)	

Show STOP Procedure

At anytime during the event, it may be necessary to stop the performance and evacuate part or the entire event site. The following people are authorised to make a show stop call:

- Production Manager
- Tour Security Manager

If at any time the Venue Manager feels the show needs to be stopped, they are to immediately contact either of the above and advise them of the situation.

Communications

The Venue Security Manager is to always keep open communications with the Tour Security Manager. Any serious incidents or concerns are to be passed on immediately.

A report is to be emailed to the Tour security Manager immediately post show listing the number of evictions, arrests, medical incidents and any medical transport.

Any serious incidents are to be detailed in the report.

Regards,

Michael Malligan

Tour Security Manager

0412 417 268

michaelm@anchorsecurity.com.au

RELEASED UNDER THE LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT 1987

Juicy Fest - Lower Hutt Park

15 messages

Annabel Marshall <annabel@timelessgroup.co.nz>

4 April 2024 at 14:49

To: shaun.lingard@police.govt.nz

Cc: Glenn Meikle <glenn@onelovefestival.co.nz>

Hi Shaun,

I hope this email finds you well.

Dean at Council passed on your contact details to hopefully arrange a meeting re: Juicy Fest 2025 at Lower Hutt Park. We are currently pending the provisional approval from council and would like to meet with police to chat through changes for next years festival to mitigate issues and concerns from Police.

Do you have availability next week for Glenn and I to come and meet with you?

Thanks,

--

**LINGARD, Shaun** <Shaun.Lingard@police.govt.nz>

4 April 2024 at 14:56

To: Annabel Marshall <annabel@timelessgroup.co.nz>

Cc: Glenn Meikle <glenn@onelovefestival.co.nz>

Hi Annabel,

Yes, certainly happy to meet. Unfortunately I'm about to start 2 weeks leave. I'll be back from the 23rd of April. Is that too late?

Shaun.

Inspector Shaun Lingard

Area Prevention Manager

Te Awakairangi / Hutt Valley

M [021 191 3062](tel:0211913062)E shaun.lingard@police.govt.nz**From:** Annabel Marshall <annabel@timelessgroup.co.nz>**Sent:** Thursday, April 4, 2024 2:49:31 PM**To:** LINGARD, Shaun <Shaun.Lingard@police.govt.nz>**Cc:** Glenn Meikle <glenn@onelovefestival.co.nz>**Subject:** [EXTERNAL] Juicy Fest - Lower Hutt Park

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Annabel Marshall <annabel@timelessgroup.co.nz>
To: "LINGARD, Shaun" <Shaun.Lingard@police.govt.nz>
Cc: Glenn Meikle <glenn@onelovefestival.co.nz>

4 April 2024 at 15:08

Hi Shaun, Thank you for the quick response.

When do you go on leave? Would Monday be an option? We are hoping to announce the festival next week as all other cities are locked in.

Alternatively would Police be comfortable with us announcing and organising our first stakeholder meeting when you get back from leave? We are really confident that working with our new Security provider (who is our provider for the rest of the tour) will work in line with police, council and the venue to carry out a safe and successful event.

[Quoted text hidden]

LINGARD, Shaun <Shaun.Lingard@police.govt.nz>
To: Annabel Marshall <annabel@timelessgroup.co.nz>
Cc: Glenn Meikle <glenn@onelovefestival.co.nz>

4 April 2024 at 15:42

I'm actually on leave from tomorrow. I'd be comfortable with you making the announcement and we can catch up when I'm back.

Inspector Shaun Lingard

Area Prevention Manager

Te Awakairangi / Hutt Valley

M [021 191 3062](tel:0211913062)

E shaun.lingard@police.govt.nz

From: Annabel Marshall <annabel@timelessgroup.co.nz>
Sent: Thursday, April 4, 2024 3:08:37 PM
To: LINGARD, Shaun <Shaun.Lingard@police.govt.nz>
Cc: Glenn Meikle <glenn@onelovefestival.co.nz>
Subject: Re: [EXTERNAL] Juicy Fest - Lower Hutt Park

[Quoted text hidden]

Annabel Marshall <annabel@timelessgroup.co.nz>
To: Dean Grocott <Dean.Grocott@huttcity.govt.nz>

4 April 2024 at 16:02

Hi Dean,

Please see the email chain below with Shaun. We will organise a stakeholder meeting with Police, Council and Transport in a couple of weeks with Shaun when he gets back from leave. Are you ok with that? I understand we only have provisional approval from council at the moment, so would you please let me know what we need to do to get full approval.

Thanks

Annabel

[Quoted text hidden]

Dean Grocott <Dean.Grocott@huttcity.govt.nz>
To: Annabel Marshall <annabel@timelessgroup.co.nz>

4 April 2024 at 16:39

Thanks Annabel

I will talk to our Transport team and say, looks like we are doing it, can we make it work.

There are some stakeholders that could derail us. The promoter paid Junglerama a lot of money to close that day and that arrangement will need to be accepted again. Glen will know about this.

Its mostly about having the Police comfortable with what will be in place next year and having the security company do their job rather than Police (where appropriate).

I don't have what I need in writing from my Director to say the site is confirmed. I will work on this.

The below is in **draft**, however we will be looking for the below conditions to be met (and there maybe more)

Approval subject to the following :

- A liquor ban in put in place outside the venue (this might be our job)
- Improvements on the 2024 security measures are demonstrated in writing
- How you plan to improve the egress at the Moera round-a-bout
- Approval from the following stakeholders is received.
 - Junglerama
 - Pelorus House (Includes a plan for all 15+ tenants of the building and notwitholding their right to be at work on this day)
 - Stop Out football club
 - Top Ten Holiday Park
 - Seaview Business Association
- A meeting with Police happens early in the process and they approve the event plan
 - This includes a plan to mitigate the presence of patched Gang members in the area and how they will be managed inside the venue
- An extensive traffic management plan is prepared and approved by Council – we will model this with improvements on last years.
- An improved Bus egress plan is put together (few people knew where the buses were leaving from)
- Engagement and improvements are made with the Z service station
- You can confirm the dates that your event team will be working in Lower Hutt (and not remotely)
- Approval is not granted until Council is satisfied the above conditions are met

Keep in touch

Regards

Dean

Dean Grocott
Senior Advisor

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010
P: M: [REDACTED] W: www.huttcity.govt.nz



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[Quoted text hidden]
[Quoted text hidden]

Annabel Marshall <annabel@timelessgroup.co.nz>
To: Glenn Meikle <glenn@onelovefestival.co.nz>

4 April 2024 at 17:11

1 step forward, 17 back. I'll respond and ask if we can still announce while we work on this.

Annabel Marshall
0404 260 175

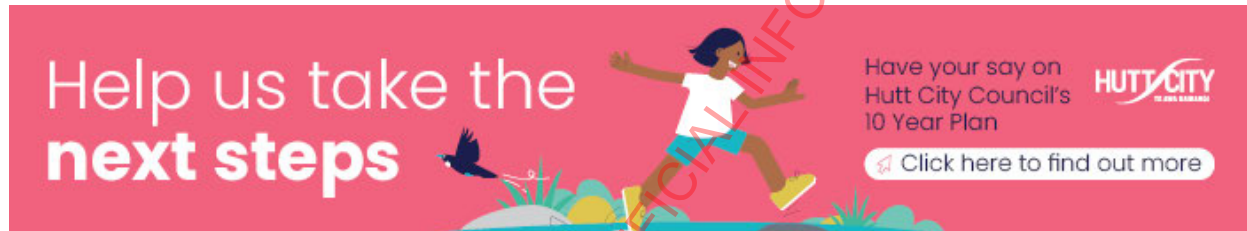
Begin forwarded message:

From: Dean Grocott <Dean.Grocott@huttcity.govt.nz>
Date: 4 April 2024 at 4:39:27 pm NZDT
To: Annabel Marshall <annabel@timelessgroup.co.nz>
Subject: Juicy Fest - Lower Hutt Park

[Quoted text hidden]

Dean Grocott
Senior Advisor

[Quoted text hidden]



[Quoted text hidden]

[Quoted text hidden]

Annabel Marshall <annabel@timelessgroup.co.nz>
To: Dean Grocott <Dean.Grocott@huttcity.govt.nz>

4 April 2024 at 17:42

Hi Dean,

100% agree with your list and understand there will be more. We will be able to meet all of the below and will be heavily focused on stakeholder consultation and involvement from a much earlier stage this time around.

The below list needs to be met for the actual event to be approved to go ahead. Confirming, we can still announce prior to submitting all of the info.

[Quoted text hidden]

Annabel Marshall <annabel@timelessgroup.co.nz>
To: "LINGARD, Shaun" <Shaun.Lingard@police.govt.nz>
Cc: Glenn Meikle <glenn@onelovefestival.co.nz>

4 April 2024 at 21:21

Hi Shaun,

Thanks for your go ahead with making the announcement, we will also work with Council to make sure they are on board with comms going out.

Are you back by the 22nd of April? Could we plan our first meeting for that date?

[Quoted text hidden]

Annabel Marshall <annabel@timelessgroup.co.nz>
To: "LINGARD, Shaun" <Shaun.Lingard@police.govt.nz>
Cc: Glenn Meikle <glenn@onelovefestival.co.nz>

4 April 2024 at 21:22

Sorry Shaun, I just re-read your email. How about the 24th of April.

[Quoted text hidden]

LINGARD, Shaun <Shaun.Lingard@police.govt.nz>

5 April 2024 at 07:52

To: Annabel Marshall <annabel@timelessgroup.co.nz>
Cc: Glenn Meikle <glenn@onelovefestival.co.nz>

Hi Annabel,

The 24th of April would work. Does 1pm suit?

Inspector Shaun Lingard

Area Prevention Manager

Te Awakairangi / Hutt Valley

M [021 191 3062](tel:0211913062)

E shaun.lingard@police.govt.nz

From: Annabel Marshall <annabel@timelessgroup.co.nz>

Sent: Thursday, April 4, 2024 9:22:33 PM

[Quoted text hidden]

[Quoted text hidden]

Dean Grocott <Dean.Grocott@huttcity.govt.nz>

5 April 2024 at 14:11

To: Annabel Marshall <annabel@timelessgroup.co.nz>

Hi Annabel,

There is a high level meeting on Monday with Council leaders well above me. I will let you know the outcome on Tuesday.

Enjoy your weekend

[Quoted text hidden]

Annabel Marshall <annabel@timelessgroup.co.nz>

8 April 2024 at 10:28

To: Dean Grocott <Dean.Grocott@huttcity.govt.nz>

Hi Dean,

I hope you had a good weekend.

I just wanted to check if the event on the 28th of December will be included in the meeting discussion today? We would like to be able to book the park for both events (Juicy Fest on the 10th of Jan being the priority if only 1 is permissible).

Thanks

Annabel

[Quoted text hidden]

Dean Grocott <Dean.Grocott@huttcity.govt.nz>

8 April 2024 at 10:32

To: Annabel Marshall <annabel@timelessgroup.co.nz>

Morning Annabel,

I didn't make the invite list for today's meeting! They have all the information they need for the Juicy Fest event. Goosebumps is different as the 28th Dec works much better with business and traffic flows. Can you send me a description of the event please

Any if it turned out this way, would you have just this concert at Hutt Park on its own if Juicy Fest was not possible?

Cheers

[Quoted text hidden]

Annabel Marshall <annabel@timelessgroup.co.nz>

17 April 2024 at 14:46

To: "LINGARD, Shaun" <Shaun.Lingard@police.govt.nz>

Hi Shaun,

Would it be possible to meet earlier in the day on the 24th? I am hoping to make the 145pm flight back to Auckland.

Thanks

Annabel
[Quoted text hidden]

RELEASED UNDER THE LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT 1987

Juicy Fest @ Hutt Park

9 messages

Annabel Marshall <annabel@timelessgroup.co.nz>

28 June 2024 at 16:56

To: tracy.gibson@huttcity.govt.nz, "BENGE, Shane" <Shane.Benge@police.govt.nz>, "LINGARD, Shaun" <shaun.lingard@police.govt.nz>

Cc: Glenn <glenn@bopbrewery.co.nz>

Hi Tracy, Shane and Shaun,

I hope you're both well.

We are happy to pass on that Juicy Fest is returning to Hutt Park for 2025. Glenn and I are really keen to submit our liquor license application within the next couple of weeks. Can you confirm if you would like to meet again before we do so? We are happy to.

Something we are really keen to talk about is how we can push for a temporary liquor ban surrounding the event.

Thanks

Annabel

--

**LINGARD, Shaun** <Shaun.Lingard@police.govt.nz>

2 July 2024 at 08:08

To: Annabel Marshall <annabel@timelessgroup.co.nz>

Hi Annabel,

That's great news for Juicy Fest. Hutt Valley Police have no requirement to meet again before the liquor licence application.

Thanks,

Shaun.

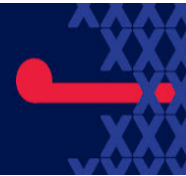
Inspector Shaun Lingard

Area Prevention Manager

Te Awa Kairangi / Hutt Valley

M 021 191 3062

E shaun.lingard@police.govt.nz



From: Annabel Marshall <annabel@timelessgroup.co.nz>

Sent: Friday, 28 June 2024 4:57 PM

To: tracy.gibson@huttcity.govt.nz; BENGE, Shane <Shane.Benge@police.govt.nz>; LINGARD, Shaun <Shaun.Lingard@police.govt.nz>

Cc: Glenn <glenn@bopbrewery.co.nz>

Subject: [EXTERNAL] Juicy Fest @ Hutt Park

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Tracy Gibson <Tracy.Gibson@huttcity.govt.nz>

3 July 2024 at 09:33

To: Annabel Marshall <annabel@timelessgroup.co.nz>, "BENGE, Shane" <Shane.Benge@police.govt.nz>, "LINGARD, Shaun" <shaun.lingard@police.govt.nz>

Cc: Glenn <glenn@bopbrewery.co.nz>, "Greg Mullany [HVDHB]" <Greg.Mullany@huttvalleydhub.org.nz>

Morning Annabel,

I think another pre application meeting is a good idea. I know that the Medical Officer of Health staff will also be interested in attending. I have CC'd in Greg for their information.

Kind regards

Tracy.

Tracy Gibson

Alcohol Team Lead

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: 04 570 6712 M: [REDACTED] W: www.huttcity.govt.nz

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From: Annabel Marshall <annabel@timelessgroup.co.nz>

Sent: Friday, June 28, 2024 4:57 PM

To: Tracy Gibson <Tracy.Gibson@huttcity.govt.nz>; BENGE, Shane <Shane.Benge@police.govt.nz>; LINGARD, Shaun <shaun.lingard@police.govt.nz>

Cc: Glenn <glenn@bopbrewery.co.nz>

Subject: [EXTERNAL] Juicy Fest @ Hutt Park

Hi Tracy, Shane and Shaun,

I hope you're both well.

We are happy to pass on that Juicy Fest is returning to Hutt Park for 2025. Glenn and I are really keen to submit our liquor license application within the next couple of weeks. Can you confirm if you would like to meet again before we do so? We are happy to.

Something we are really keen to talk about is how we can push for a temporary liquor ban surrounding the event.

Thanks

Annabel

--

Annabel Marshall <annabel@timelessgroup.co.nz>

3 July 2024 at 13:32

To: Tracy Gibson <Tracy.Gibson@huttcity.govt.nz>

Cc: "BENGE, Shane" <Shane.Benge@police.govt.nz>, "LINGARD, Shaun" <shaun.lingard@police.govt.nz>, Glenn <glenn@bopbrewery.co.nz>, "Greg Mullany [HVDHB]" <Greg.Mullany@huttvalleydwb.org.nz>

Ok Great. Shaun has advised he doesn't need another meeting, but happy to meet with your health team and ultimately we want a collaborative process to get our alcohol management plan submitted.
Please let me know a time that works for you and Glenn and I will make ourselves available.

Thanks

Annabel

[Quoted text hidden]

Tracy Gibson <Tracy.Gibson@huttcity.govt.nz>

3 July 2024 at 13:50

To: Annabel Marshall <annabel@timelessgroup.co.nz>

Hi Annabel,

Sorry, I don't have a phone number for you or I would have just called.

I just spoke with Shane. Are you happy to provide a draft copy of the application for us to look at before you officially lodge it?

That way the agencies can have a look and then come back with any concerns or areas for clarification, if any, that we have.

There may be no need for a meeting with all the agencies at this stage, but this may be a way to determine that.

[Quoted text hidden]

Annabel Marshall <annabel@timelessgroup.co.nz>

3 July 2024 at 13:55

To: Tracy Gibson <Tracy.Gibson@huttcity.govt.nz>, Glenn <glenn@bopbrewery.co.nz>

Hi Tracy,

Sure, we can do that. I can hopefully have this to you mid to end of next week. We are just making sure we incorporate all the feedback from our initial meetings with you and also Shaun. We have also had really positive meetings with the agencies in other cities and will add areas we discussed with them. By having a consistent management plan for all venues, we will definitely be better equipped for successful events.

Thanks

Annabel

[Quoted text hidden]

Tracy Gibson <Tracy.Gibson@huttcity.govt.nz>

3 July 2024 at 14:04

To: Annabel Marshall <annabel@timelessgroup.co.nz>, Glenn <glenn@bopbrewery.co.nz>

That sounds great, thank you Annabel.

Can you please include the following people in the email, as well as Shane and I:

Vas Sopoaga [HVDHB] Vas.Sopoaga@huttvalleydwb.org.nz who will pass it on to the Medical Officer of Health.

Dipal Dhanani Dipal.Dhanani@huttcity.govt.nz (I may be out of the office from Wednesday to Friday next week).

Thanks, Tracy.

[Quoted text hidden]

Tracy Gibson <Tracy.Gibson@huttcity.govt.nz>

25 July 2024 at 11:26

To: Annabel Marshall <annabel@timelessgroup.co.nz>, Glenn <glenn@bopbrewery.co.nz>

Hi Annabel,

I have just come from our tri agency meeting.

The agencies have suggested that a pre application meeting is held as soon as possible.

I'm not sure if you sent the draft copy of the application, but we have not seen it yet.

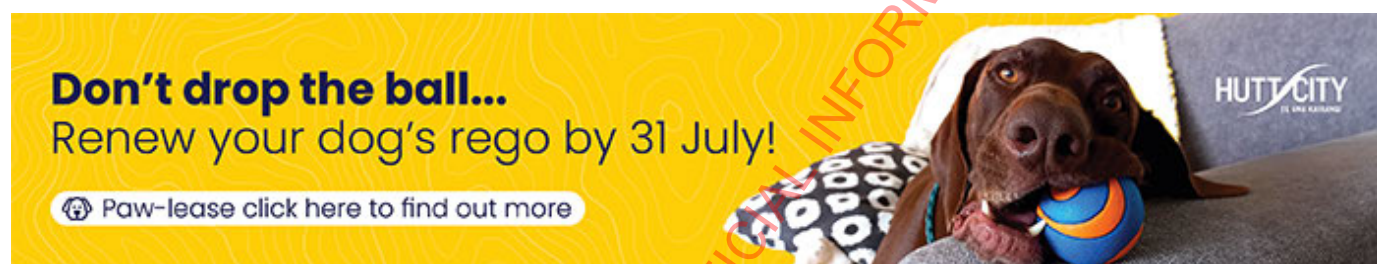
Thanks

Tracy.

Tracy Gibson
Alcohol Team Lead

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: 04 570 6712 M: [REDACTED] W: www.huttcity.govt.nz



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From: Tracy Gibson
Sent: Wednesday, July 3, 2024 2:05 PM
To: 'Annabel Marshall' <annabel@timelessgroup.co.nz>; Glenn <glenn@bopbrewery.co.nz>
Subject: RE: [EXTERNAL] Juicy Fest @ Hutt Park

That sounds great, thank you Annabel.

Can you please include the following people in the email, as well as Shane and I:

Vas Sopoaga [HVDHB] Vas.Sopoaga@huttvalleydwb.org.nz who will pass it on to the Medical Officer of Health.

Dipal Dhanani Dipal.Dhanani@huttcity.govt.nz (I may be out of the office from Wednesday to Friday next week).

Thanks, Tracy.

From: Annabel Marshall <annabel@timelessgroup.co.nz>

[Quoted text hidden]
[Quoted text hidden]

Annabel Marshall <annabel@timelessgroup.co.nz>
To: Tracy Gibson <Tracy.Gibson@huttcity.govt.nz>
Cc: Glenn <glenn@bopbrewery.co.nz>

26 July 2024 at 13:14

Hi Tracy,

Thank you for following up. We haven't sent anything yet. I will get the draft plans to you hopefully early next week and we can book in a meeting with your team.

Thanks

Annabel
[Quoted text hidden]

RELEASED UNDER THE LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT 1987

Gang Attendance at Juicy Fest

5 messages

Annabel Marshall <annabel@timelessgroup.co.nz>
To: "LINGARD, Shaun" <shaun.lingard@police.govt.nz>

18 September 2024 at 06:51

Hey Shaun

I hope you're well.

At our meeting earlier in the year we spoke about the gang attendance at the 2024 Juicy Fest and what processes / plans we could put in place to manage this better for 2025.

I was wondering if you had any further thoughts about how we do this leading up to the event? We as the organisers would like to start putting comms out on social media about our zero tolerance approach and list on our facts page that we won't allow gang colours, visible tattoos, clothing etc.

From your point of view is there anything the police can help with? Possibly approaching certain members prior to the event?

Any ideas are welcome.

Thanks

Annabel



LINGARD, Shaun <Shaun.Lingard@police.govt.nz>
To: Annabel Marshall <annabel@timelessgroup.co.nz>
Cc: "MCINTOSH, Timothy (Tim)" <Timothy.McIntosh@police.govt.nz>, "MCKAY, James" <James.Mckay@police.govt.nz>

18 September 2024 at 09:18

Hi Annabel,

No doubt there will be a significant gang presence again at Juicy Fest. I think some early comms about what can't be worn inside the venue would be appropriate. The new Gang Legislation Amendment Bill will be in play by then which will prohibit gang members from wearing patches in public places which should certainly help. At this point in time it is difficult to say how the legislation will actually unfold in real time but we should have more of a gauge on it closer to the time.

Certainly banning gang patches and any gang regalia from the venue is recommended. It becomes murky when you start trying to ban colours or clothing that aren't actually gang regalia. For example, I noted there was a group that were wearing t-shirts that looked like Mongrel Mob regalia but was actually a League club. It was clear to us that the group was associated to the Mongrel Mob anecdotally but difficult to say with absolute certainty. I'm assuming as a host you have the right to set the rules of entry so specifying a ban on gang patches, gang regalia, or obvious gang related clothing would be acceptable when coupled in with some prior communication to the public.

Gang tattoos, especially on the face, is a tough one. I'm hesitant to make a recommendation on that as I'm sure there are Human Rights involved.

Police will be able to try and reach out to the main gangs in the Hutt Valley through our Gang Engagement Team to reinforce some messaging closer to the event.

As a side note, the HCC will have adopted their new Alcohol Bylaw which will allow the CE to make a temporary alcohol free zone during the day outside of venue which should hopefully help with intoxication.

Cheers,

Shaun.

Inspector Shaun Lingard

Area Prevention Manager

Te Awa Kairangi / Hutt Valley

M 021 191 3062

E shaun.lingard@police.govt.nz



From: Annabel Marshall <annabel@timelessgroup.co.nz>
Sent: Wednesday, September 18, 2024 6:52 AM
To: LINGARD, Shaun <Shaun.Lingard@police.govt.nz>
Subject: [EXTERNAL] Gang Attendance at Juicy Fest

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Annabel Marshall <annabel@timelessgroup.co.nz>

18 September 2024 at 10:07

To: "LINGARD, Shaun" <Shaun.Lingard@police.govt.nz>

Cc: "MCINTOSH, Timothy (Tim)" <Timothy.McIntosh@police.govt.nz>, "MCKAY, James" <James.Mckay@police.govt.nz>

Hi Shaun,

Thank you for the detailed response. Our comms will include what you have mentioned above. I guess things like face tattoos is something we'll have to monitor on the day of the event. If you'd like us to run our communications plan by you before we start engaging, happy to do so.

Having your Gang Engagement Team try reaching out to them would be great. I think one of the best points to get across is that we don't want certain people / groups ruining the future of the event coming to Hutt City. Is this something we need to meet about, or will your team manage this?

Thank you for the note re: the temporary liquor ban. That's great news. We were really pushing the Council to have this in place.

Thanks

Annabel

[Quoted text hidden]

LINGARD, Shaun <Shaun.Lingard@police.govt.nz>

18 September 2024 at 12:28

To: Annabel Marshall <annabel@timelessgroup.co.nz>

Cc: "MCINTOSH, Timothy (Tim)" <Timothy.McIntosh@police.govt.nz>, "MCKAY, James" <James.Mckay@police.govt.nz>

Thanks Annabel,

I'd be happy to have a look at the comms plan before you start engaging.

No need for us to meet re the Gang Engagement Team. I can look after that closer to the date.

[Quoted text hidden]

MCINTOSH, Timothy (Tim) <Timothy.McIntosh@police.govt.nz>

18 September 2024 at 15:28

To: Annabel Marshall <annabel@timelessgroup.co.nz>, "LINGARD, Shaun" <Shaun.Lingard@police.govt.nz>

Cc: "MCKAY, James" <James.Mckay@police.govt.nz>

Kia ora Annabel,

Thanks for reaching out and good to have early engagement in this planning phase. I agree with Shaun and will be in touch with him to discuss further re gang engagement as I believe we can make a real impact there.

Also, of the many de-brief points, something we missed last year was a chance to meet with your security team and discuss ways in which we can work together and support each other. An example of where we could improve from last event was lack of checking bags or stopping gang members when passing through the gates, not in every case but when the gangs came through in large numbers. I got the impression gate staff were intimidated and were not sufficiently supported in that area. I think we were to sit down and identify all the issues we could mitigate a lot of risk and make this a fun and safe event for all to enjoy.

Please keep me updated and included with any planning as all planning will be done from Ops Group from this point forward.

Ngā mihi nui

Tim MCINTOSH

Senior Sergeant

OC Police Support Unit (PSU)

Wellington

M +64 211909916

E timothy.mcintosh@police.govt.nz



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From: Annabel Marshall <annabel@timelessgroup.co.nz>

Sent: Wednesday, September 18, 2024 10:07 AM

To: LINGARD, Shaun <Shaun.Lingard@police.govt.nz>

Cc: MCINTOSH, Timothy (Tim) <Timothy.McIntosh@Police.Govt.NZ>; MCKAY, James <James.Mckay@police.govt.nz>

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**BEFORE THE DISTRICT LICENCING COMMITTEE
AT HUTT CITY COUNCIL**

IN THE MATTER of the Sale and Supply of Alcohol Act 2012 (the **Act**)

AND

IN THE MATTER of an application by **B-O-P BREWERY LIMITED** for a special licence at Hutt Park, Hutt Park Road, Lower Hutt for a music festival – **Juicy Fest.**

STATEMENT OF EVIDENCE OF CISKA MICHELLE VAN DUUREN

Dated: 17 December 2024

John Young/Ted Greensmith-West
Partner/Senior Solicitor
youngj@brookfields.co.nz
Telephone No. 09 979 2210
P O Box 240
DX CP24134
AUCKLAND

BROOKFIELDS
LAWYERS

1. INTRODUCTION

- 1.1 My name is Ciska Michelle van Duuren. I am co-director of Global Event Management Group Pty Ltd. I have been in this role since 2017.
- 1.2 I am contracted to be the Tour Director of Juicy Festival (Juicy Fest) for New Zealand and Australia. While I am based in Australia, I regularly travel to New Zealand for events.
- 1.3 Growing up in the live music events industry (which my father also worked in), I have worked in almost every role possible over the years in some form. In that time, I have worked on hundreds of shows; from Elton John in Australia to Unite with TOMORROWLAND – overseas and everything in between. I have been a Project Manager, Site Manager, Event Manager and so many more roles in various capacities. Other shows myself and our company have been a part of to name a few are Bon Jovi, Eminem, ACDC, One Direction, Grapevine, CMC Rocks Festival, Keith Urban, Hunger Games Expo, Carols in the Domain and Nitro Circus.
- 1.4 I have been working with Glenn for Juicy Fest events since 2022. This includes the 2023 and 2024 Events in Australia and was brought on in 2023 to oversee New Zealand Shows for 2024 including Auckland and Wellington.
- 1.5 I have recently had a baby (now just under a month old) so have unfortunately not been involved in overseeing the application process and hearings for Juicy Fest until now. Although planning for the event as a whole began almost immediately after the January shows with learnings being undertaken whilst on site at the 2024 events from our team ready for planning the 2025 shows. We were able to implement some of the improvements we had in mind for the 2024 shows however we were conscious we had to experience the New Zealand crowd and suppliers further to continue making appropriate improvements. It was not until onsite at the wellington show we saw a big difference in the crowd as a comparison to Australia and planned further changes required for future years specially for New Zealand.
- 1.6 In this statement, I address:

- (a) the changes that I have made to Juicy Fest events as a result of what I saw as clearly unacceptable behaviour from artists towards female patrons and Police at the 2024 Events, specifically:
- (i) the good behaviour based "Juicy Clause" in artist contracts;
 - (ii) changing the MC and DJ to be more engaging with a local audience;
 - (iii) moving away from aggressive rap;
 - (iv) providing alternative clothing for those suggesting a gang affiliation;
 - (v) addressing pre-loading and behaviour outside the venue; and
- (b) communications with the Police.

2. CHANGES JUICY FEST EVENTS

The "Juicy Clause" – setting expectations

- 2.1 After the 2024 Event in particular, where one particular artist added last minute pressured female patrons into exposing themselves, I felt like things needed to change. I thought it was totally unacceptable that some of the 2024 Events were an environment where women and Police officers were subjected to hostile or aggressive behaviour from artists. In particular, I was upset with artists pressuring women in the crowd to expose their breasts, and the tone of the music that strayed away from genuine artistic expression and a happy summer party into abuse directed towards Police and some Security.
- 2.2 It was because of this that we required all artists for the 2025 Event to agree to the "Juicy clause". This is a specific clause in their contracts which sets expectations about good behaviour from us as event organisers. This clause has been extended, grown and nitted out over the last 18 months. For 2025 my artist team have reported that only the one artist (Ray J) who was only recently added is missing this

clause and as such the artist team have agreed to pay particular attention to him. Please note that this clause is private and confidential and shown below:

JUICY FESTIVAL CLAUSE

The Artist must not engage in any activities which conflict with either his or her duties under this contract or the best interests of the festival (Juicy).

All relevant persons must not at any time engage in conduct (whether publicly known or not), which has brought, brings or would have the tendency to bring the Relevant [Artist] or the [Juicy] Festival into disrepute or censure, or which is or would have the tendency to be inconsistent with, contrary to or prejudicial to the best interests, image or values of Juicy Festival, Sponsors, or the Promoter Team. The act of doing so will result in a fine of \$10 000 USD for each offense.

- 2.3 The idea behind the good behaviour clause stems from the learnings over the years, when various artists on the Juicy roster have been harder to control, as there was no consequence they were more difficult to persuade. We have since expanded and continue to improve on this clause to ensure the artist behaviour is directly linked to the Juicy brand and as such needs to be clear that on the stage and off the stage that is always top of mind. YG, the worst behaved artist at last year's event, who is discussed further below, – was an example of an artist that was added last minute therefore didn't have the clause added in the contract. In my experience a monetary consequence for these artists means more than any other consequence. While we have not yet had to enforce this clause, any reference to it by us towards an artist usually results in an immediate change in behaviour.

A new MC and DJ

- 2.4 The "Juicy Clause" was not the only thing that I oversaw to make sure that the entire vibe of Juicy Fest changed for the better in 2025. It was clear to me that we needed a "reset" in order for things to be different – to steer the Juicy brand to a rebrand.
- 2.5 For example, I thought that the MC and DJ for the 2023 and 2024 Events needed to have better engagement with the crowd. The Wellington show was one show where we noticed the disengagement

- of the crowd towards the MC and so I worked with the MC and DJ to improve this on the night, continuing for the remainder of the tour.
- 2.6 We spoke to them about “reading the room” realising and noticing the crowd were swaying and pivoting to keep their attention with alternative plans for various scenarios.
- 2.7 In the midst of the New Zealand shows we did look into trying alternative MCs for the Australian shows, however it was seemingly too late in the piece. We were however able to engage 2 different MCs to test out for 2025 shows in the Gold Coast. Although they were great we thought a Polynesian male MC may be best suited to hold the attention of the New Zealand crowds and so we continued the hunt. Our MC at the 2024 Wellington event was an MC called Athena who was a female Latina from Australia who, unfortunately, probably did not have the right level of “mana” with certain elements of the crowd. Unlike in Australia, where our events tend to have a predominantly female crowd, in Wellington the crowd was slightly skewed towards being male. In retrospect, we did not realise the difference in tone between the crowd that arrived in Wellington and the crowd that we usually get in Australia at Juicy events.
- 2.8 In 2025, we have engaged a different MC and DJ in the hope that we continue to improve crowd engagement and assist in our veering to RnB and pop. We also have their manager on the road to ensure clear consistent with the MC and DJ to continue crowd engagement and improvement in this area. The MC we have signed for Juicy 2025 is local to NZ, and exactly the vibe we are wanting to push for the New Zealand shows as you can see from the overview below. After a long search and substantial recommendations, the team went and saw Moana at work and his warm nature and willingness to take feedback is exactly what we were looking for.
- 2.9 Although I have not yet personally met him, I have seen a number of videos of his work and talked extensively about him with my trusted colleagues.
- 2.10 It is clear from what we have seen that Moana Cotton is an engaging and highly skilled MC with an exceptional ability to connect with diverse

audiences. From what we have seen, he is able to create a vibrant and inclusive atmosphere at any event. We also understand that he is a tutor, mental health advocate and life coach who fluent in both te reo Māori and English. We feel that this bridging of cultures is the tone that we want at our Juicy events

- 2.11 After many months on the search for a suitable DJ we decided to also stay local. We utilised record owner Christian David Vili Brown at Castille records (an Australian label) for some recommendations. Christian is also travelling with the Juicy team to manage the DJ and MC.
- 2.12 DJ Wreckah aka Karson Magele-Togiamua is a 23-year old New Zealand born Samoan based in Brisbane. He has been DJing since he was 10 and professionally for 6 years now. He is also the producer and beat maker for Castille Records and official DJ for rapper Lisi. DJ Wreckah has been the main DJ for many major festivals across Australia and NZ. He has been known to engage the crowd with fun loving tunes, creating a safe environment for all concert goers.

A move away from aggressive rap

- 2.13 The 2024 artists, namely YG, were mainly hip-hop based (with a more “aggressive” rap style). In 2025, we have aimed for more “old school” RnB in recognition of the fact that the New Zealand Juicy crowd in the past has been rowdier. For 2026 the aim is to move from old school RnB to RnB and pop - to change the brand and demographics. This is in the hope of not only broadening the audience but changing the “festival vibe”. In my view, YG was particularly inappropriate, and I was disappointed by the misogyny displayed in his performance. We provided for increased lighting and visibility, which assists security and the Police in the performance of their roles. In my experience, crowds tend to “behave” more in the light.

Providing alternative clothing for those suggesting a gang affiliation

- 2.14 As noted, while on tour in New Zealand I realised that the crowd in New Zealand was very different to the crowd who attended our Australian shows. The team and I spoke to communication and plans

around zero tolerance for visible gang affiliation was put in place after what we saw at the last Juicy show. We have a more positive approach in that our plans and comms are based on "no gang affiliations will be tolerated". People dressed as such will be turned away - however we have gone so far as to ensure that if this does occur we don't want to push negativity or potential aggression back into the public. So we have arranged for merch to be at the front at the box office for those that have come in inappropriate clothing to our event so they can get changed and still come inside. As I see it, this is a firm but fair approach.

- 2.15 When choosing the 2025 site, the 2024 gang presentations was something we wanted to improve, the above was just one of the methods in which we plan on controlling this and improving for 2025.
- 2.16 To ensure more support for the local security companies we have a tour security manager but also this year added a 2IC with Anchor Security (an Australian based company). Their experience is next to none internationally. The approach is aimed at improving the safety of patrons and increasing the standard of delivery of local suppliers and our event. We also have a security rider for local security companies to follow - so they know and can meet a high standard of delivery. This is attached and marked "A".

Addressing pre-loading and behaviour outside the venue

- 2.17 In 2024, we had external areas around our event where alcohol was allowed, which made it difficult for event security to push the crowd not to "preload", having no real authority over those spaces external to our event. We have taken, in my view, significant steps to combating the risk of pre-loading. Primary among these is the anti-preloading communications plan. I understand that at the Auckland hearing, Police noted that the APCP was a strong aspect of our application. I completely agree. Sending clear signals to patrons well in advance of the event about our expectations of behaviour regarding pre-loading will have positive results. I think that we are making our stance clear: there will be no pre-loading allowed at this event. This was implemented before we recently found out that there would be an alcohol ban in the external area. While this alcohol ban will no doubt

help, it's fair to say that from my perspective at least, we took a proactive approach to the issue of preloading. I address correspondence with the Police on this issue further below.

3. COMMUNICATIONS WITH POLICE

3.1 I am aware of correspondence which occurred between Police and Annabel Marshall regarding a positive and cooperative relationship between Juicy Fest and Police up until about September 2024. This is attached and marked "B".

3.2 I was told about this positive relationship and emphasise that I took all of the steps referred to above before I had any awareness that there might be Police opposition to our application. I would also like to note that the Wellington and Christchurch show debriefs were done by the New Zealand Event Manager at the time whilst I focused on the Australian Debriefs and Tauranga as I lead a lot of the planning there. I was verbally told of the wellington debrief but was not sent their notes and was accordingly unaware of the stance stated once police officer they did not want the event back. As we were placed in the VOC I was unaware of many of the issues now reported by Police as they were not reported during the event. This supports my desire for USO keepers running the Security for all four of the New Zealand shows. The hope here is so we can ensure clear consistent communication between event VOC, Security and Police/ stakeholders at the event.

3.3 In my view, this relationship was positive and constructive. While I am disappointed by Police opposition to the application, I hope that we can continue to work with Police to ensure that we have an event which is entertaining and safe for everyone.

4. CONCLUSION

4.1 I want to underline my commitment to ensuring that Juicy Fest improves from the 2023 and 2024 Events. We accept that aspects of these events were fundamentally unacceptable. Since then, I have been committed to ensuring that the 2025 Juicy Fest is better and continues learnings and improvements.

- 4.2 In my view, we all want the same thing at our core- to keep everyone safe. From my point of view, every year I have been involved, Juicy improves - we work with a lot of promoters namely in Australia and overseas but what is nice about these promoters is that they are ever willing to continue to improve.

Ciska van Duuren
17 December 2024

RELEASED UNDER THE LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT 1987

**BEFORE THE DISTRICT LICENCING COMMITTEE
AT HUTT CITY COUNCIL**

IN THE MATTER of the Sale and Supply of Alcohol Act 2012 (the **Act**)

AND

IN THE MATTER of an application by **B-O-P BREWERY LIMITED** for a special licence at Hutt Park, Hutt Park Road, Lower Hutt for a music festival – **Juicy Fest**.

LEGAL SUBMISSIONS OF COUNSEL FOR B-O-P BREWERY LIMITED

Dated: 17 December 2024

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1. INTRODUCTION

- 1.1 B-O-P Brewery Limited (**BOP**) has applied for a special licence at Hutt Park, Hutt Park Road, Lower Hutt for a music festival – Juicy Fest (**Special Licence**).
- 1.2 The submissions begin by detailing BOP's changes to the Alcohol Management Plan (**AMP**), Security Crowd Management Plan (**SCMP**) and Anti-Preloading Communications Plan (**APCP**).
- 1.3 A roadmap was filed with the AMP, SCMP and APCP which details these changes to assist the Committee to navigate the changes within the plans. We provide an additional table at **Schedule 1** of these submissions which sets out key provisions for the 2025 Event compared to the 2024 Event.
- 1.4 These submissions:
 - (a) Outline the position of BOP, including concessions that there were fundamentally unacceptable aspects of the 2024 Juicy Fest events;
 - (b) Address key questions of suitability from the recent 2025 Juicy Fest Auckland decision;
 - (c) Specify significant changes which have been made to the 2025 Wellington event in response to the issues at the 2024 Event;
- 1.5 A discussion of the relevant law and issues then follows which includes:
 - (a) The management of risk, especially gang attendance;
 - (b) The suitability of the applicant;
 - (c) Artist conduct towards women and the Police;
 - (d) The location of the venue;
 - (e) Responses to agencies evidence; and
 - (f) Issues of possible predetermination by Police.

2. OUTLINE OF BOP'S POSITION

BOP accepts 2024 issues

2.1 BOP accepts that there were fundamentally unacceptable aspects of the 2024 Juicy Fest events.¹ It accepts the feedback offered by Inspector Shaun Lingard, the Officer in Charge at the 2024 events, as noted in the Juicy Fest Wellington debrief minutes,² specifically:

- (a) The need for a temporary liquor ban in 2025;
- (b) The need for formal trespass notices;
- (c) Failures on the part of the security team, including "passing the buck" onto Police;
- (d) Unacceptable treatment of female patrons by artists, including harassment and pressure to expose their breasts;
- (e) The presence of gang members in the VVIP area that contributed to disorder;
- (f) Pre-loading outside the venue;
- (g) Inadequate provision of water and shade;
- (h) Disorder inside the venue directly related to intoxication.

Auckland Juicy Fest 2025 Decision

2.2 BOP must, of course, acknowledge that an adverse finding of suitability was made in the context of the recent Auckland decision – [2024] ADLC 822011911 (**the Auckland decision**).³ Unfortunately, in that context the Auckland District Licensing Committee (**ADLC**) came to the view that BOP was reluctant to accept certain evidence.

¹ Counsel refers to Wellington "Debriefing document" found at page 31 of Inspector's memorandum and VoC log notes, Exhibit "A" of Glenn Meikle's statement of evidence dated 09 December 2024. While many of the problems now referred to by the Police were not recorded at the time, the essential point that there were significant problems is accepted – as is the point that the event needs to be managed on an entirely different basis in order to avoid such problems recurring. This was understood by BOP from the time of the last event.

² See page 31 of Inspector's memorandum.

³ We note that on 17th December 2024, the applicant filed an appeal of the Decision to the Authority in accordance with the Act.

However, while there may have been some concerns expressed about recording of events, it is fully accepted by BOP that unacceptable behaviour of the type alleged by the authorities occurred. It is also fully accepted that systems and processes need to be in place to avoid recurrence. Indeed, more so, it is accepted that the entire tone of the event must change – which is what BOP has sought to do.

- 2.3 It also bears emphasis that the adverse finding in the Auckland decision was also premised on a misinterpretation of a submission by counsel for BOP that, in the event of a licence not being granted, there was nothing stopping the event being a BYO one with none of the requirements to comply with the obligations of the Act. This was a submission made by way of hypothetical example which was, unfortunately, interpreted as presenting a counterfactual.

Significant changes have been made

- 2.4 In light of the above issues, and *before* it was aware of any formal Police objection to the 2025 Event, BOP made fundamental changes to the event, not just in terms of plans (which obviously provide the vital procedural and substantive framework for preventing alcohol related harm at the event) but also to change the entire tone and vibe of the event – by, for example, using a more engaging Māori MC and Samoan DJ and shifting away from aggressive rap. The nature of the event is changed. This is extensively set out in Ms. Van Duuren's evidence.⁴
- 2.5 In particular, in addition to changing the very nature of the performers, which was clearly a catalyst for some of the difficulties last year, BOP has insisted on a good behaviour clause, referred to as a "Juicy clause", in artist contracts after the unacceptable behaviour shown at the 2024 event.⁵ This clause sets fundamental expectations of

⁴ It is acknowledged that Ms. Van Duuren's evidence has only been provided at the time of filing these submissions. Ms. Van Duuren, who is based in Australia, had a baby a month ago. Given the circumstances, however, and recognising the importance of her evidence, she has volunteered to provide that evidence.

⁵ There is one artist who does not have the clause, being Ray J – who will be monitored closely in terms of his behaviour towards patrons based on the 2024 Event. These clauses have been previously used by BOP but it was omitted for one key artist, YG, last year.

behaviour with artists, in addition to the mitigation techniques outlined in Mr. Meikle's evidence at paragraph [3.7].

- 2.1. Wholesale, structural changes have been made to the planning documents in response to the unacceptable conditions from the 2024 Events.
- 2.2. The roadmap included in the Inspector's memorandum report provides a full breakdown of the changes – other, of course, than the provision of a significant "No Alcohol Zone", with that zone only being granted on 11 December.⁶ However, the other most significant changes are:
 - (a) **Attendance has been capped at 9000, with 5000 attendees in VIP and 4000 in General Admission (GA);** it is noted that the previous Auckland and Wellington events were 12,500 people or more.
 - (b) **A security ratio of 1:45;** this means a total of 199 security – noting that security will also be managed by a different entity, being Usos's Keepers – noting that this security ratio means that extensive security can be provided outside of the venue, which is where most of the problems appear to have occurred last year.
 - (c) **VVIP area will be removed;** This has been done to discourage gang member visibility as well as avoiding excessive alcohol consumption. BOP is not suggesting that no gang members will attend – it is suggesting that there will be fewer, and they will be less visible.
 - (d) **All ticket holders will be "wanded" on entry;**
 - (e) **Increase to dedicated external security team;** a total of 43 personnel with 16 x 2 roving response teams.
 - (f) **Redeployment of gate staff to roving response;** once Pax increases to approximately 80%, up to 40 guards can be redeployed to further roving response.

⁶ The temporary AFZ area is as detailed in the 28 November 2024 Hutt City Council application report (No. HCC2024/5/365) under Appendix 1.

- (g) **Provision of trespass notices for external security teams;** this will allow external security to deal with those patrons who are evicted but do not leave the external environment and present a security risk.
 - (h) **Alcoholic beverages shall not exceed 5% ABV;** and
 - (i) **No entry for patrons wearing gang insignia, pre-loading and nearby gang house;** any patron pre-loading within 1.5km of the event will be denied entry, and this will be communicated to patrons ahead of the event via the APCP. Patrons arriving displaying gang insignia will be denied entry or told to change their clothing – with merchandise available for purchase. The applicant is aware of a nearby gang house/pad which will be monitored by external security to mitigate any potential security issues. It is unclear to what extent that problems last year were caused by the proximity of the nearby gang pad.
- 2.3. The above represents a high standard for an event both generally and in the context of the law and evidence addressed below.
- 2.4. As set out in the email exchanges attached to Ms. Van Duuren's evidence, BOP was somewhat surprised by the Police opposition and cancellation of meetings in September 2024. Prior to this, representatives for the applicant and Police, Officer Lingard, who was the Officer in Charge of last year's event, had been meeting and discussing the application for the 2025 Event in a constructive way – with Officer Lingard even confirming to BOP that it could publicly announce this year's event⁷ by way of email dated 04 April 2024. It is

7

See email from Officer Lingard to Annabel Marshall dated 04 April 2024 where he states "I'm actually on leave from tomorrow. I'd be comfortable with you making the announcement and we can catch up when I'm back." The mixed views of the Police are well noted in the Debrief Minutes of the 2024 Event, a copy of which is attached at page 31 of the Inspector's memorandum. From these Minutes it is clear that Officer Lingard was fairly enthusiastic about the event and referred to what would be required next time. It is, however, acknowledged that Tim McIntosh indicated that he did not want to see Juicy Fest come back to Wellington because of what he appears to have described as the "volatile environment."

from many of these meetings that BOP was able to make significant improvements to their plans⁸.

3. RELEVANT LAW

Context

- 3.1. The matters that the Committee may consider when evaluating the application are set out in sections 142 and 143 of the Sale and Supply of Alcohol Act 2012 (**Act**). Section 142 of the Act sets out mandatory considerations for special licences, and section 143 sets out permissive considerations for “large-scale” events. There appears to be no issues in relation to section 143.

Object of the Act

- 3.2. All persons exercising duties or functions under the Act must act reasonably. In a decision of the High Court, Moore J stated:⁹

[116] **The Act's new system is intended to be reasonable. This means some sense of proportionality must characterise its operation. This principle is reflected in the way evidence is received by the Authority. The evaluative exercise requires the Authority to consider the pool of evidence available to it against the criteria and the Act's object.** In this case it included Birthcare's statements about how the sale of alcohol operated, the limits on consumption and the modest levels of sale. It also included evidence on how Birthcare had operated its licence in the past. The MOH's evidence formed part of that available pool.

[117] Taking the criteria and statutory object into account the Authority's decisions to renew Birthcare's licence was entirely reasonable. Given Birthcare's operation **the risk of harm was minimised albeit not eliminated.**

[emphasis added]

⁸ Given the healthy nature of the relationship, as indicated by the emails from Officer Lingard at reference, BOP is disappointed that the Police have not called him to give evidence.

⁹ *Auckland Medical Officer of Health v Birthcare Auckland Limited* [2015] NZHC 2689 at [116], [117].

- 3.3. Gendall J, in *Christchurch Medical Officer of Health v J & G Vaudrey Ltd*, stated that there is no presumptive position, or foregone conclusion, on an application.¹⁰ In fact, the role of the DLC in considering the relevant factors in the Act is an evaluative one requiring the decision maker to make a merits-based determination on the application.¹¹
- 3.4. When assessing s 105 of the Act (which has similar criteria to s 142),¹² the Authority has held that it must independently assess the evidence, and the merits, and the prospective risk, and reach its own conclusions.¹³
- 3.5. The Authority has been clear that when standing back and considering whether an application meets the object of the Act, a decision maker should actively consider *all relevant matters*,¹⁴ and not just one factor in particular – in this case, the events of the 2024 Juicy Fest.

Suitability

- 3.6. On the specific issue of suitability, *GoGo Bar Limited*¹⁵ provides a useful summary of the suitability evaluation. In that decision, the Authority stated:

[69] The test of “suitability” is that established by Holland J in *Re Sheard* [1996] 1NZLR 751 and adopted by the Authority from the definition in the Concise Oxford Dictionary as “well fitted for the purpose; appropriate”. At page 77 His Honour said:

“Obviously, the applicant's past conduct will be very relevant to the consideration of suitability. The real issue is whether the evidence of that past conduct will indicate a lack of confidence that the

¹⁰ *Christchurch Medical Officer of Health v J & G Vaudrey Ltd* [2015] NZHC 2749 at [55].

¹¹ *Ibid* at [56].

¹² Westlaw SALC 492574025, Section 142: Criteria for issue of special licences, at SA142.01 Relationship to s 105: “Essentially the criteria are very much the same as those that apply to the issue of other kinds of licences — see s 105 and the commentary thereto.”

¹³ *Townill Ltd v Alcohol Wise Hurunui Inc* [2021] NZARLA 50 at [121], [200].

¹⁴ *McCutcheon v Level Eighteen Ltd* [2021] NZARLA 26 at [73].

¹⁵ *Rapira-Davies v GoGo Bar Ltd* [2016] NZARLA PH 279 at [69] and [71].

applicant will properly carry out the obligations of a licence ..."

And at page 758:

"The real test is whether the character of the applicant has been shown to be such that he is not likely to carry out properly the responsibilities that go with the holding of a licence."

[...]

[71] In *Nishchay's Liquor Centre* [2013] NZARLA PH 837 the concept of suitability was discussed by the Authority at paragraph [53] as follows:

*"Rather, **suitability is a broad concept** and the assessment of it includes the character and reputation of the applicant, its previous operation of premises, its proposals as to how the premises will operate, its honesty, its previous convictions and other matters. It also includes matters raised and reports filed under s 33 of the Act ... and those reports may raise issues pertaining to the object of the Act as set out in s 4. thus, whether or not the grant of the licence will result in a reduction or an increase in liquor abuse is a relevant issue."*

- 3.7. Suitability is a discrete concept. If the agencies suggest that, for example, amenity and good order impacts go to suitability, they fall into error. In *Police v Eape Holdings Limited - Thirsty Liquor Otara*¹⁶ the Authority observed:

[79] The DLC was correct to disregard the objectors' evidence under s 102(4A) of the Act where they did not relate to suitability as the provision is very specific in stating that "the ground for an objection may not relate to any matter other than the suitability of the applicant." This Authority notes from the case of *Rhyleys Bar and Grill Ltd v Police* that matters which go to the amenity and good order have not been considered as coming under s 102(4A) of the Act.

¹⁶

[2024] NZARLA 13 (26 January 2024).

- 3.8. The Police have submitted that, in order to alleviate “all risks” with excess alcohol consumption at a large music event like this “requires a very high standard of event operator.”¹⁷ In response, BOP says that the Police appear to be submitting that an extended or elevated standard of suitability should apply to BOP.
- 3.9. To the extent that an extended level of suitability is applicable, this requires prospective licensees to demonstrate a knowledge of the locality in which the proposed premises are situated, and any potential problems associated or likely to be associated with those premises. It also requires applicants to explain how they intend to counter those potential problems.¹⁸ For the reasons set out below, BOP meets this extended suitability assessment – having immediately taken steps to make changes from last year’s event.

Imposition of conditions

- 3.10. The High court in *E R Bellas Ltd v Karikari Charitable Trust Inc* confirmed that the object of the Act can be met by imposing conditions on the licence, notwithstanding whether a DLC had determined that the object of the Act had not been met. In respect of this, Gault J stated:¹⁹

[30] I accept that the overriding question is whether granting the application is consistent with the object of the Act. But it does not follow that the issue of conditions is always irrelevant to that assessment and only to be considered at a second stage if the object of the Act can be met (effectively without conditions). It may be that in a particular case the object of the Act can be met by the imposition of conditions. In that sense, there may be overlap between the two steps. For example, proposed hours of operation is a mandatory consideration in s 105(l)(d). If the only respect in which an application did not meet the object of the Act were its proposed hours of operating, and a condition limiting those hours would minimise the alcohol-related harm so that the application did meet the object of the Act, I consider it

¹⁷ Brief of Evidence of Sgt Bob Jones dated 10 December 2024 at [10].
¹⁸ Westlaw SA105.04 Suitability of the applicant; citing *Police v Casino Bar (No 3) Ltd* [2013] NZHC 44, [2013] NZAR 267 and *Re Nishchay's Enterprises Ltd* [2013] NZARLA PH 837.
¹⁹ *E R Bellas Ltd v Karikari Charitable Trust Inc* [2020] NZHC 2517 at [30].

would be open to the decision-maker to grant the application subject to that condition.

- 3.11. Counsel submit that this option would therefore be available to the Committee.

Rhythm & Alps

- 3.12. Rhythm and Alps is a 3-day music festival in the Cardrona Valley, Queenstown. The special licence for this event was opposed by the Police and MOH, but not the Inspector, in *Medical Officer of Health v Rhythm & Alps Ltd.*²⁰ A key issue was the serve limit (2 or 4). The Authority also touched on other matters that are relevant to special licenses for music events, as follows:

- (a) It noted the Police and MOH assertion that the event attracted a high-risk demographic;²¹
- (b) Police resourcing was raised as a relevant matter.²² The Police evidence refers to this matter at paragraph 40 of Sgt Jones's evidence but provides no context. The Authority's comments at paragraph [111] relate to a proposed condition regarding hourly meetings and the workability of the proposed condition if Police resources were required elsewhere at the event. The wording of the condition is resolved at paragraph [113]. The commentary does not relate to the risk of disorder or criminal behaviour. It is limited to intoxication;
- (c) The condition endorsed by ARLA is accepted by BOP (as the "ultimate safety valve");
- (d) The track record of the applicant was relevant. In relation to this application, the agencies have not commented on the Christchurch and Tauranga events. The agencies have noted, for example, that the Auckland 2025 application has been declined. They have failed to mention, however, that the Tauranga 2025 application has been granted;

²⁰ [2024] NZARLA 221-222
²¹ Paragraph [30], [39] and [90].
²² Paragraph [36].

- (e) The decision confirms that there is no obligation to follow the precautionary approach;²³
- (f) Decision makers should not rely on speculation that harm might be greater than the evidence suggests.²⁴

4. DISCUSSION OF ISSUES

The application manages risk

- 4.1 The risks identified by the reporting agencies have been addressed by the significant changes set out above and in the roadmap. Further “cultural” changes to the events have been pioneered by Ms. Van Duuren.
- 4.2 BOP acknowledges that some risks will be present at any event. For example, gang members are not prevented from attending public events (sporting, cultural or otherwise) so long as they comply with the Gangs Act 2024 regarding the display of insignia. However, BOP acknowledges they need to be managed appropriately and fairly and that it was clear that improvements had to be made from the 2024 event.
- 4.3 On that, BOP acknowledges that the concerns around gangs are validly raised. It accepts that the VVIP presence of gang members can set a tone for the event that is negative.
- 4.4 The presence of gang members was subject to much discussion in the Police evidence. BOP has clearly set out its response to gang insignia and management at the event: any patron who wears gang insignia will not be permitted entry, and those patrons who participate in behaviour which are likely to cause disorder (such as gang related signals or gestures) will be dealt with by roving response teams.²⁵ The APCP makes clear to patrons before the event that anyone who arrives

²³ Paragraph [72].

²⁴ Paragraph [94].

²⁵ We note the evidence of Ms. Van Duuren, who states that there will be options for those who arrive wearing gang insignia to change out of their clothing and replace with branded merchandise or “merch” – at para [2.13] onwards. However, there will be a no entrance policy for anyone wearing gang insignia and this will be strictly enforced. Patrons will be reminded of this policy through the APCP which reinforces messaging around gang insignia and pre-loading.

displaying gang insignia or head to toe gang colours will not be permitted entry.

- 4.5 BOP notes that Police have new powers in relation to gang insignia²⁶ and the Police can elaborate on how they will deploy those powers (generally and specifically). It is noted that a tattoo is not deemed to be gang insignia.²⁷ However, in saying this, BOP does not wish to convey that they are “resting on their laurel’s” on the gang issue to make it a Police problem to resolve. Instead, BOP believes that their strict protocols will effectively manage risk as no gang insignia will be allowed inside the venue.
- 4.6 In terms of overall behaviour, the Inspector refers to media articles at in their report. As above, BOP accepts that these articles reflect the poor aspects of the 2024 Events. However, in saying this, BOP also notes those articles also include comments that confirm the majority of the crowd were well behaved (usually in the last paragraph of any given article). Similar comments are found in the VOC reports and debriefs.

The applicant is suitable

- 4.1. BOP repeats the earlier discussion in relation to the Auckland decision regarding suitability.
- 4.2. In terms of large event experience, the following is noted:
- (a) Mr. Meikle has run numerous events over a long period without issue.²⁸ In that regard, some of the assertions and allegations came as a surprise. While there were clear issues at the 2024 Event, counsel submits that none of these issues cut to the core of the BOP’s character or suitability.

²⁶ Gangs Act 2024.

²⁷ **gang insignia—**

(a) means a sign, symbol, or representation commonly displayed to denote membership of, or an affiliation with, a gang, not being a tattoo; and

(b) includes any item or thing to which a sign, symbol, or representation referred to in paragraph (a) is attached or affixed (for example, clothing or a vehicle).

²⁸ Page 51 of the AMP.

(b) Consistent with the above, BOP has run many successful large and high-risk events, including One Love, Christchurch Juicy and Juicy Fest in Australia. An extensive list of successfully run venues over many years can be found at page 51 of BOP's AMP – which amounts to at least 130+ individual events. Counsel submits that the Committee should view the unacceptable events of 2024 within the broader context of a longstanding and successful track record of event management.

4.7 Here, the significantly reformed proposal will ensure that alcohol is sold and consumed safely, and the risk of harm will be minimised. The changes are not in the nature of “window dressing” – they are meaningful and precautionary and show the character of the applicant.

4.8 BOP submits that the usual indicators of a lack of suitability such as convictions, dishonesty, or poor character, are not present before the Committee. While there is a single instance of a prior suspension,²⁹ across his entire career, BOP has a strong track record of running events safely and in accordance with the Act. Mr. Meikle has openly and honestly dealt with agencies throughout his career and did so further in preparation for the 2025 Event. With respect, the general comment by Bob Jones at [43] of his brief that the applicant has “lack[ed] transparency and candour” is not made out on the facts. In fact, Mr. Meikle has openly engaged with Police on many occasions since the 2024 Event in order to ensure that the harm of that event is not repeated for 2025. It is within this context that the applicant was informed by Tim McIntosh in September 2024 that he no longer wished to meet with the applicant and that the Police would instead only meet after the hearing had taken place.

4.9 For the agencies, the suitability challenge seems to be based on the perceived risk of the event – which is not an issue which goes to suitability *per se*. Rather, BOP submits that significant changes are

²⁹ See para [1.1] of Glenn Meikle's statement of evidence dated 09 December 2024.

instead indicative of a suitable applicant that has learned from past mistakes and wants to make serious improvements.

- 4.10 Mr. Meikle has an established record of effectively engaging with reporting agencies, and this is clear through the evidence of Mr. Lyttle as well as the email exchanges between Annabel Marshall and the Police referenced in Ms. Van Duuren's evidence.
- 4.11 Mr. Meikle is also aware of the specific risk profile in the Hutt when it comes to gangs and is proactively addressing this issue.³⁰ For example, he is aware that there is a nearby gang house/pad to the venue which will require monitoring by external security. This risk has been specifically addressed in the SCMP which will reduce the likelihood of any disorder occurring outside the venue. Mr. Meikle is also aware of the nearby service station, off licence and tavern which present specific risks in relation to pre-loading or those patrons who are evicted from the event. This is why Mr. Meikle has a plan to station static security at the Z-Seaview service station and Randwick Street bottle shop and engage with these venues prior to the event in order to minimise the risk of pre-loading.

Location of the venue

- 4.12 The agencies have noted concerns about the location of the venue, including that it is unsuitable due to the lack of public transport options to and from the venue.
- 4.13 As explained in his evidence, Mr. Meikle has carefully crafted the AMP and SCMP to ensure that they account for issues relating to the local area, such as the provision of buses to nearby train stations in lieu of public transport options.³¹
- 4.14 The agencies also expressed concerns about the fact that they had raised the issue of the venue with BOP before the event with the recommendation that alternative venues be chosen – being the Wellington waterfront or McEwan Park. As Mr. Meikle explains in his

³⁰ See para [3.10] of Glenn Meikle's statement of evidence dated 09 December 2024.

³¹ Statement of Evidence of Glenn Edgar Meikle dated 09 December 2024 at [3.8(a)].

statement of evidence, BOP declined these alternative venues for the fact that they would either be insufficient for the size of the event (Wellington waterfront) or that there would be noise issues for nearby residents (McEwan Park).³²

- 4.15 As is noted above, BOP is aware of the nearby gang house/pad and has made specific plans to mitigate the risk that this may pose via the external security presence in cooperation with Police. In Mr. Meikle's evidence, he notes that the APCP provides for engagement with nearby licences such as the Bottle-O and Hutt Park hotel/tavern.³³ In this, he is referencing the first line of the table on page 4 which relates to raising awareness of the event for those in the surrounding area. As part of this task, Mr. Meikle intends to contact nearby licences as well as residences.

Response to the reporting agency evidence

- 4.16 The reporting agencies' concerns arise principally (if not exclusively) from previous events. BOP was the licensee for some of those events but not all.
- 4.17 BOP's expertise and experience of in managing large scale events speaks for itself: Mr. Meikle has over 17 years of experience, including the inception of One Love and Bay Dreams Festivals in 2014 and 2016 respectively. The special licences for Juicy Fest 2025 in both Tauranga and Christchurch have now both been granted, no doubt as a result of Mr. Meikle's strong record of running effective, safe and entertaining events in the community for many years. Mr. Lyttle, as an ex-police officer, in his evidence speaks extensively about the positive working relationship he has had with Mr. Meikle, which is a testament to suitability.
- 4.18 As a preliminary point, the evidence for the reporting agencies contains some generalised allegations to which BOP cannot respond. While some evidence is specific, much is general. In such circumstances, and in the absence of recording in the VOC, all that BOP can do is

³² Statement of Evidence of Glenn Edgar Meikle dated 09 December 2024 at [3.9(a)].

³³ Statement of Evidence of Glenn Edgar Meikle dated 09 December 2024 at [3.9(b)].

agree with the general nature of the problems raised and put forward its position on how such problems can be avoided on this occasion.

- 4.19 As an example of general claims, Sgt Jones claims that “a range of incidents” were discovered at previous Juicy Fest events including “reported sexual assaults”.³⁴ Sgt Jones does not provide further information about these alleged assaults. This reference to reported sexual assaults is a consistent theme throughout the Police evidence, which is concerning for BOP. For example, Snr Sgt McIntosh also provides general evidence of an alleged sexual assault which lacks further context or evidence.³⁵ Even more concerning, Snr Sgt McIntosh raises a general allegation of a stabbing. Neither of these incidents are recorded in the VOC Log for the event. Having said that, BOP emphasises that it takes these kinds of allegations very seriously and, of course, acknowledges that all practicable steps should be taken to avoid the sorts of incidents referred to in the allegations.
- 4.20 Similarly, Sgt Sutherland in his statement claims that two Police officers dealt with a male “likely high on MDMA” but presents no further context or evidence to support this conclusion.³⁶ Furthermore, it is unclear with Mr. Sutherland was personally involved with this incident or whether he merely heard reports of this incident from other officers.
- 4.21 When evaluating the 2024 event, the Committee should take some care when considering the unparticularised allegations and strong language in the Police evidence. Instead, weight should be placed on objective and reliable evidence such as the specific refinements which have been made by the applicant. Again, BOP emphasises that the steps it has taken are designed to avoid the sorts of issues that are referred to in the allegations – whether some of the details around those allegations are correct or not.
- 4.22 Given that counsel is unable to cross-examine witnesses presenting evidence on behalf of the reporting agencies, and questions are instead put through the panel/chair, we respectfully submit that various

³⁴ Sgt Bob Jones at [13], page 4.

³⁵ Statement of Snr Sgt Tim Randall McIntosh dated 24 October 2024 at [33].

³⁶ Statement of Sgt Dale Robert Sutherland dated 24 October 2024 at [52].

topics of importance listed at **Schedule 2** of these submissions be explored during the hearing with witnesses.

Artist conduct towards patrons and Police

4.23 The Police have raised in their evidence assertions about the “message of violence”. BOP says that genuine artistic expression is not a relevant issue for the issuance of an alcohol licence. However, it fully accepts there is a line between genuine artistic expression and outright hostility towards Police. The latter is completely unacceptable. This is why the changes made in relation to expectations of behaviour from artists include treatment of Police. The revision of the lineup to incorporate artists which have less of an “aggressive” style of rap demonstrates that BOP takes the issues raised seriously (and, indeed, took those issues seriously from *before* the time at which they were raised).

4.24 Ms. Van Duuren’s evidence discusses the extensive changes which were implemented as a result of the unacceptable treatment shown towards female patrons by artists, including pressure to expose their breasts. BOP is clear: any sexual harassment of any patron is completely unacceptable. In this regard, significant changes have been made, for example:

- (a) The application of the “Juicy clause” which contractually obliges artists to behave appropriately which, unfortunately, did not apply to the artist primarily responsible for last year’s poor behaviour.³⁷
- (b) A progressive shift away from “aggressive” style rap towards a focus on “old school” hip-hop and R&B in the future.
- (c) Zero tolerance for visible gang affiliation.
- (d) A specifically selected DJ and MC who has the respect of the crowd who will engage effectively and promote a positive and respectful vibe towards women and the Police.

³⁷

For breaching this clause, artists are fined.

Pre-determined outcome by the Police

4.25 It is submitted that BOP, through its open engagement with Police, has demonstrated an intention and desire for the 2025 Event to be substantially different, and that they take the issues seriously. However, despite this, the applicant submits that there has been a degree of pre-determination on the part of the Police regarding the 2025 Event. In this, BOP refers to several incidents:

- (a) In the February 2024 post-event debrief meeting, Tim McIntosh stated that he “did not want to see Juicy Fest come back to Wellington”, which stands in contrast to the approach taken by Inspector Shaun Lingard, who fairly discussed the issues with the 2024 Event, but overall took a pragmatic approach for any future licence.
- (b) Despite making positive progress towards the 2025 Event, Tim McIntosh abruptly cancelled any further meetings with the applicant until after the hearing.
- (c) At paragraph [18] of his evidence, Bob Jones states that Police believe “no matter what extra measures or strategies the applicant is wanting to implement”, the prospect of a 2025 Event is (in the eyes of the Police) beyond repair and will be opposed.


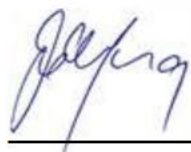
4.26 It is submitted that this apparent approach by the Police is unreasonable as it does not allow BOP to present its best case for holding a 2025 Event and demonstrate the work that has gone into addressing the serious issues present at the 2024 Event. While a relevant consideration, the 2024 Event ought to be one consideration of many in a merits-based assessment of the Applicants proposal.

5. CONCLUSION AND NEXT STEPS

5.1. It is acknowledged that the timing of this hearing presents difficulties for the Committee. The event is scheduled for Friday 10th January 2025. The Committee could issue a short decision with reasons to follow but may not wish to do so. BOP appreciates that the Committee can only do so much in the time it has available to it.

- 5.2. The definition of "working day" in the Act excludes a day in the period commencing on 20 December in any year and ending with 15 January in the following year.³⁸
- 5.3. However, it does not apply to decision making because there is no statutory time period within which a decision must be issued. The definition does apply to the statutory appeal period for a decision of the Committee. An appeal must be made by the appellant giving notice of appeal to the licensing authority within 10 working days after the date on which notice of the decision is given to that party.³⁹
- 5.4. As such, the reality for BOP is that if the Committee is minded to grant the application, it will need to engage with the Police as to whether they wish to appeal. A licence cannot issue until the appeal period has expired. If the Police indicated that it would not appeal a positive decision, the licence could issue immediately.

DATED the 17th day of December 2024



T Smith / J D Young / T S Greensmith-West
Counsel for BOP

³⁸ Definition of "working day" under the Act.
³⁹ Section 155(1).

SCHEDULE 1**2024 vs 2025**

Issue / Topic	2024 Event	Change for 2025 Event
Artist line-up	<ul style="list-style-type: none"> • T Pain • T.I. • The Game. • Ashanti. • Trey Songz. • Ma\$. • Cassie. • Bone Thugs N-Harmony. • Fabolous. • Maro. • Keri Wilson. • YG. 	<ul style="list-style-type: none"> • Ludacris • Akon • Shontelle • Jeremih • Ray J • Fat Joe • Bizzy Bone & Lazy Bone • Jacquees • Jay Sean • Montell Jordan • Twista • Baby Bash • Pleasure P • Bobby V • Next
Music style	Hip-hop.	"Old school" hip-hop and R&B, moving into other genres in the future.
DJ and MC	Disengagement with crowd.	Specific DJ and MC chosen to engage effectively with crowd, promotion of good behaviour.
Artist conduct	"Juicy clause" did not apply to worst offender – YG.	<p>"Juicy clause" will apply to contracts which addresses misogynistic behaviour and hostility to Police. One artist who does not have the clause will be closely monitored.</p> <p>Practical mechanisms to stop disorder such as turning off music/sound.</p>
Capacity attendance and	14,600 maximum capacity, being: 9000 in GA, 5000 in VIP, and 600 in VVIP.	<p>Maximum capacity 9000, being: 4000 GA and 5000 VIP.</p> <p>VVIP has been removed.</p>
Risk status	MODERATE risk for the overall event.	Risk has been classified as overall HIGH risk with a new risk matrix.

Security ratio	160 security with a ratio of 1:91.	199 security with a ratio of 1:45.
Security supervisors	Total of 8 staff.	Total of 11 staff.
Entry Isle ratio	1:500.	1:400.
External security teams	22 external guards.	Dedicated external team including static guards at service station and bottle shop, with 43 guards in total.
Trespass notices	Trespass notices were not provided to guards for use.	External guards will issue trespass notices.
Anti Pre-loading communications plan	No APCP.	Comprehensive pre-loading communications plan to pre-emptively address risk.
Safety	Random pat downs but no wandling.	All ticket holders will be "wanded" on entry.
Water and shade	3 water stations and 2 canons which were not used.	5 water stations, 2 misting canons, 2 10 x 7.5m stretch tents.

SCHEDULE 2**LIST OF PROPOSED TOPICS FOR THE COMMITTEE TO EXPLORE WITH REPORTING AGENCIES**

1. The non-attendance of the Police alcohol harm prevention team at the 2024 Event.
2. Despite being the main point of contact between the applicant and Police, why Inspector Shaun Lingard has not presented evidence to the Committee.
3. The apparent pre-determination of the Police's stance on the 2025 Event from as early as February 2024 as evidenced by the comments from Tim McIntosh in the Wellington post-event debrief notes, where it states: "[he] does not want to see Juicy Fest come back to Wellington", and the comment from Bob Jones that
4. The cancellation by Tim McIntosh of any further meetings with the applicant in September 2024 until after the hearing.
5. The multiple, generalised and serious allegations within the Police evidence, including allegations relating to sexual assault/rape, drug consumption and stabbing.

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SCHEDULE 3**EMAIL FROM S LINGARD ALLOWING ADVERTISING FOR EVENT**

Annabel Marshall <annabel@timelessgroup.co.nz> 4 April 2024 at 15:08
To: "LINGARD, Shaun" <Shaun.Lingard@police.govt.nz>
Cc: Glenn Meikle <glenn@onelovefestival.co.nz>

Hi Shaun, Thank you for the quick response.

When do you go on leave? Would Monday be an option? We are hoping to announce the festival next week as all other cities are locked in.

Alternatively would Police be comfortable with us announcing and organising our first stakeholder meeting when you get back from leave? We are really confident that working with our new Security provider (who is our provider for the rest of the tour) will work in line with police, council and the venue to carry out a safe and successful event.

[Quoted text hidden]

LINGARD, Shaun <Shaun.Lingard@police.govt.nz> 4 April 2024 at 15:42
To: Annabel Marshall <annabel@timelessgroup.co.nz>
Cc: Glenn Meikle <glenn@onelovefestival.co.nz>

I'm actually on leave from tomorrow. I'd be comfortable with you making the announcement and we can catch up when I'm back.

Inspector Shaun Lingard
Area Prevention Manager
Te Awakairangi / Hutt Valley

M 021 191 3062
E shaun.lingard@police.govt.nz

Open Mic...5 (Office)



From: [Annabel Marshall](#)
To: [Tracy Gibson](#)
Cc: [Glenn](#)
Subject: Re: [EXTERNAL] Juicy Fest @ Hutt Park
Date: Friday, 26 July 2024 1:14:58 pm
Attachments: [image001.png](#)
[image002.png](#)
[image003.jpg](#)
[noname](#)
[noname](#)

Hi Tracy,

Thank you for following up. We haven't sent anything yet. I will get the draft plans to you hopefully early next week and we can book in a meeting with your team.

Thanks

Annabel

On Thu, 25 Jul 2024 at 09:26, Tracy Gibson <Tracy.Gibson@huttcity.govt.nz> wrote:

Hi Annabel,

I have just come from our tri agency meeting.

The agencies have suggested that a pre application meeting is held as soon as possible.

I'm not sure if you sent the draft copy of the application, but we have not seen it yet.

Thanks

Tracy.

Tracy Gibson
[Alcohol Team Lead](#)

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: 04 570 6712 **M:** [REDACTED] **W:** www.huttcity.govt.nz



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From: Tracy Gibson
Sent: Wednesday, July 3, 2024 2:05 PM
To: 'Annabel Marshall' <annabel@timelessgroup.co.nz>; Glenn <glenn@bopbrewery.co.nz>
Subject: RE: [EXTERNAL] Juicy Fest @ Hutt Park

That sounds great, thank you Annabel.

Can you please include the following people in the email, as well as Shane and I:

Vas Sopoaga [HVDHB] Vas.Sopoaga@huttvalleydhb.org.nz who will pass it on to the Medical Officer of Health.

Dipal Dhanani Dipal.Dhanani@huttcity.govt.nz (I may be out of the office from Wednesday to Friday next week).

Thanks, Tracy.

From: Annabel Marshall <annabel@timelessgroup.co.nz>

Sent: Wednesday, July 3, 2024 1:55 PM

To: Tracy Gibson <Tracy.Gibson@huttcity.govt.nz>; Glenn <glenn@bopbrewery.co.nz>

Subject: Re: [EXTERNAL] Juicy Fest @ Hutt Park

Hi Tracy,

Sure, we can do that. I can hopefully have this to you mid to end of next week. We are just making sure we incorporate all the feedback from our initial meetings with you and also Shaun. We have also had really positive meetings with the agencies in other cities and will add areas we discussed with them. By having a consistent management plan for all venues, we will definitely be better equipped for successful events.

Thanks

Annabel

On Wed, 3 Jul 2024 at 13:50, Tracy Gibson <Tracy.Gibson@huttcity.govt.nz> wrote:

Hi Annabel,

Sorry, I don't have a phone number for you or I would have just called.

I just spoke with Shane. Are you happy to provide a draft copy of the application for us to look at before you officially lodge it?

That way the agencies can have a look and then come back with any concerns or areas for clarification, if any, that we have.

There may be no need for a meeting with all the agencies at this stage, but this may be a way to determine that.

Kind regards

Tracy.

Tracy Gibson

Alcohol Team Lead

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: 04 570 6712 **M:** [REDACTED] www.huttcity.govt.nz

W:



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From: Annabel Marshall <annabel@timelessgroup.co.nz>
Sent: Wednesday, July 3, 2024 1:33 PM
To: Tracy Gibson <Tracy.Gibson@huttcity.govt.nz>
Cc: BENGE, Shane <Shane.Benge@police.govt.nz>; LINGARD, Shaun <shaun.lingard@police.govt.nz>; Glenn <glenn@bopbrewery.co.nz>; Greg Mullany [HVDHB] <Greg.Mullany@huttvalleydhb.org.nz>
Subject: Re: [EXTERNAL] Juicy Fest @ Hutt Park

Ok Great. Shaun has advised he doesn't need another meeting, but happy to meet with your health team and ultimately we want a collaborative process to get our alcohol management plan submitted.

Please let me know a time that works for you and Glenn and I will make ourselves available.

Thanks

Annabel

On Wed, 3 Jul 2024 at 09:34, Tracy Gibson <Tracy.Gibson@huttcity.govt.nz> wrote:

Morning Annabel,

I think another pre application meeting is a good idea. I know that the Medical Officer of Health staff will also be interested in attending. I have CC'd in Greg for their information.

Kind regards

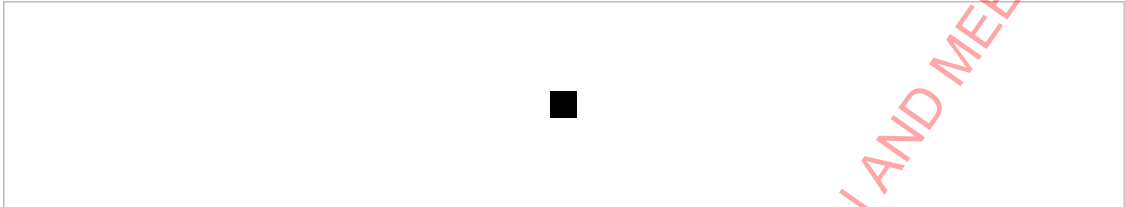
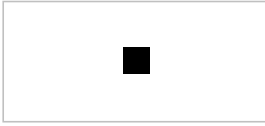
Tracy.

Tracy Gibson

Alcohol Team Lead

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: 04 570 6712 M: [REDACTED] W: www.huttcity.govt.nz



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From: Annabel Marshall <annabel@timelessgroup.co.nz>

Sent: Friday, June 28, 2024 4:57 PM

To: Tracy Gibson <Tracy.Gibson@huttcity.govt.nz>; BENGE, Shane <Shane.Benge@police.govt.nz>; LINGARD, Shaun <shaun.lingard@police.govt.nz>

Cc: Glenn <glenn@bopbrewery.co.nz>

Subject: [EXTERNAL] Juicy Fest @ Hutt Park

Hi Tracy, Shane and Shaun,

I hope you're both well.

We are happy to pass on that Juicy Fest is returning to Hutt Park for 2025. Glenn and I are really keen to submit our liquor license application within the next couple of weeks. Can you confirm if you would like to meet again before we do so? We are happy to.

Something we are really keen to talk about is how we can push for a temporary liquor ban surrounding the event.

Thanks

Annabel

--



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From: [Annabel Marshall](#)
To: [MCINTOSH, Timothy \(Tim\)](#)
Cc: [Tracy Gibson](#); [Glenn](#)
Subject: [EXTERNAL] Re: JuicFest 2025
Date: Tuesday, 13 August 2024 11:09:03 am
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)

Hi Tim,

Thank you very much for getting in touch - It's great to hear from you and we look forward to working through your concerns for a successful 2025 event. I have cc'd Glenn Meikle on this email who is the event promoter and also licensee.

We have had 2 preliminary meetings so far - 1 with Shaun Linguard and another with Tracy and her team. We are keen to have another meeting before lodging our liquor license formally. The plan was to send Tracy our draft site plan and alcohol management plan by the end of this week and then hopefully meet with the relevant teams the following week. I will keep you posted.

Thanks

Annabel

On Tue, 13 Aug 2024 at 11:04, MCINTOSH, Timothy (Tim)
<Timothy.McIntosh@police.govt.nz> wrote:

Tēnā koe,

I would like to reach out and introduce myself as taking the lead for planning the Police response for Juicyfest 10th January 2025.

After the Juicyfest earlier this year we identified a number of issues which we will look to address for Juicyfest '25 and I look forward to working collaboratively with you and your teams.

Please keep me apprised of any key dates or meetings and I will make every effort to be available.

Ngā mihi nui

Tim MCINTOSH

Senior Sergeant

OC Police Support Unit (PSU)

Wellington

M +64 211909916

E timothy.mcintosh@police.govt.nz

wordmark transparent



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From: [Lisa Te Huia](#)
To: [Tracy Gibson](#)
Subject: Re: [EXTERNAL] Re: Special licence application by BOP Brewery Limited for Juicy Fest 2025 - additional information required please
Date: Wednesday, 23 October 2024 12:29:40 pm
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[image008.png](#)
[image009.png](#)
[image010.png](#)
[image011.png](#)
[image012.png](#)
[BOP BREWERY LIMITED - Alcohol Management Plan - JUICY FESTIVAL - Wellington 2025 - Final 23.10.24.pdf](#)
[Juicy Fest Wellington - Site Plan 2025 \(Full Site\) FINAL 23.10.24.pdf](#)
[Juicy Fest Wellington - Site Plan 2025 \(Licensed Area\) FINAL 23.10.24.pdf](#)

Morning Tracy

Apologies for my errors with the application – I have answered your queries (not necessarily in order of you asking them) below, and have also referred to the changes I have made to the AMP.

I have removed all the existing highlights from the AMP and only highlighted the changes made since the application submission.

Please find attached the updated AMP as well as an updated full site - site plan, and licensed area - site plan.

Hours of application:

- Gates open – 12:00pm
- Gates close – 11:00pm
- Bar opens – 12:30pm
- Sale & Supply of Alcohol to Cease – 10:00pm (at the latest)
- Bar closes (license ends) – 10:30pm

All bars will completely shut down at 10:30pm (at the latest) – food vendors will still be in operation and will have non-alcoholic beverages available.

Please change application 'Hours/Times' to 12:30pm – 10:30pm

Have updated the AMP as follows:

- **6.1 FOOD** (page 12)
Food vendors are required to remain open till at least 30 minutes following the conclusion of entertainment.
- **6.6 BARS** (page 17)
All bars will commence operation no earlier than 30 minutes following the opening of gates (12:30pm), until the conclusion of entertainment (no later than 10:30pm), with the last alcoholic beverages served 30 minutes prior – after thorough assessment of intoxication levels, management may decide to cease alcohol sales at the commencement of the final act (approximately 9:00pm)

Maximum number of people at event:

There will be 12,000 tickets available for the event, but we are only anticipating that 8,000 to 10,000 tickets will be sold – current ticket sales are quite low. Would it be better to just remove any mention of 'anticipated' ticket sales??

Please change the application 'How do people get admittance to the event' – untick 'Invitation'

Have updated the AMP as follows:

- **3.2 EVENT DETAILS** (page 4)
 - Capacity (Ticket Availability): 12,000
 - Expected Attendance: 8,000 – 10,000

Numbers of patrons per section

- GA – 6,000
- VIP – 3,500
- VVIP – 500

Have updated the AMP as follows:

- **6.4 LICENSED AREAS – General Admission Area** (page 15)
 - The main area of the site (as shown in the attached site plan) is the General Admission area, which will cater to the majority of festival attendees, including a large number of VIP attendees (we have found, over the years, many VIP attendees spend a lot of time in the GA area with family and friends).

Resource Consent

The Resource Consent is in progress. We are working on finalising some of the management plans required for us to submit our application (noise management plan, waste management plan etc). We anticipate submitting this by the 12th of November. As per last year's Resource Consent we do not anticipate any known conditions/restrictions that may impact the alcohol licence.

Staff

The 6 duty managers are in addition to the four – unfortunately we are contracting the managers from a recruitment agency, so haven't yet been allocated the managers – will send names (and certs if required), once we received them.

Have updated the AMP as follows:

- **8 STAFF – Duty Managers & Bar Staff** (page 27)
 - All bar staff numbers (including managers) will be at a ratio of one bar staff member per 100 to 120 patrons (e.g. 10,000 patrons = 100 staff members)
- **8 STAFF – Intoxication Management Team** (page 27)
 - Experienced staff members, including at least 6 certified duty managers (contracted via a recruitment agency),
 - Expected Attendance: 8,000 – 10,000

Typo

Have updated the AMP as follows:

- **7.8 RESTRICTING SERVICE** (page 22)
 - Wristbands are to be worn by patrons at all times.

Please do let me know if my responses are still not clear – I hope I haven't missed anything.

Ngā Mihi,

Lisa Te Huia

Administration | Liquor Licensing | Bar Organisation & Management

Mount Maunganui 3116
Bay of Plenty | NEW ZEALAND
mobile: +64 21 970 508

Reggae Love Limited

email: lisa@onelovefestival.co.nz

- One Love Festival (NZ)
- Good Vibes Festival (NZ)

Juicy Festival Limited

email: lisa@juicyfest.co.nz

- Juicy Fest.

signature_3830737108

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From: Tracy Gibson <Tracy.Gibson@huttcity.govt.nz>

Date: Monday, 21 October 2024 at 5:03 PM

To: 'Lisa Te Huia' <lisa@onelovefestival.co.nz>

Subject: RE: [EXTERNAL] Re: Special licence application by BOP Brewery Limited for Juicy Fest 2025 - additional information required please

Just thought I would also let you know that our last DLC meeting of 2024 is Wednesday 18 December.
The first one for the new year is 22 January 2025.

Tracy Gibson

Alcohol Team Lead

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: 04 570 6712 M: [REDACTED] W: www.huttcity.govt.nz



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From: Tracy Gibson

Sent: Monday, October 21, 2024 4:36 PM

To: 'Lisa Te Huia' <lisa@onelovefestival.co.nz>

Subject: RE: [EXTERNAL] Re: Special licence application by BOP Brewery Limited for Juicy Fest 2025 - additional information required please

Yes, but I wouldn't want to delay too long. If there are any issues from the agencies you will want them discussed early on.

From: Lisa Te Huia <lisa@onelovefestival.co.nz>

Sent: Monday, October 21, 2024 4:10 PM

To: Tracy Gibson <Tracy.Gibson@huttcity.govt.nz>

Subject: Re: [EXTERNAL] Re: Special licence application by BOP Brewery Limited for Juicy Fest 2025 - additional information required please

Thanks for the prompt reply Tracy – so you are fine if I amend both the AMP and Site Plan as long as it's before you send out to other agencies? A lot of your queries are more errors on my part which just need to be corrected (or reworded). I'm just waiting to hear back from the event manager in regard to any consents – so will hopefully, at least, have an amended AMP and Site Plan for you asap.

Ngā Mihi,

Lisa Te Huia

Administration | Liquor Licensing | Bar Organisation & Management

Mount Maunganui 3116
Bay of Plenty | NEW ZEALAND
mobile: +64 21 970 508

Reggae Love Limited

email: lisa@onelovefestival.co.nz

- One Love Festival (NZ)
- Good Vibes Festival (NZ)

Juicy Festival Limited

email: lisa@juicyfest.co.nz

- Juicy Fest.

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From: Tracy Gibson <Tracy.Gibson@huttcity.govt.nz>

Date: Monday, 21 October 2024 at 4:03 PM

To: Lisa Te Huia <lisa@onelovefestival.co.nz>

Subject: RE: [EXTERNAL] Re: Special licence application by BOP Brewery Limited for Juicy Fest 2025 - additional information required please

Kia ora Lisa,

Thanks for replying so quickly.

We need to send the application to the reporting agencies, and they have 15 working days from the date they receive it to report any matters in opposition.

They will be reporting on the details they receive so if there are changes to the site plan and AMP that would have changed their response then that could be an issue. If changes are made it may be that the reporting agencies receive the application again.

And once it goes to the DLC for determination, if granted, there can be no further changes.

What I need to know is:

How late into the application process are you planning to make changes to the site plan and the AMP?

And do you think the changes are likely to significantly change the original application (ie: significant change in the layout, change in the number of attendees, change in hours, changes in security etc)?

If you send amendments, I would appreciate it if you could let me know what the changes are and have a version/date on the current plan/AMP.

Nga mihi nui,

Tracy.

Tracy Gibson

Alcohol Team Lead

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: 04 570 6712 M: [REDACTED] W: www.huttcity.govt.nz



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From: Lisa Te Huia <lisa@onelovefestival.co.nz>

Sent: Monday, October 21, 2024 2:55 PM

To: Tracy Gibson <Tracy.Gibson@huttcity.govt.nz>

Subject: [EXTERNAL] Re: Special licence application by BOP Brewery Limited for Juicy Fest 2025 - additional information required please

Kia ora Tracy

Thank you for your email. Before I address anything else (in a separate email), I'd like to discuss any potential amendments to both the AMP and Site Plan. For all special license applications we submit to various councils across the country, we typically update the actual documents with any changes (creating new versions) and forward them to liquor licensing. I understand that for the previous Wellington Juicy application (2024 Juicy Fest), you found the multiple versions problematic. So, my question is: how would you prefer we handle amendments this time? Would you like us to respond to your queries directly via email, or do you have another preference?

I haven't yet had a chance to read through all of your email but will respond in a separate email within the next few days

Ngā Mihi,

Lisa Te Huia

Administration | Liquor Licensing | Bar Organisation & Management

Mount Maunganui 3116
Bay of Plenty | NEW ZEALAND
mobile: +64 21 970 508

Reggae Love Limited

email: lisa@onelovefestival.co.nz

- One Love Festival (NZ)
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Juicy Festival Limited

email: lisa@juicyfest.co.nz

- Juicy Fest.

signature_2969191226

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From: Tracy Gibson <Tracy.Gibson@huttcity.govt.nz>

Date: Monday, 21 October 2024 at 2:01 PM

To: 'Lisa Te Huia' <lisa@onelovefestival.co.nz>

Subject: Special licence application by BOP Brewery Limited for Juicy Fest 2025 - additional information required please

Kia ora Lisa,

Thank you for lodging the application for the special licence for Juicy Fest 2025.

There are a few areas that need clarification please.

Hours of application:

Can you please confirm that the hours being applied for is 12.00pm until 11.00pm (from gates open to gates closed).

Can you please confirm the bar hours. It is clear that the bars will open at 12.30pm but the closing time is confusing:

The application says hours/times for sale of alcohol is 12.30pm until 10.00pm.

3.2 in the AMP says that the sale and supply of alcohol ceases at 10pm, and the bar closes at 10.30pm. After 10.00pm are only non-alcoholic beverages available to purchase?

6.6 says that the bar will cease at the conclusion of entertainment, no later than 10pm, with the last alcohol beverages served 30 minutes prior, which would be 9.30pm).

Maximum number of people at event:

Q5(a) says the total number of people at the event will be 10,000,

Q5(f) says there will be 12,000 tickets available.

Please confirm if the maximum number of people at this event will be 10,000 or 12,000.

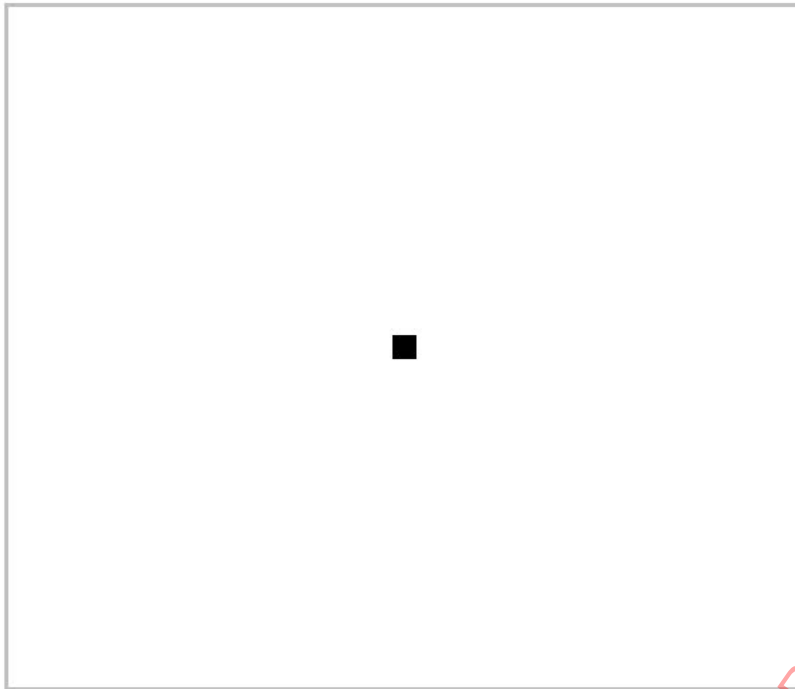
And what is the invitation?

Please confirm the number of tickets available for General Admission is 3,500, the number of tickets available for VIP 6,000 and the number of tickets available for Platinum VVIP is 500. Where do the additional 2,000 people factor?

The security plan has the estimated number of attendees as 8,000 – 10,000.

Site Plan:

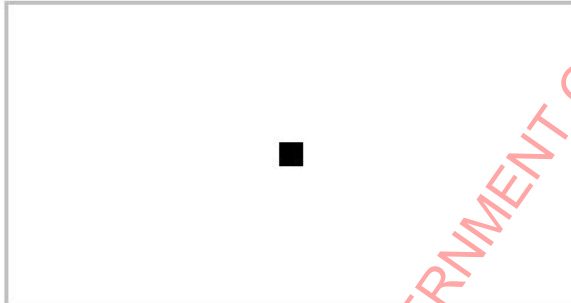
The large site plan is missing the 'key'. I see that it is included in the AMP but this is too small to read. **Please provide the plan with the key included.**



**If there are only 3,500 people in the GA area, and 6,500 in the VIP and Platinum VVIP area why is the GA area larger than the area that will have double the number of people? Is this because all VIP and VVIP are able to access all areas?
Why is site plan version 5 in the AMP but version 6 is in the application?**

Resource Consent:

Please provide details about the resource consent (ie: consent number, copy if already granted, approximate date this is anticipated to be issued if not already granted, any known conditions/restrictions that may impact the alcohol licence etc):



Advertising the event:

We are looking into notification requirements pursuant to Section 139 for special licence applications.
I will be in touch separately regarding this.

Staff:

Under 'staff' it is confirmed that experienced staff including at least 6 certified duty managers will be working.

You have named four, who are the other two?

You also state that 50% of the regular staff will be transported to the events with the additional staff contracted locally.

How many bar staff members in total will you be employing to support the duty managers?

AMP:

7.8 typo:



If you have any questions don't hesitate to contact me. Otherwise, I look forward to your reply.

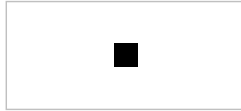
Nga mihi nui

Tracy.

Tracy Gibson
Alcohol Team Lead

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: 04 570 6712 M: [REDACTED] W: www.huttcity.govt.nz



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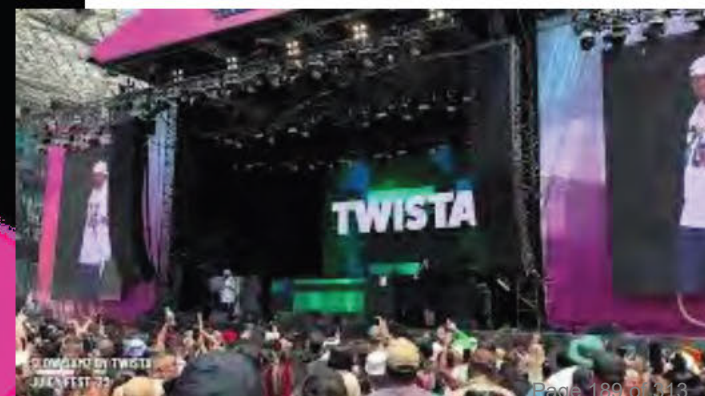


BOP BREWERY LIMITED

ALCOHOL MANAGEMENT PLAN



WELLINGTON



1. CONTENTS

1. CONTENTS	2	7.6 ALCOHOL DRINK ABV%	21
2. INTRODUCTION	3	7.7 PATRONS	21
3. EVENT SUMMARY	3	7.8 RESTRICTING SERVICE	22
3.1 EVENT OVERVIEW	3	7.9 MITIGATING FURTHER HARM	23
3.2 EVENT DETAILS	4	7.10 DEBRIEFS	24
3.3 EVENT MANAGEMENT	5	7.11 COMMUNICATIONS	24
4. AIMS & OBJECTIVES	6	7.12 ALTERNATIVE TRANSPORT	25
5. GATE ENTRY & TERMS OF ADMISSION	7	8. STAFF	25
5.1 LIQUOR BAN	7	8.1 RESPONSIBLE SERVICE OF ALCOHOL	29
5.2 ENTRY GATES	7	9. SECURITY	30
5.3 ENTRY REFUSAL	7	9.1 GANGS AND INTIMIDATION MANAGEMENT	34
5.4 TICKETING AND ACCREDITATION	8	10. HEALTH & SAFETY	35
5.5 IDENTIFICATION	8	10.1 MEDICAL PROVISIONS	36
5.6 BAG SEARCH PROCEDURE	8	10.2 PATRON WELFARE	37
5.7 BINS	9	11. RISK ASSESSMENT	38
5.8 EVICTION AND INFRINGEMENT	9	11.1 RISK ASSESSMENT MATRIX	38
5.9 NO PASSOUTS	9	11.2 RISK ASSESSMENT TABLE	39
5.10 CONDITIONS OF ENTRY	10	12. ALCOHOL GUIDELINES	45
5.11 PROHIBITED ITEMS	11	13. INTOXICATION ASSESSMENT	46
5.12 PERMITTED ITEMS	11	13.1 DEFINITION OF 'INTOXICATION'	46
6. PROVISIONS	12	13.2 DISABLED PERSONS	47
6.1 FOOD	12	13.3 DRINK SPIKING	47
6.2 FREE WATER	12	13.4 DRUG MANAGEMENT	48
6.3 BEVERAGES	14	14. NOISE MANAGEMENT	51
6.4 LICENSED AREAS	15	15. HISTORY OF BOP BREWERY LIMITED	52
6.5 TOILET FACILITIES	17	16. FOOD VENDORS	53
6.6 BARS	17	17. SIGNAGE	54
6.7 BAR PEN	18	17.1 LICENSING SIGNAGE	54
7. CONTROL SALE & SUPPLY	19	17.2 OTHER SIGNAGE	55
7.1 EXPERIENCED LICENSEE OPERATORS	19	17.3 SIGNAGE LOCATION MAP	56
7.2 MINORS	19	18. SITE PLAN	57
7.3 VIGILANCE AT THE ENTRY POINTS	19	19. SECURITY PLAN	58
7.4 CROWD CARE (REHYDRATION / INTOXICATION STATION)	20		
7.5 ALCOHOL DRINK LIMITS	21		

2. INTRODUCTION

Many events are associated with the consumption of alcohol and drugs, which can have adverse effects on the well-being and safety of attendees, and even impact the overall success of the event.

Adopting a practical approach to the management of alcohol and drug-related issues during events holds the potential to save lives.

Additionally, offering well-considered and comprehensive support for alcohol and other drug-related matters not only resonates with attendees but can also extend its positive impact to the larger community through effective communication.

This document outlines the joint efforts of Juicy Festival Limited and BOP Brewery Limited to mitigate issues related to alcohol and substance abuse through thorough policies, protocols, responses, and training initiatives, with the primary aim of reducing harm. A copy of this Alcohol Management Plan will be available in the Venue Operations Centre (VOC).

3. EVENT SUMMARY

3.1 EVENT OVERVIEW

The Juicy Festival, or Juicy Fest, as it's colloquially named, is an R18 one day festival scheduled for 8 shows across New Zealand & Australia in summer of 2025.

Boasting a star-studded line-up, including headliners Ludacris and Akon, the performance schedule is packed with artists responsible for some of R&B and hip hop's biggest hits of the 1990s and 2000s.

The event will also shine a spotlight on a collection of iconic talents, including Keyshia Cole, SWV, Omarion, Fat Joe, Baby Bash, Pleasure P, Ying Yang Twins, and returning to the festival is Twista and Bizzy Bone (accompanied by Layzie Bone).

3.2 EVENT DETAILS

Event Name	Juicy Fest
Event Location	Hutt Park Hutt Park Road Lower Hutt WELLINGTON
Date	Friday 10 th January 2025
Capacity	12,000
Expected Attendance	8,000 - 10,000
Event Schedule	
12:00pm	Gates Open / DJ
12:30pm	Bars Open/Entertainment Commences (DJ)
1:00pm	Bobby V
1:25pm	Pleasure P
1:55pm	Ying Yang Twins
2:25pm	Baby Bash
2:55pm	SWV
3:25pm	Jay Sean
3:55pm	Twista
4:25pm	Jacquees
4:55pm	Jeremih
5:25pm	Omarion
5:50pm	Bizzy Bone & Layzie Bone
6:25pm	Fat Joe
7:05pm	Keyshia Cole
7:55pm	Akon
8:55pm	Ludacris
10:00pm	Sale and supply of Alcohol to cease
10:30pm	Entertainment Ends/Bar Closes
11:00pm	Gates Close

3.3 EVENT MANAGEMENT

<i>Promoter:</i>	Juicy Festival Limited
<i>Event Organiser/Management:</i>	Glenn Meikle & Matt Spratt
<i>Event Manager:</i>	Annabel Marshall
<i>Liquor License:</i>	BOP Brewery Limited
<i>Licensee Manager:</i>	Glenn Meikle of BOP Brewery Ltd
<i>Security:</i>	Uso's Keeper Protection
<i>Head of Security:</i>	Harry Crichton
<i>Touring Security Manager:</i>	Michael Malligan (of Anchor Security AUS)

Promoters

At the helm of Juicy Fest Limited, Glenn Meikle and Matthew Spratt jointly serve as Owner/Managing Directors.

With a combined experience spanning over 17 years, Glenn's expertise extends to numerous large-scale events, notably including the inception of One Love and Bay Dreams Festival in 2014 and 2016 respectively.

Matthew Spratt, a seasoned businessman, while not directly from the events background, contributes valuable business acumen that strengthens the Juicy Fest brand

Licensee

Experienced licensee operators BOP Brewery Limited leads the licensing aspect of the event. BOP Brewery Limited have been a cornerstone provider of bar services for a multitude of events across parts of New Zealand for over 17 years, with Glenn Meikle as licensee manager. Please see page 52 for BOP Brewery Limited's event history.

4. AIMS & OBJECTIVES

Aims

In collaboration with Juicy Festival Limited, BOP Brewery Limited are committed to upholding the standards and expectations set forth by the Health and Safety at Work Act 2015. This includes a resolute recognition of our primary responsibility to ensure a venue free from health and safety hazards for both workers and patrons.

Furthermore, we are dedicated in our aim to ensure full compliance by all event personnel, including managers, bar staff, and security, with the stipulations outlined in the Sale and Supply of Alcohol Act 2012. This incorporates strict adherence to all licensing conditions and Host Responsibility obligations. Recognising the event's association with alcohol provision, we hold an objective of curbing excessive alcohol consumption and mitigating alcohol-related harm through strategic interventions.

Objectives:

- Foster a secure environment and a positive experience for all individuals attending the event.
- Diminish the presence and usage of illicit substances prior to and during the event.
- Promptly identify and address emerging issues, thereby preventing their escalation.
- Minimise the occurrence of incidents arising from alcohol or drug misuse.
- Prevent instances of intoxication.
- Ensure responsible alcohol service, refraining from serving unauthorised patrons, including:
 - Minors
 - Intoxicated patrons
- Facilitate the availability and active promotion of substantial food options and free water.
- Exercise responsible alcohol service practices, including the decision not to serve alcohol when appropriate

5. GATE ENTRY & TERMS OF ADMISSION

BOP Brewery Limited, have a strict intox screening plan that includes 4 points of interaction - Bag search, ID check, ticket scanning and an "Intox. Team" (specifically monitoring for Intoxication and Minors - see page 27 for further information). This screening plan ensures underage and intoxicated patrons are identified and extracted before entering the event and any contraband is removed from patrons entering the event. Security teams will be actively monitoring for patrons 'pre-loading' in the areas external to the event perimeter and from public transport and taxi/uber drop off points. Any patrons seen to be drinking on arrival may be refused entry.

5.1 LIQUOR BAN

Event organisers are eager to work with Council and local agencies to ensure a liquor ban is in place surrounding the venue. Should a liquor ban be in place during the event, Council will ensure signage is placed in specific locations within the liquor ban zone. The event organisers will place signage in areas around the venue informing patrons that alcohol is not permitted in the area.

5.2 ENTRY GATES

Entry aisles will be allocated based on a proportional guideline of (subject to available space): 1 aisle per 500 attendees (for VIP) and 1 aisle per 1,000 attendees (for GA), which will encompass at least one VVIP entry and one designated exit aisle. Given that the event will be held outdoors, existing and temporary external lighting will be implemented where needed.

5.3 ENTRY REFUSAL

Entry will be refused to any customer for the following reasons:

- Unable to produce valid and acceptable identification
- Unauthorised persons (intoxicated, underage)
- Invalid Ticket
- Gang Regalia/insignia (including gang tattoo's) - Patrons will be given the option to change or cover up.
- Entry refusal may also be enforced, should a patron be seen consuming alcohol outside of the venue prior to admittance.

5.4 TICKETING AND ACCREDITATION

Entry to the Event will be one of four ways:

- Admission Ticket (GA / VIP / VVIP)
- Door Sale Ticket – if applicable, based on ticket sales
- Complimentary Ticket
- Accreditation Pass

5.5 IDENTIFICATION

Patrons entering the event will be required to show proper identification to event staff if requested. Only current and valid identification of the prescribed type will be permitted, such as:

- NZ Driver's License
- Passport
- HANZ 18+ Card / Kiwi Access Card

If fake ID is presented upon entry, the ID will be confiscated and handed to police. The patron presenting the fake ID will forfeit their entry and be asked to leave.

5.6 BAG SEARCH PROCEDURE

Patron bags will be searched at the entry to the venue. Patron's personal effects (jackets/pockets) may also be searched where there are reasonable grounds to believe that the patron is attempting to smuggle prohibited items in the venue.

Patron's refusing to empty their pockets, or otherwise, may be refused entry. Patrons may also be subject to random profiled 'pat-down' searches and/or metal detector wand scanning – either at the gate, or anytime within the venue.

5.7 BINS

Bins (for surrendered articles and alcohol) will be distributed by waste management contractors, at designated ingress areas in the external environment of the venue. This will include access routes from public transport stops and neighbouring streets where patrons will be traveling from. Bins located in the following areas (*as per Waste Management plan and subject to change*):

- at the entry gate/bag search area
- Public Transport areas
- Uber/Taxi entrance points (yet to be confirmed)

The waste management provider will have a dedicated external team. A detailed bin placement plan will be part of the overall Waste Management Plan which will be presented and distributed to all key stakeholders in the leadup to the event.

5.8 EVICTION AND INFRINGEMENT

In cases of eviction, for whatever reason, patrons will be escorted out of the venue. Any wristbands worn by the patron will be removed. In more severe instances, local Police may be contacted. All evictions and infringement will be noted in the Event/Security Radio Log.

5.9 NO PASSOUTS

The event will enforce a one-way door policy. Once a patron is admitted into the event, re-entry will not be permitted if they leave the venue.

Exceptions can be made on a case-by-case basis at the discretion of the gate security supervisor or manager, such as for medical needs or other essential items. Re-entry will be denied in all other cases.

Medical needs such as, asthma inhaler or insulin. Other essential items or needs such as, sanitary products or breastfeeding issues. Permission to leave will only be granted to one person per 'group'.

5.10 CONDITIONS OF ENTRY

For the comfort, safety and enjoyment of all patrons, Event Management reserve the right to remove or refuse entry to any patrons, without refund whom:

- Are deemed to be intoxicated and/or disorderly
- Refuses to have a bag/person search conducted
- Are carrying items which are deemed to have the potential to cause injury or public nuisance
- Holding a ticket purchased through an unauthorised seller
- Have been issued a trespass notice that still applies
- Cannot produce valid R18 ID (Passport, NZ Driver's License, HANZ 18+ Card or Kiwi Access Card)
- Participates in dangerous activities such as stage diving, crowd surfing or climbing of any structure

Patrons who cause a disturbance or refuse to comply with requests made by Event Management/Security staff, will be evicted from the venue.

- Pass outs not issued for the Event
- Alcohol will not be permitted to leave the Event site
- Personal items brought into the Event will be at the owner's own risk
- Management will not be held responsible for the loss or damage to any personal property
- Unauthorised soliciting and customer survey is not permitted.

5.11 PROHIBITED ITEMS

- Alcohol, drugs, or drug paraphernalia
- Food or beverage
- Fireworks, explosives, or flares
- Laser pointers and air horns
- Any item that could be used as a weapon
- Gang patches or regalia
- Professional camera, video equipment or drones
- Audio recording devices for commercial purposes
- Umbrellas - any item that could cause injury
- Glass of any kind
- Aerosol products / cans
- Chilli bins
- Flyers, samples, or other promotional items
- Kites, skateboards, scooters or hoverboards.
- Sharpies, markers, or permanent pens
- Tarps, tents or sleeping bags
- Hi-Viz vests or jackets that could be confused with security or event staff
- Toy guns, water guns or slingshots
- Animals (excluding approved service dogs, such as guide dogs and police or emergency service dogs)
- BBQ or cooking equipment.

5.12 PERMITTED ITEMS

- | | | |
|---------------------------------|----------------------------------|---------------|
| • Empty plastic water bottles | • Sunblock, sunglasses, hats | • Ear plugs |
| • Personal camera / go-pro | • Small chairs | • Eye drops |
| • Hand sanitizer and baby wipes | • Sealed cigarettes and lighters | • Fanny packs |
| • Mobile phone and charger | • E-cig and vape pens | • Gum |

6. PROVISIONS

6.1 FOOD

Recognising the significant role of consuming food before or alongside alcoholic beverages, in mitigating intoxication, we will ensure that food is consistently and conveniently accessible whenever alcoholic beverages are being provided. The number of food vendors will be based on ticket sales - The organisers are committed to adhering to a ratio of one food vendor for every 700 attendees.

The selection of food vendors will be based on their ability to efficiently cater to the expected demand as well as provide fast food options, throughout the event's duration. To maintain the ratio, of one food vendor for every 700 attendees, additional food vendors will be added as ticket sales increase. The full list of food vendors will be finalised by December and any updates will be submitted to Liquor Licensing.

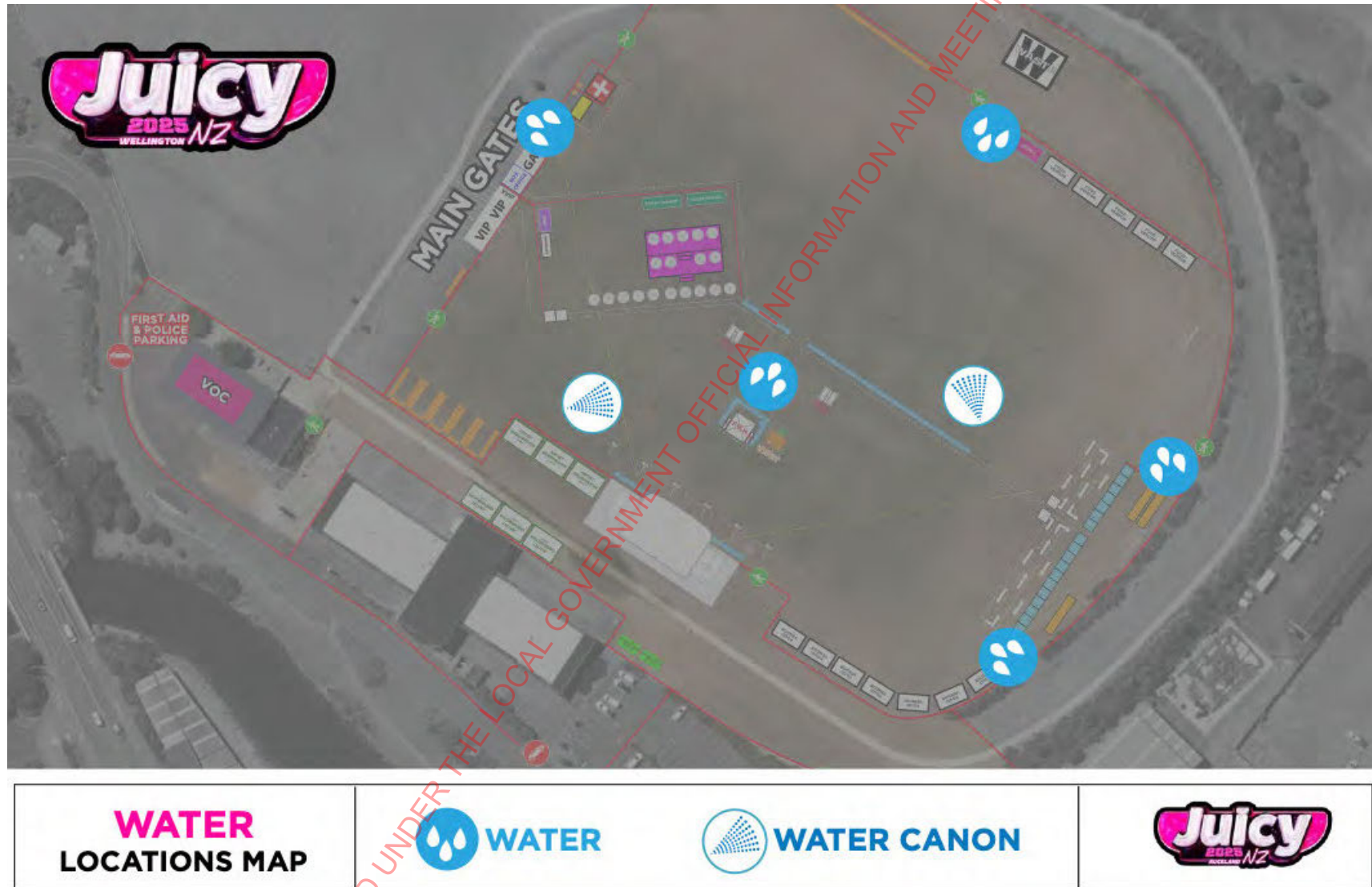
Bar staff will actively promote the availability of food throughout the event and signage will be displayed in various areas. Food vendors are required to remain open till at least 30 minutes following the conclusion of entertainment.

6.2 FREE WATER

A number of large water stations will be placed in varying locations around the venue (size and type are yet to be confirmed). Each water station will be equipped with, taps and biodegradable compostable cups. If required, additional water stations will be added. Water stations will be located (as shown in the site plan) to the front of both bars (GA & VIP), at both food vendor areas (GA & VIP), and to the rear of FOH in the VIP -

Staff will ensure that cups are continuously restocked. Clear visible signage, indicating free water locations, will be placed strategically around the venue, above head height for easy detection. Security personnel will distribute free water in the barricade pit, and in the queuing area external to entry points, where it tends to get extremely hot, and patrons are reluctant to leave their spots at the front. Free water will also be available at the entry

Water & Water Canon Location Map



6.3 BEVERAGES

Non-Alcoholic Beverages

Various non-alcoholic beverages, including sugar-free options, will be available for purchase at all bars. A number of food vendors may also offer non-alcoholic beverages such as milkshakes, smoothies, juices, soft drinks and hot drinks.

Low Alcoholic Beverages

Low and zero alcoholic beverage choices will be actively highlighted. At least two low alcoholic beverages, either two beers or one beer and one RTD (2.5%), as well as at least one zero alcohol beer or RTD, will be available at all bars.

Alcoholic Beverages

The bar will provide a variety of beer, RTD's, and cider. Alcohol percentage will not go over 5% ABV per unit. Type of beverages are as follows:

RTD's

- Bourbon/Cola – 330ml can 5%
- Whiskey/Lemonade – 330ml can 5%
- Whisky/Dry – 330ml can 5%
- Vodka/Flavour1 – 330ml can 5%
- Vodka/Flavour2 – 330ml can 5%
- Pink Gin/Soda – 250ml can 5%

CIDER

- Apple Cider – 330ml can 5%

BEER

- Beer1 – 330ml can 5%
- Beer 2 – 330ml can 5%

LOW & ZERO ALCOHOL

- Low Alcohol Beer1 – 330ml bottle 2.5% (decanted)
- Low Alcohol RTD – 330ml can 2.5%
- Zero Alcohol Beer – 330ml bottle 0% (decanted)
(a second low alcohol beer may be added if a low alcohol RTD is not available)

Drinking Vessels

Bars and several vendors will exclusively use biodegradable plastic cups and aluminium cans for all beverages, and all free water stations will be stocked with biodegradable cups. Glass is not permitted in public areas; any low or zero-alcohol beverages provided in bottles will be decanted into cups. Artists may use glassware and bottles, but these must stay within the artist area.

6.4 LICENSED AREAS

The entire event site (as shown in the site plan) will be designated as Restricted. A no-pass-out policy will be implemented – once a patron has entered the event, departure will only be permitted if the patron does not intend on returning. Alcohol may not be brought into or taken from the licensed area. The bar and food vendors will sell products via cash and eftpos.

Zones

The event will be divided into three distinct sections: General Admission (GA), VIP and VVIP. These three zones will be segregated by a low moat-like fencing system, overseen by internal security personnel. Unauthorised access will be effectively prevented. Each zone will be equipped with its own provisions for food, beverages and toilet facility's.

General Admission Area - Capacity = 3,500

The main area of the site (as shown in the attached site plan) is the General Admission area, which will cater to the majority of festival attendees, including a large number of VIP attendees (we have found, over the years, many VIP attendees spend a lot of time in the GA area with family/friends). All amenities will be located within this area – this includes, food, beverage, toilets, medic etc.

VIP Area - Capacity = 6,000

The VIP area, which has limited capacity, is situated directly in front of the stage for optimal viewing. All amenities, including food, beverages, toilets, and medical, will be available within this area. Access to the VIP area will be through a dedicated entrance, separate from the General Admission entrance. VIP patrons can move between the VIP and GA areas, but re-entry to the VIP area from the GA area will require a wristband check. Patrons will also be screened for intoxication and may be denied re-entry into the VIP area if found intoxicated. Those denied re-entry may be escorted to the external Rehydration/Intoxication Station.

VVIP Area – Capacity 500

The exclusive VVIP section occupies a prime festival location (within the confines of the VIP area). Food and beverage will be supplied during the festival via experienced caterers. The rear of the VVIP section will be enclosed with high scrimmed fencing, while the front will feature a double moat-like lower fencing to prevent drinks from being handed over to non-VVIP patrons.

Access to the VVIP area is strictly limited to 500 ticket holders. Tickets include a comprehensive package including a private bar, serving complimentary beverages (no table service), meals and snacks, premium restroom facilities, elevated prime viewing of the stage, tables, umbrellas, seating, bar leaners, bean bags, express entry to the festival and dedicated parking. Experienced caterers will oversee all VVIP catering needs, including buffet-style lunch and dinner, as well as continuous snacks throughout the day. VVIP guests can revel in an elevated space that offers a panoramic outlook over the crowd and an unobstructed view of the stage. Free food and beverage are forbidden to be taken from the area.

The VVIP zone will be staffed by experienced bar, security and management staff to ensure guest satisfaction and adherence to license conditions. The entire VVIP area will be managed by licensed Duty Manager, Jack O'shea – who will be travelling, as part of the tour, to each of the shows. It is important to note that despite the premium service, all applicable liquor licensing regulations will be strictly upheld, with no exceptions granted to VVIP guests. Prior to the event, event attendees will receive communications emphasising a zero-tolerance policy towards intoxication and any form of intimidation to patrons and staff. All patrons are expected to consume alcoholic beverages responsibly, and individuals found to be intoxicated and/or intimidating, will be removed from the event, irrespective of their ticket type.

A maximum drink limit of one alcoholic beverage per person, per serve will be enforced within the VVIP area, and any attempts to stockpile drinks will not be tolerated. If apparent that intoxication levels are increasing a decision may be made to temporarily close the bar for a period of no less than 30 minutes. It is difficult to define a specific temporary closing and re-opening time, but our experience and knowledge will assist in determining an appropriate interval. Management will monitor the situation closely and choose the ideal time to temporarily close the bar, and in turn re-open using the same approach. Please note there is no limit of drinks over the entire duration of the event. Strick monitoring of the VVIP area will be upheld by the assigned duty manager, bar staff and a number of security personnel, specifically dedicated to this area.

Artist Area

The entire artist area, which includes the stage, backstage, greenroom(s) and all areas in between, will be included in the licensed area. This area will only be accessible by artists, their personnel, and other authorised event personnel. Although the majority of artists will arrive just prior to performance, and leave following their performance, food will be available, including but not limited to, platters of cheese, crackers, fruits, meats, chips, and dips.

Each act will have an individual greenroom tailored to their specific hospitality preferences, including requested food platters, hot meals, and selected beverages. Any alcohol spirits included in artists riders, are to remain, and be consumed, within the greenroom of that act.

Artist liaisons will cater to the needs of all backstage individuals as well as monitor and manage intoxication levels with the help of private security stationed backstage who will also ensure the security and safety of artists and crew members. A licensed duty manager, or a comparable role, will make periodic visits to artist area to assess the environment and address issues as necessary. All pertinent information will be communicated to artist management prior to the event.

6.5 TOILET FACILITIES

The organisers of Juicy Fest have extensive experience with large events, and one consistent success is that there has rarely been a complaint regarding the availability or condition of toilets. By maintaining a ratio of 70 patrons per unit, we will ensure adequate toilet facilities for all, including urinals and accessible toilets. Additionally, the VVIP area will be equipped with luxury toilets, adhering to the same 70:1 ratio. A number of units will also be placed near entry points external to the venue perimeter.

6.6 BARS

Three bars will be operational during the event – The GA bar, VIP bar and the VVIP bar. The GA and VIP bars will be adjacent to each other but staffed and managed separately. All bars will commence operation no earlier than 30 minutes following the opening of gates (12:30pm), until the conclusion of entertainment (no later than 10:30pm), with the last alcoholic beverages served 30 minutes prior – after thorough assessment of intoxication levels, management may decide to cease alcohol sales at the commencement of the final act (approximately 9:00pm)

6.7 BAR PEN

A fenced enclosure (bar pen) will be located at the forefront of the GA & VIP bar areas, as depicted in figures 01, & 02. The GA bar pen will span approximately 33m x 8.8m, and the VIP bar pen will cover 24m x 8.8m. Please note, the bar and pen sizes may change with ticket sales – Fig.02 is based on a total of 10,000 patrons (4,000 VIP & 6,000 GA)

With a “Disney/Airport” barrier system to the front, leading into an open pen area directly in front of the bar service area, this system is our preferred approach and encourages a free flow of patrons into the bar pen area by eliminating barriers. This system enhances monitoring and prevents congestion. Entry into the bar pen will be through a single-entry point monitored by security personnel. Staff within the pen will monitor patrons for intoxication and possession of excessive alcoholic beverages. Security and bar personnel will ensure orderly movement and control within the pen as well as ensuring patrons are not returning immediately after exiting the pen in an attempt to stockpile beverages.

Patrons in possession of additional alcohol prior to entering the pen, will be directed to return later – should a patron attempt to swiftly consume the additional beverage, they will be refused entry to the bar – security will be equipped with a two-sided sign stating both conditions

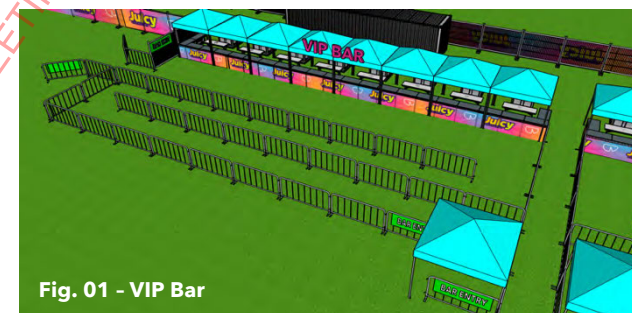


Fig. 01 - VIP Bar



Fig. 02 - VIP & GA Bars

Effective System

The bar pen system will be implemented as follows:

- Security personnel at entry and exit points.
- Alcohol not permitted to be brought into the bar pen.
- Exits checked for excess alcoholic beverages.
- Intoxication and security monitoring within the pen.
- Clear communication between security, bar & Management

Bar Pen Advantage

- Security personnel at entry and exit points.
- Patrons prohibited from bringing alcohol into the bar pen.
- Exit security ensures patrons possess no more than two alcoholic drinks.
- Intoxication and security monitoring within the pen

7. CONTROL SALE & SUPPLY

7.1 EXPERIENCED LICENSEE OPERATORS

BOP Brewery Limited, acknowledges the influence of patrons' pre-event expectations on their behaviour during the event. Therefore, establishing clear guidelines about the event will be of paramount importance.

With its extensive experience as festival/event licensee operators, BOP Brewery Limited will oversee and manage all aspects of liquor licensing conditions and legal requirements.

This approach will mitigate the risk of irresponsible alcohol service and foster effective communication among event staff during the course of the event.

7.2 MINORS

The event is exclusively for individuals aged 18 years and above. The entire licensed area will be designated as Restricted, permitting minors entry only if they are employed for specific tasks such as food preparation, cleaning, or maintenance. All staff are well-informed about the legal requirement of not serving liquor to minors.

Should a Minor be found attempting to enter the premises or found inside the premises, security will escort the minor to the nearest exit.

Should the minor be considered a 'child', efforts will be made to contact the parent(s) or guardian, otherwise police will be contacted.

7.3 VIGILANCE AT THE ENTRY POINTS

Each event entrance will have at least one duty manager and/or a senior staff member specialising in intoxication monitoring, alongside security personnel. Their task will be to vigilantly monitor patrons for signs of intoxication, as well as ensuring patrons are of legal age.

7.4 CROWD CARE (REHYDRATION / INTOXICATION - STATION)

The Crowd Care area will be positioned near the medic station, outside the licensed zone, and staffed by at least one licensed manager and one security personnel from the moment the gates open. Medical staff will be available if required. Additional 'Intox Staff' (refer to page 27) will monitor the entry area, specifically observing patrons for signs of intoxication. As the entry flow stabilizes, staff will be reassigned to internal bar areas as needed.

The Crowd Care area is intended only for patrons being assessed for intoxication and staff. In some cases, a friend or family member may stay with the patron to assist in gathering information and ensuring the patron gets home safely. An admission database will be maintained to log all entrants.

Procedure

Upon arrival at the event, patrons who appear intoxicated or are becoming intoxicated will be taken to Crowd Care for further evaluation. Staff will then decide whether the patron will be refused entry due to intoxication or allowed to enter if deemed sober.

If deemed intoxicated, patrons will be refused entry, have their wristbands removed, and be provided care until they can leave safely. Assistance in contacting friends or family for their well-being and departure will be provided, and if needed, we can offer taxi or uber fare home. Patrons within the event who are found to be intoxicated or showing signs of intoxication will be escorted to Crowd Care for assessment. If deemed intoxicated, they will be escorted to the nearest exit and removed from the event.

Once a patron is admitted to Crowd Care, they will be evaluated by the Crowd Care duty manager, which may include breathalysing the patron. Bottled water will be provided to all admissions, and food will be available if necessary. Alcohol is strictly prohibited in the Crowd Care area and will be confiscated and disposed of as required.

Breathalysing and Assessment

The Crowd Care will employ an industrial-grade breathalyser to assess intoxication levels. If deemed intoxicated, patrons will be refused entry, have their wristbands removed, and be provided care until they can leave safely. Assistance in contacting friends or family for their well-being and departure will be provided, and if needed, we can offer taxi or uber fare home.

7.5 ALCOHOL DRINK LIMITS

To promote responsible drinking habits, a maximum limit of 2 alcoholic beverages (excluding VVIP which will have a drink limit of 1 drink per person) per individual per transaction will be implemented.

This measure is aimed at curbing excessive alcohol intake, ensuring the careful monitoring of intoxication levels, and discouraging the accumulation of multiple drinks. The consumption of alcohol will be closely supervised, and potential adjustments to the beverage limit will be considered based on evaluations conducted by management (see page 23 'Mitigating Further Harm').

7.6 ALCOHOL DRINK ABV%

- Zero Alcohol – not exceeding 0.05%
- Low alcohol beer – not exceeding 2.5%
- All other alcoholic beverages – not exceeding 5%

7.7 PATRONS

Proactive Assessment

Event staff will actively monitor attendees for signs of intoxication during the event. Regular evaluations of intoxication levels will ensure compliance with the Sale and Supply of Alcohol Act 2012 and licensing conditions.

Intervention and Prevention

Staff and managers will intervene before patrons reach an escalated state of intoxication. Security and bar personnel will be equipped and motivated to monitor patrons for intoxication.

Signage at the bar and entrance will reinforce that intoxicated individuals will not be served. Recognising signs of escalating intoxication, training for staff on intervention techniques will be provided.

Intoxicated Patrons

The Organiser, licensee, and their representatives will abstain from serving alcohol to patrons under the influence of alcoholic beverages, as defined on page 46 of this document.

Such individuals will not be allowed on the premises, aligning with the goal of preventing patrons from becoming intoxicated.

7.8 RESTRICTING SERVICE

Upon arrival and after ticket validation, patrons will receive a wristband with a specific colour code corresponding to their ticket type. Gate staff will securely fasten the wristband to the patron's arm.

Wristbands are to be worn by patrons at all times. Patrons without a wristband affixed (signifying illegal entry or self-removal of wristband), will be evicted from the event (unless reasons can be justified).

If at any time during the event a patron displays signs of approaching intoxication, their wristband will be replaced with one of the following 'restricted' wristbands:

- **Yellow – No alcohol permitted.**

Under the influence of alcohol but not deemed intoxicated; escorted to an internal Medic/Rehydration Tent for further evaluation if needed or unsure.

- **Red – Subject to eviction from the event**

Intoxicated; escorted to the external Intoxication/Rehydration Station in preparation for eviction. Any attempt to try to re-enter, will be denied.

For patrons with a yellow restriction wristband, limitations will remain in effect until wristband replacement, following assessment by a manager. This could mean wristband replacement with a higher or lower restriction.

7.9 MITIGATING FURTHER HARM

As the event progresses, it may become evident that intoxication levels are rising, and as per license conditions, if necessary, liquor licensing agencies can reduce the alcohol drink limit.

Once the decision to reduce alcohol serves is made – by either liquor licensing agencies, the licensee, or management – each bar must be informed and prepared for this change.

Before implementing the reduced alcohol drink limit, a management team, consisting of the licensee and a senior security staff member, will visit each bar to discuss the situation with the Duty Manager, Security, and Senior staff. Upon notification, the following steps will be taken:

- The Duty Manager to inform all serving staff of the situation.
- Senior bar staff will update all relevant signage (e.g., changing from a 2 Drink Limit to a 1 Drink Limit).
- Security will inform all dedicated bar security of the situation.
- Security will temporarily close entry to the bar pen until preparation is complete.
- Security will then re-open the bar pen with the new limit of one alcoholic drink per person per serve.

The management team will start with the most affected bar and then move to the second bar (VIP and GA bars). This procedure excludes the VVIP bar, which follows different protocols (see page 16). These measures may only need to be enforced at one bar.

To further minimise potential harm, approximately one hour prior to the conclusion of the special license, and following thorough and vigilant monitoring and evaluation, a decision may be reached to suspend alcohol sales entirely could also be deemed a more suitable course of action.

7.10 DEBRIEFS

Periodic operational debrief sessions will be held at the designated Venue Operations Centre (VOC), involving the licensee, event management, police, security, medical personnel, and other relevant stakeholders.

These hourly discussions will ensure the smooth execution of the event and address any necessary actions to adhere to the event's plan.

7.11 COMMUNICATIONS

Juicy Fest event organisers will focus heavily on pre-event patron communications to outline our expectations of patron behaviour and the conditions of entry to the event.

This will include (but not limited to) recommended arrival time, entry gate location, parking, and public transport options, our zero tolerance policies regarding gang activity, intoxication and patrons drinking while approaching the venue. This will hopefully avoid confusion and ensure smooth operations at the gate.

ZERO TOLERANCE POLICY FOR GANG ACTIVITY

We are committed to ensuring a safe, friendly, and inclusive environment for all attendees at Juicy Fest 2025. In line with this commitment, we have a **zero-tolerance policy toward any form of gang-related behaviour or presence.**

Anyone playing gang patches and / or regalia will have the option to purchase merchandise to cover such patches and / or regalia. Security and/or local law enforcement will be present to enforce this policy, ensuring the safety and enjoyment of all participants.

We appreciate your understanding and cooperation in making this event welcoming and secure for everyone and ensuring we can return for years to come!

Please see page 34 – Gang and Intimidation Management

7.12 ALTERNATIVE TRANSPORT

Egress Buses (TBC)

To assist with dispersing people away from the venue as quickly and safely as possible post event, the organisers are currently in discussions with bus companies – egress buses will be free for all ticket holders.

Buses will line up inside the venue car park and have clear signs as to the destination. Information about these buses will be sent to ticketholder pre-event encouraging them to take advantage of them as a safe way to get home.

The majority of buses will drop off at the Wellington Train Station and a number of buses North to Upper Hutt, where further public transport options can be sought to their destination if required.

Signage will display contact information for alternative transport options such as taxis, dial-a-driver, and Uber details. 'Intox Managers' will assist with calling taxis and dial-a-drivers.

8. STAFF

BOP Brewery Limited has achieved some success to the increased level of customer experience at various venues around New Zealand. It will be the challenge to all staff to build on this success further.

BOP Brewery Limited has been providing bar services for notable events (Juicy Fest, Bay Dreams, One Love Festival, Black Caps cricket) for over 16 years. Other services have also extended to events like Good Vibes Winter Festival, Mitre 10 Rugby, Black Caps Cricket, Beast of a Feast, Vegan Vibes, and First We Eat – Food & Wine Festival, as well as numerous smaller-scale events and concerts.

Experienced Staff

BOP Brewery Limited has cultivated an extensive database of event staff, most of whom have been recruited to manage alcohol sales and service at numerous events.

Over the years, a dependable and trustworthy team has been formed, consisting of dedicated individuals who return annually as valued members of our event crew.

This team boasts extensive knowledge of liquor licensing regulations, considerable experience, unwavering confidence, and a strong passion for their roles. This is why we consistently opt to engage their services.

Key Objectives:

The core goals for staff involve:

- Ensuring an optimal welcome for patrons during entry through staff selection and presentation.
- Maintaining consistent application and clear explanation of event rules.
- Addressing and promptly communicating any customer concerns.
- Utilising an appropriate style or approach tailored to each individual customer interaction, including instances of eviction.
- This approach extends to not overly deploying staff for minor incidents, while adhering to the use of force continuum as dictated by each situation.

Customer Interaction

Staff members are expected to engage in non-confrontational methods and manage each interaction on its individual merits. Extended conversations are ideally held away from the main crowd to minimise the perception of being imposing.

This approach aligns with enforcing a zero-tolerance policy for breaches of entry conditions or required behavioural standards.

Duty Managers & Bar Staff

All bar staff will receive comprehensive training based on the Responsible Service of Alcohol Compliance Briefing Policy (refer to page 28). The majority of these staff members have previously worked at events like the One Love Festival, Bay Dreams Festival, and smaller events within the Bay of Plenty.

At least three certified Duty Managers and a licensee Duty Manager will be present on-site. Glenn Meikle, from BOP Brewery Limited, is an experienced Licensee bar manager with a history of involvement with licensed events.

- **Niall Harley** is a managing director of BOP Brewery Limited and sees to the day to day running of the on-license premise, the off-license premise as well as a brewery. Niall is involved in organising and running of a number of event bars run by BOP Brewery Limited, more specifically the non-music events such as Black Caps cricket matches, Beast of a Feast, Dinner in the Domain and Beer Awards.
- **Lisa Te Huia** employed by BOP Brewery Limited for over 16 years. Lisa has been involved in the managing and administration of BOP Brewery Limited's on-license premise, and off-license premise during her tenure. Lisa is involved in all aspects of the many event bars run by BOP Brewery Limited and is responsible for the setup, staffing and running of.
- **Jack O'Shea** is an employee of Sabre Group who run and manage 22 bars and restaurants in Auckland.

These three managers will be travelling to each of the Juicy Fest shows throughout New Zealand. All bar staff numbers (including managers) will be at a ratio of one bar staff member per 100 to 120 patrons (e.g. 10,000 patrons = 100 staff members).

Intoxication Management Team (Intox. Team)

Experienced staff members, including at least 6 certified duty managers (contracted via a recruitment agency), along with security personnel, will be stationed at the main event entrance and various locations within the venue. Their primary responsibility will involve monitoring patron intoxication levels and taking appropriate actions.

All intox staff, except for roving personnel, will wear provided pink or yellow hi-vis vests while involved in intoxication monitoring and enforcement.

Training

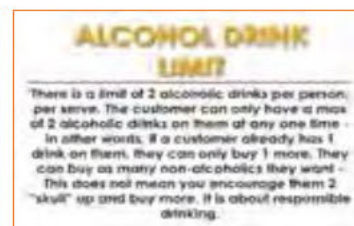
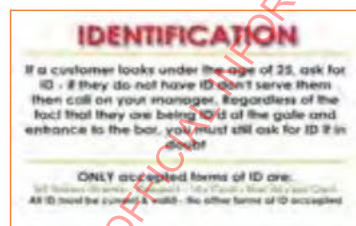
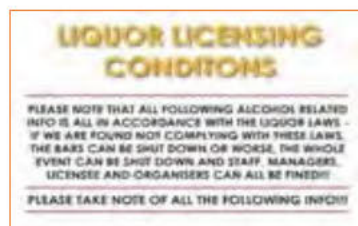
Glenn Meikle and Lisa Te Huia have both attended specialised Staff Training Seminars, focusing on the Sale of Liquor Act and Host Responsibility. Lisa remains a key staff member and employee at BOP Brewery Limited events and is equipped to train new staff. Staff members have operated under Glenn and Lisa's management during recent festivals, and many have been part of the event crew for

several years. Both Lisa and Niall have completed the ServeWise online training, and all potential Juicy Fest bar staff will be encouraged to complete the ServeWise online training.

A private Facebook page, managed by Lisa and a key bar staff member, ensures consistent updates and information sharing leading up to the event. Staff members can seek clarification, offer feedback, and share opinions related to the event through this platform. All staff members will receive thorough training and briefing before the event. This vital information will be communicated through the Facebook page.

The page hosts an array of information that all staff are required to know, this includes the following:

- Special License
- Liquor Laws
- Drinks Menus (and pricing)
- Site Maps
- Health & Safety



The page is constantly kept up to date with information prior to the event, via the page. This also gives page members the opportunity to ask any questions, give feedback and opinions regarding the event.

The training will encompass:

- Host responsibility
- Understanding the conditions of the special licence
- The Alcohol Management Plan & accompanying documents
- The Responsible service and management of alcohol
- How to prevent intoxication
- How to deal with intoxication
- Surveying patrons for intoxication
- Communication between staff on intoxication issues.

- Supply to minors e.g., under 25 protocols
- Briefing on individual roles and responsibilities.

8.1 RESPONSIBLE SERVICE OF ALCOHOL

Responsible serving of alcohol is vital for legal, health and community reasons. Our society is now less tolerant of the irresponsible use of alcohol that leads to drink driving and underage drinking. We are now far more aware of the serious social problems that are associated with such behaviour.

We want all patrons to enjoy themselves. For many people alcohol is a pleasurable part of their life, and we respect that. We are here to serve people beverages; professionally, in a friendly manner and responsibly.

The following policy provides a brief framework and will be adhered to by all bar staff:

Responsible Service of Alcohol (RSA) Compliance Briefing Policy

- We do not serve anyone under 18 years of age
- We will refuse liquor service to intoxicated patrons.
- Drunk or disorderly patrons will be refused entry or asked to leave
- We will not implement any promotions that are to encourage binge drinking or rapid intoxication.
- A maximum limit of 2 alcoholic drinks per person, per serve
- All beverages will be opened to avoid stockpiling
- Low alcoholic and non-alcoholic beverages will be available at the bar

9. SECURITY

Licensed security personnel will be engaged by the organisers to provide security services both within and surrounding the event premises (the event environs). Uso's Keeper Protection, with overall responsibility, will be the primary security provider, with a history of collaboration alongside of the licensee. Uso's Keeper Protection comprehends the licensee's role and is a reliable partner in addressing licensing matters. Over time, a robust partnership between BOP Brewery Limited and Uso's Keeper Protection has developed, proving invaluable in achieving shared objectives without discord or hierarchy. The BOP Brewery Limited's longstanding relationship with Uso's Keeper Protection bolsters event security and their understanding of licensee responsibilities and supportiveness during licensing matters is vital. This understanding is crucial for effective event management and control. Effective communication between the licensee, security, and law enforcement is pivotal for seamless event operations.

Security personnel will have an understanding of licensee responsibilities and supportiveness during licensing matters. This understanding is crucial for effective event management and control. Effective communication between the licensee, security, and law enforcement is pivotal for seamless event operations. Internal communication channels will facilitate coordinated responses to emerging issues.

Roles and Responsibilities:

Clear Guidelines, roles and responsibilities will be delineated prior to the event, at briefing meetings, ensuring smooth coordination of security. Additionally, transparent communication lines between management, security personnel and alcohol service teams will be established. The overarching goal is to provide excellent customer service, enforce liquor licensing regulations, manage ticketing and access, and thereby foster a positive event image.

On-site Security Personnel:

Security personnel will be present at all times during the event to oversee security and safety. This includes patrolling the external areas, enforcing liquor sales regulations, and maintaining order. A ratio of at least one security personnel for every 80 patrons, as per licensing conditions, will be ensured. Security personnel will wear distinctive attire (fluoro vests/logo shirts) for easy identification.

Uso's Keepers Protection has created a robust Security Schedule and Security Management Plan – please see page 59 for the Security Plan.

These plans will detail further information on security procedures and protocols and will have a dedicated section on security's role in assisting with licensing at the event. Both plans will be made available to key stakeholders for consultation and review prior to the event.

External Environment:

Additional to event security, USO's Keeper Protection will have a dedicated security team in the External Environment with a focus on Hutt Park's surrounding areas. This dedicated team, including a response team, will remain outside the venue for the entirety of the event.

They will specifically be looking for any patrons around the park and notifying them that they may not be permitted into the event if they are seen to be drinking alcohol. If there is an absence of a liquor ban in the immediate area, this will be the only approach security can take. Security will also be stationed in the vicinity of the local bottle store.

Signage throughout the immediate external area of the park and approaching the venue will also communicate that patrons observed drinking outside the venue may not be permitted into the event.

Incident Management and Entry Phase:

At the event's entry phase, a specialised unit will profile patrons, identifying signs of intoxication and suspicious behaviour. As patron entry stabilises, this unit will transition to proactive patrolling and incident response.

An internal secure radio network will be utilised for efficient communication during security operations.

Certified Security Personnel

Security personnel will hold a valid Certificate of Approval in compliance with the Private Security Personnel and Private Investigators Act 2010 (non-licensed steward/ushers/marshals may be utilised in assisting and guidance situations).

Organisers Responsibility:

The Organiser's primary responsibility is ensuring the security provider is adequately resourced. The Event Manager and/or Organiser will brief security before the event commences and monitor their performance during the event. The organiser holds the ultimate responsibility for ensuring compliance and enforcement of the Sale and Supply of Alcohol Act 2012.

Security Coverage:

Security staff will consistently patrol or be stationed in the following areas:

- Licensed Area
- Rear of Bar
- Medic/Crowd Care – Rehydration Station(s)
- External entrance/exit(s)
- Food Area
- Surrounding Areas
- Crowd
- Backstage/Artist Area
- External environment

Security's Key Responsibilities:

Security personnel will patrol all areas to monitor patron behaviour and enforce RSA guidelines. They will assist service staff in applying responsible alcohol service principles and may cease serving patrons who exhibit signs of intoxication. Security will ensure no patron is served when intoxicated or underage, with limited exceptions.

Harm Minimisation:

Despite preventive measures, some patrons may become intoxicated and require assistance. Security personnel will be stationed at all entrances/exits and alcohol points of sale. The security provider will be responsible for event grounds' security, working closely with the police to ensure smooth operations. The police's role will be to support the security provider rather than policing the event.

Security Capabilities:

Security personnel will possess a clear understanding of their responsibilities for health and safety across diverse attendee categories, including special needs individuals, stallholders, third-party suppliers, event crew, and themselves.

They will conduct pre-event safety checks, be familiar with the venue layout, and assist patrons by providing event information and directing them to facilities. All security will be provided with a comprehensive briefing and an information sheet giving them all necessary details of the event.

Security will recognise crowd conditions to ensure safe dispersal, prevent overcrowding, and respond to disturbances or incidents appropriately. They will also be versed in evacuation protocols, including coded messages, and assume specific roles in emergencies. Communication skills will be prioritised.

Key Performance Objectives:

Proactive Event Management: Security's key performance objectives during the event will encompass:

- Effective crowd management.
- Timely incident response.
- Primary response to potentially intoxicated patrons.
- Protection of assets.
- Proactive monitoring of the event environment to prevent issues.
- Provision of a Controller in the incident control point (ICP) and radio communications for all staff.

Dedicated Bar Security:

A designated security team will be exclusively assigned to oversee each bar area (GA, VIP & VVIP). Irrespective of the activities taking place across the venue, this security team will remain stationed within these bar zones. This approach guarantees that our proficient personnel will be deployed effectively in these critical roles, without concerns of reassignment to other areas. Security personnel will support bar staff decisions and act as a secondary check for stockpiling or over-purchasing by patrons.

9.1 GANGS AND INTIMIDATION MANAGEMENT

The presence of gang members or individuals associated with gangs at an event can present unique challenges, particularly in terms of intimidation or violent behaviour. To maintain a safe and controlled environment, the following procedures are to be implemented:

Identification of Potential Gang Activity

Event staff & Security will be proficient in recognising signs of gang affiliation, which may include clothing, tattoos, hand signals, or group behaviour.

It is essential that staff remain discreet and non-confrontational when identifying possible gang members to avoid escalation.

Staff Training on De-escalation Techniques

Security personnel, will be equipped with advanced de-escalation training, including conflict resolution and managing situations where patrons use intimidation tactics.

The goal is to diffuse tension without confrontation or provocation, keeping the environment calm and professional.

Preventive Measures: Entry Management

At points of entry, security personnel will use screening measures to identify and mitigate the risk of gang members or those associated with gangs entering the event.

This can include checking IDs, monitoring group behaviour, and applying discretion to limit the entry of individuals who may present a threat to the safety of the event.

Monitoring and Incident Reporting

Staff will be encouraged to maintain vigilance and report any suspicious behaviour immediately to supervisors or event security. It is critical that all incidents involving potential gang members are documented in detail for review and follow-up.

Reporting Incidents

The VOC will keep a log of all incidents including intimidation or violence. Police will be informed of any incidents, that may require police intervention, including all gang-related incidents.

Zero Tolerance Policy on Intimidation and Violence

The event will enforce a zero-tolerance policy for any form of intimidation or violence, including that stemming from gang-related activity. Patrons displaying aggressive or intimidating behaviour will be asked to leave immediately. If necessary, security will escort them from the premises, and Police may be called to assist in severe cases.

10. HEALTH & SAFETY

At BOP Brewery Limited, nothing is more important than health and safety. The welfare of our employees, customers, their sub-contractors, visitors, and the general public are of utmost importance to us, and this is reflected in our emphasis on safe work practices.

Our philosophy is that all accidents are preventable, and that good safety is good business.

Command and Control

To ensure seamless coordination, efficient radio communications will be established among key personnel, including Main Duty Managers, Event Staff, Security, and Medic.

A clear and designated channel listing will be distributed to the relevant parties, facilitating effective communication during the event.

Evacuation and Emergency Protocols

In the event of an emergency, a comprehensive plan will be activated. Heads of event agencies, including NZ Police, Fire, Medical, Security, and the Event Manager, will convene at the Incident Command Post (ICP) to determine appropriate responses and management strategies.

The presence of the Fire and Emergency command unit on-site throughout the event duration will bolster these efforts. If circumstances such as inclement weather, unforeseen incidents, or acts of nature require the PARTIAL or FULL CANCELLATION of the event, decision-making will involve close collaboration among relevant parties.

The Event Managers will remain in constant communication with stakeholders during this process, prioritising the safety and security of all participants. Any operational changes or cancellations will be communicated promptly to affected parties.

For scenarios demanding IMMEDIATE EVACUATION, such as in the case of a fire, a well-coordinated plan will be enacted.

Event Management Staff, in conjunction with the venue and Security, will oversee an orderly egress of patrons following established protocols. To facilitate this process, the event's public address system will be utilised, with announcements coordinated through the stage manager and accessible from the side of the stage as well.

For further information, please consult the Health & Safety Management Plan

Safety & Risk Management

Safety and the effective management of risks are top priorities at BOP Brewery Limited. We are committed to the well-being of our employees, customers, subcontractors, visitors, and the public at large.

Our unwavering focus on safe practices underscores our belief that all accidents can be prevented, aligning safety with sound business principles.

10.1 MEDICAL PROVISIONS

The onsite medical team, positioned near the entrance, will deliver high-level pre-hospital emergency care to patrons, and officials, aiming to minimize the impact on local ambulance and hospital services.

The team will collaborate with the promoters to support harm reduction efforts for patrons. This will be achieved by:

This will be achieved by:

- Providing highly qualified clinical staff for the event
- Utilising additional medical facilities and transport as needed
- To proactively promote harm reduction in line with the promoters objectives
- Ensuring staff adhere to Health & Safety best practices.

Medical services will address a range of needs, including intoxication-related issues and sun-related conditions such as dehydration and heat stroke.

A Medical Management Plan including staff roster and equipment that will be on site, will be made available to all stakeholders for review and consultation prior to the event.

10.2 PATRON WELFARE

Misting Cannons

The biOx Cooling Misting system provides a major advantage with their ultra-fine mist and high-pressure system, which prevents the creation of mud or slippery surfaces.

The mist forms a fog that absorbs the sun's energy without saturating surfaces, ensuring patrons stay cool without getting soaked.

Two Spraystream SS25ISS cannons will be used to maintain a comfortable environment, effectively cooling people within a 20-30m radius while using only half the water of a standard garden hose (6.5 LPM).

This setup significantly reduces heat stress and the likelihood of aggressive behaviour, making it ideal for hot climates.



11. RISK ASSESSMENT

11.1 RISK ASSESSMENT MATRIX

The Risks are evaluated on a two-dimensional matrix using a qualitative rating of the likelihood and the scale of the possible impact. This form of evaluation provides a good graphical representation of how serious this risk is or where the individual risk lies within a group of risks. Each risk has been rated according to the Likelihood and Impact detailed below.

		IMPACT				
		1. Insignificant	2. Minor	3. Moderate	4. Major	5. Catastrophic
LIKELIHOOD	5. Almost Certain	5. Medium	10. High	15. Critical	20. Extreme	25. Extreme
	4. Likely	4. Medium	8. Medium	12. High	16. Critical	20. Extreme
	3. Possible	3. Low	6. Medium	9. Medium	12. High	15. Critical
	2. Unlikely	2. Very Low	4. Low	6. Medium	8. Medium	10. High
	1. Rare	1. Very Low	2. Very Low	3. Low	4. Medium	5. Medium

5	Almost certain	- The event will occur in most circumstances - i.e., Daily
4	Likely	- The event will probably occur at least once - i.e., Monthly
3	Possible	- The event might occur at some time - i.e., Annually
2	Unlikely	- The event is not expected to occur - i.e. Every 2 Yrs.
1	Rare	- The event may occur only in exceptional circumstances - i.e. Every 10 yrs.

1	Insignificant	<ul style="list-style-type: none"> The consequences are dealt with by routine operations. A minor loss of revenue to the organisation. Patrons involved will suffer minor discomfort or no real effect on their event experience. Minor Injury, First Aid not required.
2	Minor	<ul style="list-style-type: none"> The consequences would threaten the efficiency or effectiveness of some aspects of the event but would be dealt with internally. There would only be minor effects on patrons or the business. First Aid or minor treatment.
3	Moderate	<ul style="list-style-type: none"> The consequences would not threaten the event but would mean that the administration of the event could be subject to significant review or changed ways of operating. This would result in a loss of revenue to the business. With some patron issues that may involve costs to the organisation both financially and due to public perceptions. Medical treatment required.
4	Major	<ul style="list-style-type: none"> The consequences would threaten the survival or continued effective function of the event. Revenue loss greater than 75% of total revenue being managed would have very high consequences for the organization both financially and politically. Serious harm - broken bones, hospitalisation
5	Catastrophic	<ul style="list-style-type: none"> The consequences would threaten the survival of not only the event, but also the organization, possibly causing major problems for clients, the administration of the program or for a large part of the public sector. Revenue loss greater than 90% of total revenue being managed would have extreme consequences for the organisation both financially and politically. Loss of life, multiple serious harm, permanent disability

11.2 RISK ASSESSMENT TABLE

The following risk assessment is based on previous experience, recent crowd behaviour and other factors specific to an event such as this.

AREA: Main Entrance								
RISK	DESCRIPTION OF RISK	LEVEL OF RISK	POTENTIAL IMPACT	RISK Likelihood x Impact	CONTROLS	PERSON RESPONSIBLE	RESIDUAL RISK Likelihood x Impact	
PATRON ENTRY/EXIT	Patrons arrive Intoxicated	High	<ul style="list-style-type: none">Disgruntled PatronConfrontationLoss of Liquor License	12 (4x3)	<ul style="list-style-type: none">Refuse entry, offer waterDedicated security observationInformation and SignageSafe Place outside of venue	Security/ Licensee/ Gate Staff	6 (3x2)	
	Patrons smuggle alcohol into venue		<ul style="list-style-type: none">IntoxicationLoss of Liquor LicenceGlass InjuriesCrowd DisruptionEvent ShutdownFinancial LossConfrontation	6 (3x2)	<ul style="list-style-type: none">Bag searches at entryConfiscate alcoholInformation and signageDedicated security at entry		2 (1x2)	
	Patrons attempt to remove alcohol from event				<ul style="list-style-type: none">Fencing used to secure perimeterSecurity personnel constantly patrolling perimeter at all timesTicketing/Door and Security Staff will check validity of entry meansWristbands required to be worn by paid event attendees at all times		2 (2x1)	
	Unauthorised Entry	Medium			<ul style="list-style-type: none">ConfrontationDisgruntled PatronBreach of Liquor License		9 (3x3)	<ul style="list-style-type: none">Pre event notificationsSignage at entranceRefuse entry
	Patron unable to produce valid identification		High	<ul style="list-style-type: none">ConfrontationCrowd Disruption	12 (4x3)		<ul style="list-style-type: none">Refuse entry until regalia removedOffer refund if refusal to abide by conditions	4 (3x2)
	Gang Regalis							

AREA: Licensed Area							
RISK	DESCRIPTION OF RISK	LEVEL OF RISK	POTENTIAL IMPACT	RISK Likelihood x Impact	CONTROLS	PERSON RESPONSIBLE	RESIDUAL RISK Likelihood x Impact
CONTROL SALE & SUPPLY	Patron's stockpile alcoholic drinks	Medium		8 (4x2)	<ul style="list-style-type: none"> Dedicated observing security Information and Signage Experienced Duty Managers/Staff 		6 (3x2)
	Patrons Drink Excessively	High	<ul style="list-style-type: none"> Breach of Liquor Licence Crowd Disruption Confrontation 	12 (4x3)	<ul style="list-style-type: none"> Control sale and supply Promote non and low-alcohol drinks Monitored by security, event staff and Managers Information and signage Remove from venue 2 drinks per person per purchase Trained and experienced bar staff 'Safe' area for intoxicated patrons till safe removal 	Security/ Licensee/ Duty Managers	3 (3x1)
	Patron's drink, having not eaten	Medium	<ul style="list-style-type: none"> Intoxication Breach of Liquor License 	9 (3x3)	<ul style="list-style-type: none"> Provide substantial and varied food, that is easily accessible Offer non-alcoholic beverages Control Sale & Supply Monitored by security, event staff and managers 	Licensee	4 (2x2)

AREA: Licensed Area continued...							
RISK	DESCRIPTION OF RISK	LEVEL OF RISK	POTENTIAL IMPACT	RISK Likelihood x Impact	CONTROLS	PERSON RESPONSIBLE	RESIDUAL RISK Likelihood x Impact
CONTROL SALE & SUPPLY	Argumentative Patron	Medium	<ul style="list-style-type: none"> Intoxication Breach of Liquor License 	9 (3x3)	<ul style="list-style-type: none"> Provide substantial and varied food, that is easily accessible Offer non-alcoholic beverages 	Licensee	4 (2x2)
	Patron in possession of alcohol while purchasing further alcohol		<ul style="list-style-type: none"> Intoxication Exceeding drink limit Breach of Liquor License Trip hazards 		<ul style="list-style-type: none"> Control sale and supply Separate entry/exit to/from bar area (bar pen) Dedicated observing security at entrance/exit to/from Bar Pen. 	Operations	
	Intoxicated Patron(s)	High	<ul style="list-style-type: none"> Breach of Liquor License Bar Closure Event Shutdown Confrontation Financial Loss 	12 (4x4)	<ul style="list-style-type: none"> Control sale and supply Promote non and low-alcohol beverages Monitored by security, event staff and managers Information and signage Removal from venue Drinks limits per person, per serve Trained and experienced bar staff 'safe' area for intoxicated patrons till safe removal from venue 	Licensee	

AREA: External Environment							
RISK	DESCRIPTION OF RISK	LEVEL OF RISK	POTENTIAL IMPACT	RISK Likelihood x Impact	CONTROLS	PERSON RESPONSIBLE	RESIDUAL RISK Likelihood x Impact
CONTROL SALE & SUPPLY - OTHER	Patrons seen consuming alcohol outside of the venue	High	<ul style="list-style-type: none"> Intoxication Drinking vessels thrown Excessive waste Unruly patrons 	15 (5x3) 9	<ul style="list-style-type: none"> Refusal of entry Information and signage at specific locations Disposal bins Pre-event patron communications Dedicated external Security Teams Dedicated external Waste Management Team 	Operations/ Licensee/ Security/ Waste Management	8 (4x2)
	Minor attempting to enter premises	Medium	<ul style="list-style-type: none"> Breach of Liquor License Event Shutdown Financial Loss 	9 (3x3)	<ul style="list-style-type: none"> R18 event ID checks at gate Perimeter Security Roving Security 	Licensee / Security	4 (2x2)
	Minor found inside premises						

AREA: All Other Areas							
RISK	DESCRIPTION OF RISK	LEVEL OF RISK	POTENTIAL IMPACT	RISK Likelihood x Impact	CONTROLS	PERSON RESPONSIBLE	RESIDUAL RISK Likelihood x Impact
OTHER ALCOHOL RELATED INCIDENTS	Injury from drink containers	Medium	<ul style="list-style-type: none"> Broken glass Drinking vessels thrown Trip Hazards 	6 (2x3)	<ul style="list-style-type: none"> No glassware allowed on site Beverages served in plastic cups or lightweight aluminium cans Frequent clearing of waste around venue Adequate number of bins 	Operations/ Licensee	4 (2x2)
	Patrons drive while under the influence of alcohol	Medium	<ul style="list-style-type: none"> Car accident Injury of self or others Death Intoxication Loss of Liquor License Event Shutdown Financial Loss 	9 (3x3)	<ul style="list-style-type: none"> Promote food and non and low-alcohol drinks and key messages about being sensible and not drinking and driving. Information and signage 'Safe' area for intoxicated patrons till safe removal Provide alternative transport Police aware of the event times and operations with close liaison on event days to support their operations. Control sale and supply Monitored by security, event staff and Managers Removal from event 	Licensee / Security	4 (2x2)

12. ALCOHOL GUIDELINES

BOP Brewery Limited believe that we have a responsibility to provide an environment that is not only comfortable and welcoming but also where alcohol is served responsibly. Because of this, the following will be implemented.

- Serving to intoxicated persons and minor will not be tolerated.
- Alcohol will not be served in glass of any kind (except within the corporate bars)
- A limit of two alcoholic drinks per person, per purchase will be implemented
- Free water available at all times via water stations at various locations around the site (sign posted for easy detection)
- Promotion of Food and Non and Low Alcoholic beverages
- Recognise intoxication and do not serve anyone to the point of obvious intoxication
- Discourage people from taking part in activities that may cause harm - be prepared to advise a person who is "Alcohol Affected" that they are approaching the point where they may be refused service (cut off)
- The bar will close at least 30 minutes prior to the conclusion of the event

13. INTOXICATION ASSESSMENT

Prior to the event, ALL staff will be debriefed in full - to assist staff understanding this policy, we have three definitions for differing stages of 'intoxication'. This will assist in our early intervention policy.

The three stages of intoxication are:

- **GREEN** - Sober - Monitor and serve responsibly
- **AMBER** - Influenced - Use server intervention techniques
- **RED** - Intoxicated - Deny service of alcohol and remove

The server's role in each of the three stages is described in more detail in the Intoxication Assessment Tool on page 45.

13.1 DEFINITION OF 'INTOXICATION'

INTOXICATED, as defined in the Sale and Supply of Alcohol Act 2012, means observably affected by alcohol, other drugs, or other substances (or a combination of two or all of those things) to such a degree that two or more of the following are evident:

- Appearance is affected
- Behaviour is impaired
- Coordination is impaired
- Speech is impaired

13.2 DISABLED PERSONS

It must be emphasized that some persons who appear to be intoxication or drunk may be suffering from a disability or illness (e.g., diabetic coma, cerebral palsy, etc.). Care should be taken to ensure that any person suspected of being affected by alcohol is not ill or disabled.

A good indicator is the strong presence of the smell of alcohol. However, this may not always be the case. Always err on the side of caution and all persons should be treated with respect, care, and sensitivity. If in doubt consult a manager.

13.3 DRINK SPIKING

Drink spiking is a criminal offence. Staff can assist a patron who they suspect has had their drink-spiked by:

- Getting any affected person to a safe, quiet place and stay with them.
- Call an ambulance staff if they become unconscious.
- Place them in the “recovery position” to avoid choking should they vomit.
- Ensure that the person who is assisting them home is indeed a “friend”.
- Obtain the details of the affected person and their friend for later reference.
- Make a detailed note of the incident and alert management.

13.4 DRUG MANAGEMENT

While alcohol, a legal substance, is openly addressed and managed, addressing the use of other drugs poses challenges for event organisers who strive to avoid any appearance of endorsing or promoting illegal activities.

The identification and regulation of drug usage at events can present difficulties. While law enforcement agencies are responsible for upholding the law, arrests often do not deter the majority of drug use or distribution. A heavy focus on enforcement can inadvertently encourage patrons to consume all their drugs prior to entering the event, a potentially hazardous behaviour.

Drugs are commonly used to enhance the experience of an event. An individual's experience with a drug is influenced by various factors, including the drug itself, his or her mind and body, and the setting in which they are taking the drug. As was evident at the previous year's Juicy Festival, the crowd demographic predominantly comprised individuals over 35 years of age. Remarkably few event-goers seemed to be engaged with any potent drugs, as per observations.

Operational Procedures:

- Rigorous bag inspections upon entry.
- Confiscation of contraband (placement in drug lock box and/or sharp disposal bin – subsequently handed over to police).
- Presence of an experienced 'Intox Team' at entrances, within the bar areas, and roving with security support.
- Ongoing security patrols.
- Provision of both External and Internal Rehydration Tents (intox tents – for care and assessment of intoxicated patrons).
- Presence of on-site medical professionals.
- Potential eviction from the event.

Intoxication Assessment Tool

Indicators may include but are not limited to:

	SOBER	INFLUENCED	INTOXICATED
S peech	Coherent, clear speech, normal tone/volume, may be talkative.	May be overly talkative, opinionated and interrupts, may stumble over words, becoming loud, inappropriate language, jokes, comments.	Slurring, difficulty forming words, loud, repetitive, loses train of thought, nonsensical, unintelligible.
C oordination	Coordinated, balanced, standing without help or support.	Slowed or delayed reactions, swagger or occasional staggers or sways.	Spills drinks, stumbles, trips, weaves, walks into objects, unable to stand un-aided or sit straight.
A pppearance	Tidy, clear eyes, alert.	Vacant or blank expression, smell of alcohol on breath, may look untidy.	Bloodshot eyes, eyes glazed, inability to focus, tired, asleep, dishevelled.
B ehaviour	Behaving sensibly but may be more relaxed.	Over friendly or withdrawn, inappropriate or risky actions, argumentative, annoying, fading attention, increased consumption rate.	Seriously inappropriate actions or language, aggressive, rude, belligerent, obnoxious behaviour affecting other customers.
	Monitor & serve responsibly	Intervene	Deny & remove

Intoxication definition

INTOXICATED means observably affected by alcohol, other drugs, or other substances (or a combination of two or all of those things) to such a degree that two or more of the following are evident: (a) appearance is affected; (b) behaviour is impaired; (c) coordination is impaired; (d) speech is impaired.

AL 805 | May 2013



14. NOISE MANAGEMENT

SLR Consulting NZ has been requested to provide acoustic consulting services, which includes providing a Noise Management Plan (not yet complete) and Noise Measurements (during the event).

The proposed scope of services is as follows:

- **Noise Management Plan**
 - Review applicable Hutt City District Plan noise conditions for any changes.
 - Modelling of noise related to the event and recommendations of mitigation and controls if necessary.
 - Preparation of a Noise Management Plan report suitable for issue to the Council (will be submitted to Council upon completion).
- **Noise Measurements (during event)**
 - Attended noise measurement on the day of the event against the compliance conditions of the Noise Management Plan.
 - Preparation of a report summarising compliance noise measurement results.

To ensure noise levels remain within the allowable dBH at the closest residential boundary, the production team will carry out sound checks in the morning prior to gates opening.

There will also be comms between FOH position to ensure the FOH is being managed in a way that will help meet consent conditions.

The conditions of consent set the event durations related to noise as follows:

- 10am to 1pm on Thursday 9th January 2025
- 10am to 11am on Friday 10th January 2025

Amplified sound will only occur between 12pm to 10.30pm on Friday 10th January 2025

15. HISTORY OF BOP BREWERY LIMITED

BOP Brewery Limited have successfully been involved in many events for over 17 years, many of which required sale and supply of alcohol.

BOP Brewery Limited – Bar Services & Provisions - Past Event

- 2003 to 2011 – Blues, Brews & BBQ's – Mt Maunganui
- 2004 to 2010 – Blues, Brews & BBQ's – Napier
- 2006 to 2011 – Jazz Festival – Tauranga
- 2010 – Tauranga Air Show – Tauranga
- 2010 to Now – 20/20 Cricket – Mt Maunganui
- 2010 to 2013 – Rugby 7's – Mt Maunganui
- 2010 - Raglan Dance Festival – Raglan
- 2010 – Kiwi Festival Carnival – Tauranga
- 2010 – Before Night Falls Concert – Tauranga
- 2011 – Tauranga Whalers Fundraiser Concert – Mt Maunganui
- 2011 & 2012 – Kolohe Kai Concert tour – Napier/Tauranga/Auckland
- 2011 – Third World Concert tour – Tauranga/Auckland/Napier
- 2011/12 & 2012/13 – Exodus Reggae Festival – Papamoa
- 2015 – National Pipe Band Championship – Tauranga
- 2012 – Earth, Wind & Fire – Tauranga
- 2013 to 2018 – Christmas in the Park – Mt Maunganui
- 2015 - ITM Cup – Steamers vs Waikato – Tauranga
- 2016 & 2017 – Tattoo Arts Festival – Tauranga
- 2016 to 2018 – Vegan Vibes – Mt Maunganui
- 2016 – Katchafire/Sons of Zion tour – Whakatane
- 2015 to 2019 – Steamers Rugby Matches – Tauranga
- 2017 & 2018 – Beast of a Feast – Mt Maunganui
- 2017 – Auckland Coffee Festival – Auckland
- 2017 – Hamilton Food Show – Hamilton
- 2017 – Tauranga Coffee Festival – Tauranga
- 2018 to Now – Black Caps Cricket – Mt Maunganui
- 2019 – Toto Concert – Mt Maunganui
- 2019 – Disco Concert – Mt Maunganui
- 2019 – Good Vibes Concert – Mt Maunganui
- 2019 – Katchafire Concert – Mt Maunganui
- 2019 – Shapeshifter Concert – Mt Maunganui
- 2016 to 2020 – Bay Dreams Festival – Mt Maunganui
- 2020 – Sticky Fingers Concert – Mt Maunganui
- 2020 – Good Vibes Summer Festival – Gisborne
- 2021 & 2022 – Summer Haze – Tauranga
- 2022 – Netsky – Tauranga
- 2022 & 2024 – Black Clash Cricket – Mt Maunganui
- 2022 – L.A.B Concert - Tauranga

BOP Brewery Limited has also been involved in the organising and running of events such as:

- 2003 to 2016 – Brewers in the Park Concerts – Mt Maunganui
- 2013 & 2014 Mt Vibes NYE Festival – Mt Maunganui
- 2015 – Backyard Beats – Hamilton
- 2015 to 2023 – Dinner in the Domain – Papamoa
- 2015 to Now – One Love Festival – Tauranga
- 2016 – Food Truck Friday – Mt Maunganui
- 2016 – Anna Coddington Concert – Mt Maunganui
- 2023 to Now – Juicy Festival New Zealand

16. FOOD VENDORS

	NAME	FOOD TYPE	Vege/Vegan & Dairy/Gluten Free	Registration
01	B&J Kitchen	Chinese Food		AKC008108
02	Baxters Catering	Chips Hot Dogs Spin Spuds		PCC000054
03	Roys Dumplings	Dumplings		HCC180288
04	Black & Orange Catering	Smoked Meats		TMD000364
05	Churro Express	Churros		MPI000282
06	Classic Kiwi Kai	Burgers Ice Cream Coffee		PCC000364
07	Dream Kebabs	Kebabs		WCC002322
08	Elemental Eats	Fried Food		PCC000384
09	Hong Kong Foodie	Hong Kong Style Food		WCC002303
10	K&K Cambodian Food Caravan	Cambodian Food		WCC000243
11	Kawhe Coffee Shop	Coffee		PCC000453
12	Mr Circle	Chinese Crepes		WCC001064
13	Mao's Dumplings	Dumplings		PCC000017
14	MG Hangi's	Mori Food		HCC230019

17. SIGNAGE

17.1 LICENSING SIGNAGE

Special License

The Special Liquor License will be displayed at the main entrance as well as each bar.



Licensee & Duty Manager Names

The Licensee name will be displayed with the Liquor License at the main entrance.



The certified managers of each bar will have their name displayed at their assigned bar, visible to all staff and patrons (rear of bar above eye level).

Alternative Transport

Alternative Transport signage will be displayed alongside of the Liquor License & Licensee

name - at the main entrance and at each bar.



Drink Limit

Each bar will have at least 2x drink limit signs - should any of the bar's drink limits

change, staff will change out the signage to reflect the number of serves (i.e. should the drink limit decrease to 1 drink per serve, the sign will change to "1 DRINK LIMIT")



Important licensing conditions:

- No ID, No Service (No Exceptions)
- Alcohol will not be served to anyone who is intoxicated
- Alcohol will not be served to minors
- Drink limits apply

Will be combined into one sign - the bars are made up of 3x3m gazebos (8 for VIP & 11 for GA), every gazebo will have one of these signs affixed to the rear, above eye level for patrons to see

NO ID, NO SERVICE (NO EXCEPTIONS)
ALCOHOL WILL NOT BE SERVED TO ANYONE WHO IS INTOXICATED
ALCOHOL WILL NOT BE SERVED TO MINORS
DRINKS LIMITS APPLIES



17.2 OTHER SIGNAGE

Liquor Ban



If a temporary liquor ban is in place in surrounding streets – council will place signage in specific locations within the liquor ban zone. Event organisers will place signage in areas around the venue informing patrons that they are in a liquor ban zone and can be arrested and fined for breaching the alcohol ban.

Other Alcohol Related Signage

This sign will be placed at locations in areas of event foot traffic around the external environment of the event.

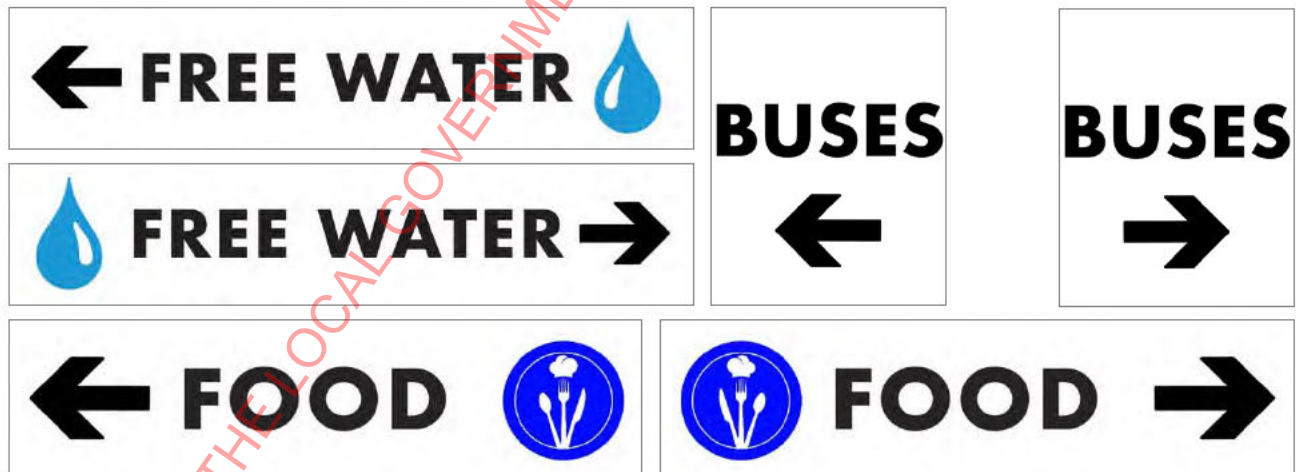


Alcohol is not permitted into the bar pens, nor is alcohol permitted to leave the VVIP area. This sign will be located at both the entry to the bar pens as well as the exit from VVIP.

Security personnel, stationed at the bar and VVIP entry's, will also have a handheld, two-sided version of the above sign.



Directional Signage



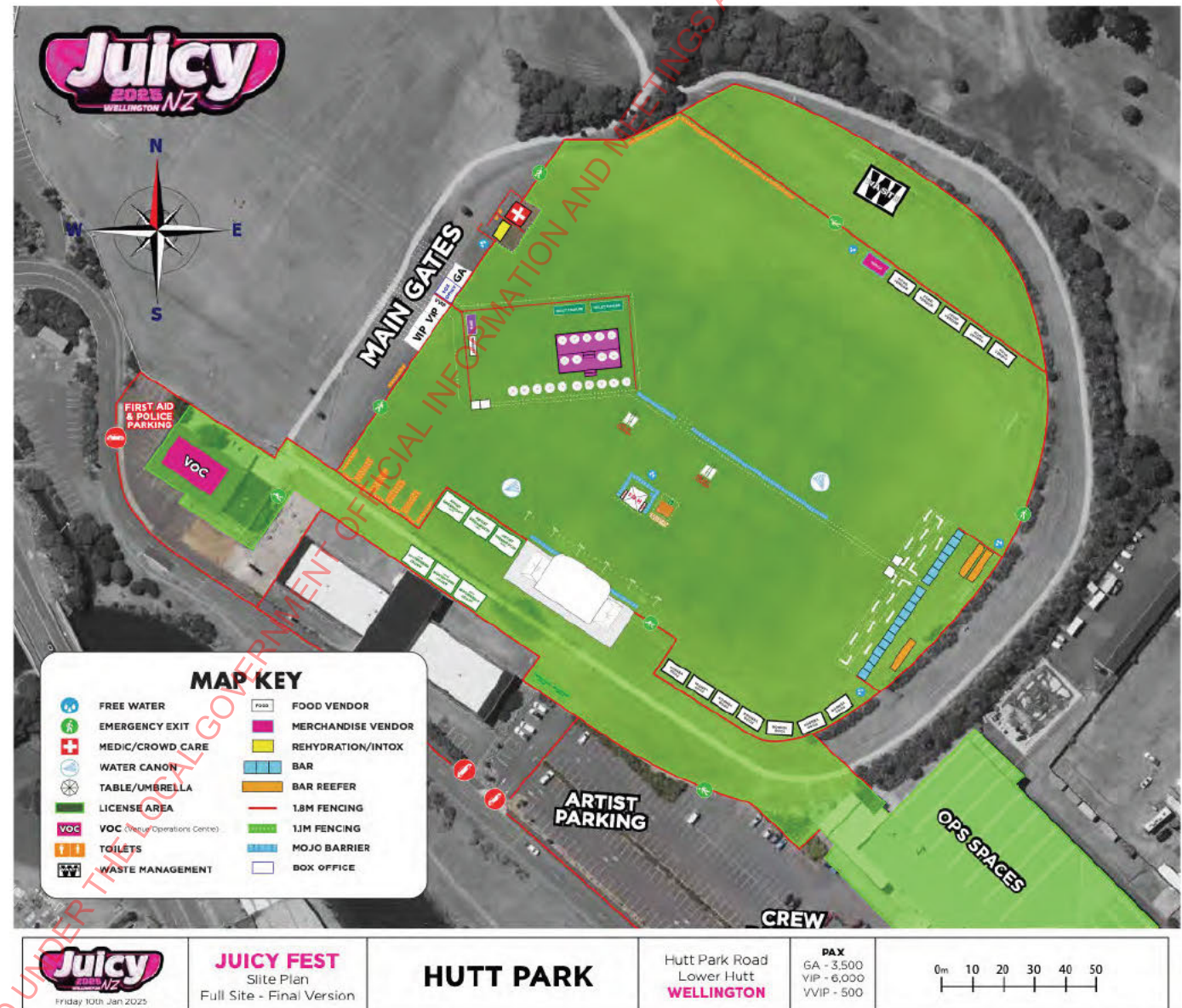
Free Water & Medical



17.3 SIGNAGE LOCATION MAP



18. SITE PLAN



19. SECURITY PLAN



JUICY FEST 2025

Security Crowd Management Plan

Hutt Park, Wellington

Friday 10th January 2025

Version 1

USO's Keepers

info@usoskeeper.com

TABLE OF CONTENTS

1. CREDENTIALS	4
1.1 AUTHOR CREDENTIALS	4
1.2 REVIEWED BY	4
1.3 VERSION CONTROL	4
2. DOCUMENT PRELIMINARIES	5
2.1 DEFINITIONS	5
2.2 REFERENCE MATERIAL	5
3. PURPOSE	6
4. SCOPE	7
4.1 COORDINATION WITH OTHER PLANS AND AGENCIES	7
4.2 INTEGRATION WITH RELATED STAKEHOLDERS	8
5. EVENT INFORMATION	9
5.1 EVENT SUMMARY	9
6. AREAS OF CONCERN	10
6.1 EXTERNAL ENVIRONMENT	10
6.2 INTOXICATION	10
6.3 GANGS AND INTIMIDATION MANAGEMENT	10
7. EVENT DEMOGRAPHIC PROFILE	12
7.1 ENTERTAINMENT GENRE	12
7.2 PATRON DEMOGRAPHIC	12
7.3 EVENT OPERATIONAL PROFILE	12
7.4 SECURITY CROWD MANAGEMENT STRATEGY	12
8. SECURITY COMMUNICATIONS PROTOCOL	16
8.1 TWO WAY RADIO	16
8.2 LOUD HAILERS	16
8.3 SECURITY OPERATIONS OVERVIEW	16
8.4 MEDICAL	18
8.5 EMERGENCY MANAGEMENT	18
9. SECURITY FUNCTION SPECIFIC OPERATIONAL PLAN	19
9.1 MANAGEMENT SECURITY OPERATIONS	19
9.2 SUPPLEMENTARY CROWD MANAGEMENT AND SECURITY PLANNING CONSIDERATIONS	22
ANNEXURE 1 – Site Plan	23
ANNEXURE 2 – Security Dot Plan	24

ANNEXURE 3 – Security Schedule	25
ANNEXURE 4 – Set List	26
ANNEXURE 5 – Risk Register	27

RELEASED UNDER THE LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT 1987

1. CREDENTIALS

1.1 AUTHOR CREDENTIALS

Harry Crichton (Security Consultant)

1.2 REVIEWED BY

Michael Malligan (Security Consultant)

1.3 VERSION CONTROL

This document is updated on a regular basis. Amendments and/or versions of this document are to be recorded in the following table.

Version	Amendment	Approved Date	Approved By	Status
1	Initial planning document developed for limited release and per review	16/10/2024	Harry Crichton	Draft

2. DOCUMENT PRELIMINARIES

2.1 DEFINITIONS

2.1.1. Crowd

A crowd is a large group of people that are gathered or considered together. A crowd may be definable through a common purpose or set of emotions, such as at a political rally, a sports event, or during looting (this is known as a phycological crowd), or may simply be made up of many people going about their business in a busy area.

2.1.2. Crowd Management

Crowd Management is defined as techniques used to manage lawful public assemblies before, during and after an event for the purpose of maintaining health and safety of a person(s).

2.2 REFERENCE MATERIAL

This plan responds to the list of documents prepared and provided by Juicy Fest event organisers.

3. PURPOSE

This Security Crowd Management Plan has been developed for Juicy Fest 2025 (JF25) the event promoter and owner of Juicy Fest. This plan only relates to the 2025 event taking place at Hutt Park, Wellington.

This document aims to centralise security crowd management planning documentation and provide thorough operational procedures that are agreed upon by Juicy Fest.

This plan is prepared in accordance with crowd management best practice, including implementation of AS/NZS ISO 31000 Risk Management.

The event owners take their duty of care seriously and intend to plan so it is executed in an orderly and safe manner.

4. SCOPE

This plan applied to Juicy Fest 2025, Hutt Park, Wellington, during the times of operation; 1200hrs to 2230hrs on Friday 10th of January 2025.

Hutt Park, Wellington will host the nostalgic R&B / hip-hop festival for second consecutive year in 2025. Juicy Fest is an R18+ event, primarily attracting a high-energy crowd aged 18-30. While these attendees are enjoying the atmosphere and the entertainment provided, the nature of the event can lead to issues such as heat exhaustion, particularly due to the intense energy levels.

Pre-loading and narcotics use have posed challenges in the past, along with disorderly behaviour. These events typically carry a high risk of intoxication, though recent events have seen fewer incidents thanks to proactive management of alcohol and drug consumption. Gangs have also posed a threat to the festival in previous years, however Uso's will work cohesively to identify patrons through all area of the festival and monitor behaviour.

Details of the event footprint are contained with section annexures. This plan is prepared to provide an overall description of security operational activities for the Juicy Fest, Wellington Event.

This plan is applicable for staffing provisions for Uso's Keeper Event Asset / Event Security operations in accordance with best practice security management.

This plan is a summarised document, able to be operationally implemented for event purposes, it does not detail underpinning security crowd management theoretical concepts but outlines strategic security operations. It is supplemented by condensed brief sheets for guard reference and briefings prepared immediately before event operations.

This is plan is supplemented by Uso's Keepers Policies, Standard Operating Procedures, Safe Work Procedures, Job Descriptions and where required event specific Standing Orders. The plan requires extensive ongoing consultation and refinement prior to finalising risk identification, analysis, and control detail. Is it provided in conformance with relevant NZ Standards.

NB: All Uso's documents are subject to limited distribution and remain the sole property of Uso's Keepers.

4.1 COORDINATION WITH OTHER PLANS AND AGENCIES

This plan does not specifically address access / traffic, emergency management, event risk management, event Work Health and Safety, event licensing or event operations which are prepared separately.

The plan does not override other event planning documents prepared by Juicy Fest and related stakeholders excepting details of security operations. Where feasible this plan refers to but does not duplicate existing event plans.

4.2 INTEGRATION WITH RELATED STAKEHOLDERS

Delivery of this plan requires overall co-ordination and operational integration between landowners and event stakeholders, including;

- Juicy Fest Management
- Clean Vibes
- Nems Medical
- iTraffic
- Hutt City Council
- FENZ
- All About People (Health & Safety)

5. EVENT INFORMATION

5.1 EVENT SUMMARY

Event Type:	Ticketed Outdoor Event
Event Date:	Friday 10 th January 2025
Event Start Time:	1200hrs (12:00pm)
Event Finish Time:	2230hrs (10:30pm)
Event Attendance (Estimated):	8,000 – 10,000
Event Frequency:	Annually
Event Attendance Profile:	Cohesive / spectator – watching specific activity during event performances. Ambulatory – walking, usually calm during controlled ingress and egress periods and between event services / facilities.
Event Demographic:	(18+) Reasonably expected crowd demographic based on similar event profiles and observations will predominately be an experienced crowd type. Possibility of substance related issues and anti-social intoxication behaviour, however this is a priority of Uso's Keepers to manage.
Licensing:	BOP Brewery
Event Risk Profile:	Moderate
Security Comms:	2-way radio
Security Uniform:	Black Polo hi viz, Black pants, Black leather shoes

6. AREAS OF CONCERN

6.1 EXTERNAL ENVIRONMENT

Additional to event security, Uso's Keeper will have a dedicated security team in the External Environment (Hutt Park and surrounding streets where patrons will be parking and travelling towards the venue). The External Environment team will also be focusing on local businesses and residents. This dedicated team including 2 x 2 response teams will remain outside the venue for the entirety of the event. They will specifically be monitoring patrons in the area and notifying them that they will not be permitted into the event if they are seen to be drinking alcohol and appear intoxicated. While Juicy Fest organisers are pushing for a liquor ban in the area, this may not be approved, therefore this is the only approach security can take. Signage throughout the park and approaching the venue will also communicate that patrons observed drinking outside the venue will not be permitted into the event.

6.2 INTOXICATION

Managing intoxication at a music festival is essential for ensuring the safety, well-being and enjoyment of all attendees. Juicy Fest organisers and agencies are aware that intoxication can be an issue with events of this nature. Uso's Keepers will work with event organisers to manage intoxication with a number of measures put in place. Management of intoxication levels will start prior to the festival opening with vigilant teams monitoring the external environment. Thorough bag searches at the entry point will make sure that BYO alcohol is not brought into the venue. Experienced and dedicated security staff will be at all bars and roaming throughout the festival to be monitoring intoxication levels and reporting to Control if any issues or concerns arise.

6.3 GANGS AND INTIMIDATION MANAGEMENT

The presence of gang members or individuals associated with gangs at an event can present unique challenges. To maintain a safe and controlled environment, the following procedures are to be implemented.

- Identification of Potential Gang Activity
 - Event staff and security will be proficient in recognising signs of gang affiliation, which may include clothing, tattoos, hand signals or group behaviour. It is essential that staff remain discreet and non-confrontational when identifying possible gang members to avoid escalation.
- Staff Training on De-escalation Techniques
 - Uso's Keepers Security personnel, will be equipped with advanced de-escalation training, including conflict resolution and managing situations

where patrons use intimidation tactics. The goal is to diffuse tension without confrontation or provocation, keeping the environment calm and professional.

- Preventative Measures: Entry Management
 - At points of entry, security personnel will use screening measures to identify and mitigate the risk of gang members or those associated with gangs entering the event. This can include checking IDs, monitoring group behaviour, and applying discretion to limit the entry of individuals who may present a threat to the safety of the event.
- Monitoring and Incident Reporting
 - Security Staff will be required to maintain vigilance and report any suspicious behaviour immediately to supervisors or event security. It is critical that all incidents involving potential gang members are documented in detail for review and follow-up. All security staff carry notebooks for incident reporting.
- Collaboration with Police
 - Event organisers will maintain close coordination with Police to ensure they are aware of gang related incidents. It is Uso's Keepers role to be the first response to any situations and escalate to Police if required. A plan will be in place for law enforcement involvement, with designated points of contact and procedures for reporting incidents of intimidation or violence.
- Zero Tolerance Policy on Intimidation and Violence
 - The event will enforce a zero-tolerance policy for any form of intimidation or violence, including that stemming from gang-related activity. Patrons displaying aggressive or intimidating behaviour will be asked to leave immediately. If necessary, security will escort them from the premises, and Police may will be called to assist in severe cases.

7. EVENT DEMOGRAPHIC PROFILE

7.1 ENTERTAINMENT GENRE

Moderate Risk

7.2 PATRON DEMOGRAPHIC

The overall event demographic is 18+, with the majority being in their late 20's / early 30's.

7.3 EVENT OPERATIONAL PROFILE

This plan addresses event operational profile only. Juicy Fest 2025 will have a phased profile as outlined below:



7.4 SECURITY CROWD MANAGEMENT STRATEGY

Uso's Keepers primary crowd management strategy is delivery of effective customer service to prevent patron dissatisfaction and crowd degeneration.

Critical to UK strategy is effective communication between event stakeholders, directional information, and visible security presence to ensure event numbers do not reach a critical density disrupting public thoroughfare corridors and to reduce the possibility of anti-social persons and issue motivated groups (IMG's) causing event disruptions.

The best deterrent is to have a distinct presence within the event area and the external environment so that there is a visual impact of control systems in place as the public access and observe the event site. This includes protection of community assets within the event area. This will ensure the public's perception of the event is that of a safe site controlled by proper authorities, this will also reduce the incidents that may occur. This perception is best achieved by the existence of adequate staffing resources (and related infrastructure and technological resources). The strategy is supported by bright distinct hi-vis event uniforms, with strategic positions supported by hi-viz vests.

Uso's Keepers personnel provide internal event specific security functions (within the defined event area and the external environment (Hutt Park and surrounding streets) and other specified external locations. Any general issues outside the event area and the targeted external environment being patrolled by Uso's external roaming team are the responsibility of either local area authorities and / or Police (as relevant).

This planning document is limited to Uso's Keepers provision of security services (crowd direction, crowd behaviour, restricted area access control).

The aim of Uso's Keeper's security provision is to:

- Deliver effective patron (customer) service
- Provide visible security presence
- Maintain access control
- Maintain professional security image throughout the event operations
- Implement documented crowd control measures
- Respond to Juicy Fest organisers and associated stakeholders' security concerns

The plan is reliant on coordinated application of effective risk management to mitigate security and safety risk hazards; including;

- Event overlay considering safety by design principles
- Effective access control infrastructure
- Effective access control accreditation systems
- Effective access control policies and procedures
- Committed harm minimisation practice
- Effective communications systems and protocols

The plan incorporates the following strategies;

1. Physical security recommendations (access control infrastructure, crowd management infrastructure communications systems).
2. Administrative security controls (preventative security procedures, incident response procedures),

3. Human resource (manpower) security controls / deployment (control and command, static, response, patrols).

Physical Security Infrastructure

This plan includes the requirement for installation of the following security equipment;

1. Adequate entry / egress systems to ensure patrons can safely enter and exit the venue without any unnecessary risk to patrons and undue impact on other stakeholders.
2. Adequate perimeter fencing to ensure site integrity to avoid access by patrons to maintain crowd capacity at the approved level within the identified areas.
3. Adequate internal fencing and information to direct crowd movements and control access to restricted areas during ingress and egress.

Crowd Control Recommendations

Crowd crush in a bottleneck from crowds moving from either performance viewing areas or to seek shelter from inclement weather, storms or hail.

Crowd crush in the key viewing locations due to crowd capacity, patrons moving in and out of key viewing locations before or after performances / displays or to get food and beverage to use amenities.

Emergency scenarios within the key viewing area or access corridors causing a panic and crowd rush.

Further Recommendations

- We recommend a minimum of braced fencing to be deployed at all access control and managed access points.
- Professional crowd control barrier systems (ie: Mojo) be utilised in front of stage and also in line with the FOH (between GA and VIP) to allow security to have control of the area and its capacity.

Security Command Locations

The event will operate a primary command centre – The Venue Operations Control (VOC).

Command	Name	Description	Location
Venue Command Centre	Venue Operations Control VOC	<ul style="list-style-type: none"> • Overall Security Command • Overall event security operations • Overall event control and coordination (promoter, police, medical, emergency, traffic) • Event communications centre (radio control) • Administration centre (communications log, occurrence / incident reporting and recording) • Control ingress and egress (including authorisation to commence ingress) 	Stop-Out Sports Club at Hutt Park (as per last years event).

Security Management

- Plan, conduct staff briefings and direct security staff activities
- Monitor and assess crowd behaviour
- Coordinate responses to emerging security and public safety issues as required
- Liaise with stakeholders as required

Incident Response Security / Crowd Control

- Monitor and respond to crowd behaviour issues
- Observe and prevent mass crowd action by pre-emptive intervention
- Observe patrons on entry and conduct bag searches of all patrons
- Enforce managed access areas and area closures
- Respond to emerging security, public safety issues as directed / required
- Liaise with stakeholders as required

8. SECURITY COMMUNICATIONS PROTOCOL

Juicy Fest Event Communication Plan governs event communications. Security operations are integrated into the overall event communications protocol.

8.1 TWO WAY RADIO

The primary communication across the event is via two-way radio. All key security positions will be allocated a two-way radio. Security will operate on a dedicated communications channel. Based on the volume of staff and frequency of comms, security require a minimum of 2 channels.

1. Security Channel (CH1) – Security / First Aid
2. Security Channel (CH2) – Spare / Chat

All security are trained in the use of two-way radio and radio communications. Uso's prepares and implements its own radio call signs.

All security officers will be supplied with radio communication earpieces where necessary to enable communication within a high noise environment between security officers.

8.2 LOUD HAILERS

Nominated Emergency Wardens and Security Supervisors will be equipped with supplementary loud hailers which will be available for emergency communication. Loud hailers are primarily used when a power outage or emergency egress required a power shut down, so PA systems are not able to provide emergency or safety messaging. Pre-recorded emergency messaging and emergency site egress plans should be at all production areas if PA power is still available to assist emergency directions.

Production staff needs to be briefed on emergency protocol chain of command and communication requirements.

Whilst ambient noise and entertainment may inhibit the effectiveness of loud hailers, they provide optimum redundancy in emergency scenarios, particularly for situations which restrict the use of two-way radio and / or failure of primary communications systems. Similarly, standard emergency protocols for performance require 'show stop' procedures to be implemented for stage areas assisting the implementation of emergency response and enhancing the efficiency of loud hailers.

8.3 SECURITY OPERATIONS OVERVIEW

To deter unwanted or criminal behaviour, Event security will patrol the venue. During patrols Event Security will monitor, report and respond to security and safety incidents within the event footprint and the external environment including Hutt Park and surrounding streets.

Provision of security services does not guarantee risk elimination or a safe environment. In this instance Security is provided as a visual presence as part of the overall inherent risk reduction strategy.

The security strategies and resources (including security guards) in this plan are limited by the commercial restraints and tolerability of Juicy Fest of the ALARP (As Low As Reasonably Practicable) principle as noted in HB167:2006 Security Risk Management.

A summary of the security operational activities implemented for Juicy Fest Wellington 2025 is outlined below:

- The provision of highly visible, safety conscious, motivated event security.
- The provision of effective leadership and management for the operation thereby promoting effective resource management and positive motivation within an operational environment that will be physically demanding.
- To provide effective customer service through the provision of safety, security and logistics services in addition to providing direction facilities and general information to the public.
- To cater for the venue security environment regarding criminal or offensive behaviour aimed at harming visitors, staff and personal possessions
- To minimise opportunities for unobserved, unauthorised access to restricted areas,
- To minimise the effect of a security incident through monitoring, patrolling and response,
- To provide response to emergencies, to ensure as much as is practical, the safety of the public, local tenants, employees and contractors, and
- To enable timely and accurate monitoring and reporting on the implementation, capability and effectiveness of event security initiatives
- Event security will serve as first responders and refer all cases for primary medical response to Nems Medical team via radio.

Security Schedule and Ratio

As per the license conditions security is to be held at a ratio of 1:80 for the event. Current security deployment is based on the expected attendance of 10,000 and there 125 security guards.

Refer to the security schedule for deployments and positions.

8.4 MEDICAL

Juicy Fest have advised that Nems Medical will be the medical service provider for special advice and engagement of onsite first aid during the event period. A detailed medical plan will be provided by Nems and made available to all stakeholders.

8.5 EMERGENCY MANAGEMENT

Comprehensive operational plans are in place for emergency response implemented by the contractor – All About People and managed by the event safety officer and emergency services.

Uso's security will serve as wardens (where nominated) and act in accordance with directions of the Venue Operations Centre (VOC), with particular responsibility for emergency evacuation.

9. SECURITY FUNCTION SPECIFIC OPERATIONAL PLAN

9.1 MANAGEMENT SECURITY OPERATIONS

TITLE	SECURITY OPERATIONS		
Event:	Juicy Fest 2025, Wellington		
Incorporates:	Security Management, Roving Security, Static Security, Bar Security, External Environment Security		
Primary Hazards:	Communications failure, delayed response to security risks, anti-social persons, gang intimidation, crowd related issues, road closure breach		
Manager:	Harry Crichton	Radio Call-Sign:	TBC
Supervisor (2IC):	TBC	Radio Call-Sign:	TBC
General Function:	Manage overall security operations		
	Inform and liaise with all stakeholders as required (Juicy Fest, Police, FENZ, Medical, Hutt City Council)		
	Administer overall security operations (including deployment, break relief, equipment distribution, occurrences and incidents)		
Uniform:	Black Polo – hi viz, Black pants / cargos / shorts / black shoes		
Manager:	Harry Crichton	Radio Call-Sign:	Sierra 1
Security Positions:	Specific Roles		Radio Call-Sign:
	<ul style="list-style-type: none"> • Manage security operations • Make decisions on behalf of Uso's • Coordinate responses to emerging security risks • Consult with key stakeholders as required – Juicy Fest, Police, licensee, medical provider primarily via event control • Ensure conformance with plans, policies and procedures • Brief and liaise with all security personnel • Ensure appropriate use of resources 		TBC
Event Control (VOC):	<ul style="list-style-type: none"> • Direct all radio transmissions • Respond to all incoming radio transmissions and distribute or escalate via chain of command 		Control

	<ul style="list-style-type: none"> • Provide communications function for emergency response • Liaise with all stakeholders via radio command • Record all radio transmissions • Complete all duties pertaining to staff members they are relieving 	
Response Security	<ul style="list-style-type: none"> • Maintain non-threatening but high visibility presence and proactively patrol known and emerging high-risk areas of event area and the external environment (Hutt Park and surrounding streets) • Inform control / supervisor of all threats, occurrences and incidents • Respond attend and manage agreed response to all threats, occurrences and incidents, control situations (within the health and safety constraints) • Conduct crowd patrols as directed by control during periods where specific response is not required (deliver non-threatening friendly effective communication, customer service throughout crowd mass and monitor for signs of intoxication, patron distress or inappropriate behaviour. 	<p>Response 1 Response 2 etc</p>
Entry Security (including Bag Checks)	<ul style="list-style-type: none"> • Perform required condition of entry checks (bag checks, wand as required). • Maintain a non-threatening but high visibility presence and proactively patrol the site compound and emerging high-risk areas of event area • Inform control of all threats, occurrences and incidents 	Entry

	<ul style="list-style-type: none"> Respond, attend and manage agreed response to all threats, occurrences and incidents, control situations (within health and safety constraints) 	
Static Security (RSA Responsible Service of Alcohol – licensed areas)	<ul style="list-style-type: none"> Observe and monitor staff entering and exiting the operations compound area ensuring that only staff enter Conduct RSA assessments on patrons entering the bar lines Alert response team when a patron has been deemed intoxicated and requires crowd care assistance or to be removed from the venue Cover the entry and exit points of the bar areas Maintain a non-threatening but high visibility presence and proactively monitor local traffic and pedestrian movements Inform control / supervisor of all threats, occurrences, and incidents at your position Respond attend and manage agreed response to threats, occurrences and incidents, control situation (within health and safety constraints) 	RSA
Perimeter Security	<ul style="list-style-type: none"> Observe patron activities and reporting and recording any irregular activity Request assistance via supervisor on identification of any suspected threat Maintain static position at all times Maintain observation of perimeter at all times to restrict unauthorised access 	Perimeter
BOH / First Aid	<ul style="list-style-type: none"> Maintain access control to stage and BOH Provide assistance to patrons requesting help Observation of patron activities and reporting and recording any irregular activity Ensure only patrons presenting with requirements for medical enter the medical area 	

	<ul style="list-style-type: none"> • Ensure patrons entering the tent following conditions of entry • If an intoxicated patron is being treated at medical or crowd care, alert response teams once they have been treated and are ready to be removed from the venue 	
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9.2 SUPPLEMENTARY CROWD MANAGEMENT AND SECURITY PLANNING CONSIDERATIONS

Crowd Management Event Reporting

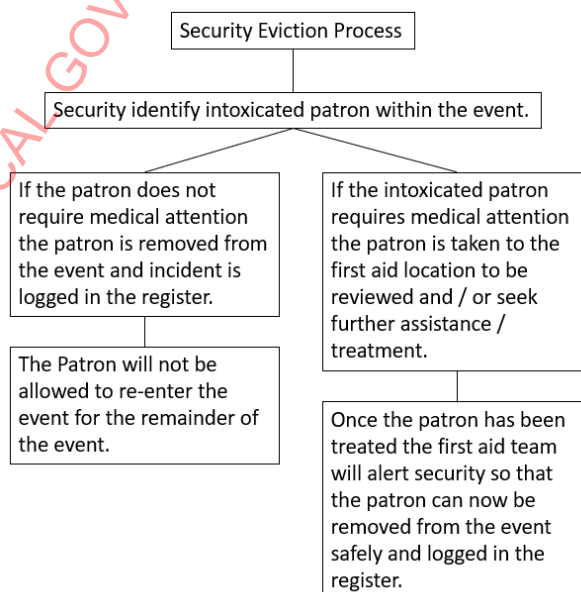
Uso's Keepers will supply the following reports:

- Incident reports (individual reports for each incident)
- Incident register
- Event Shift Report (overall summary)
- Post Event Debrief

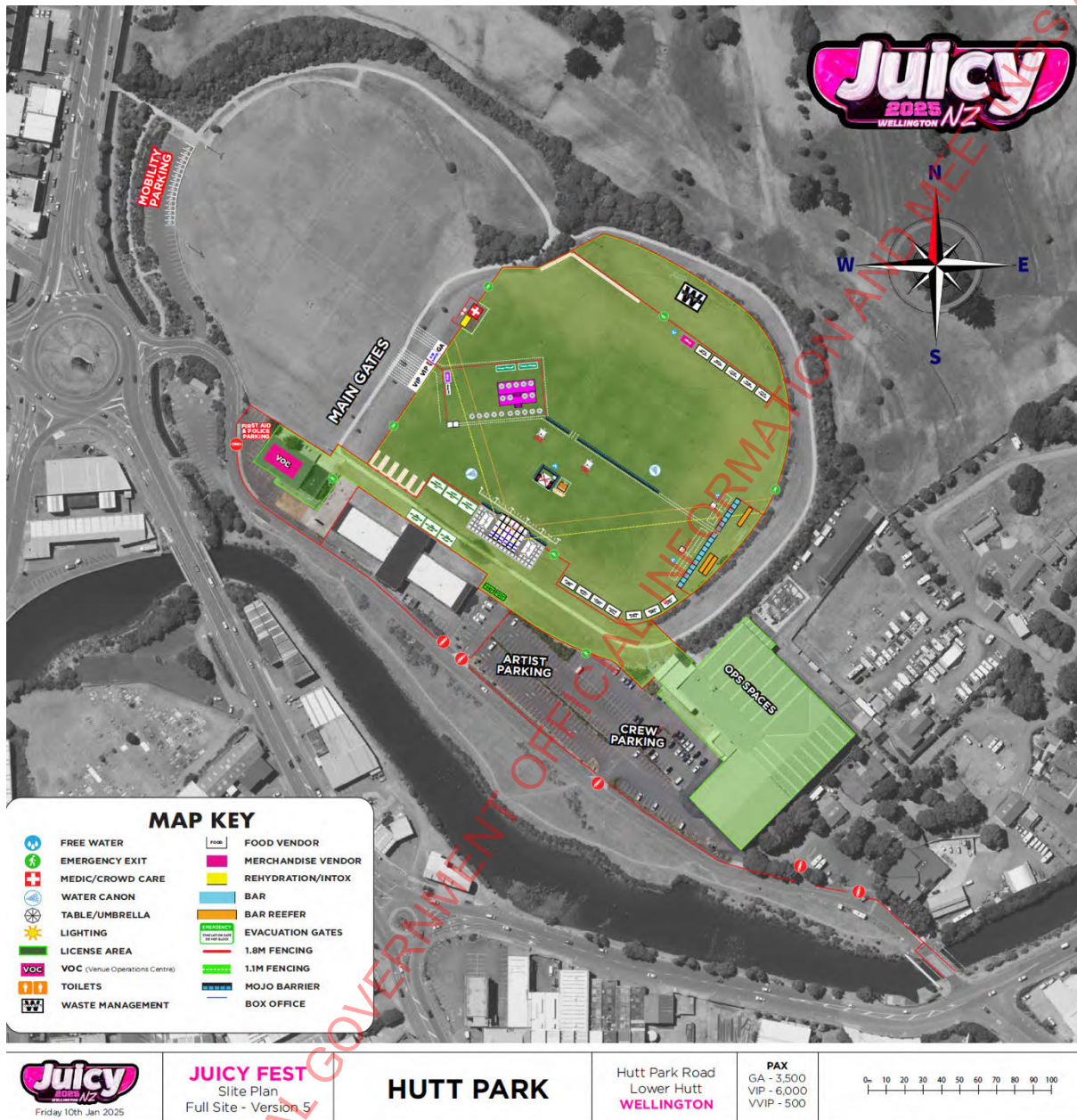
Security Procedures

Uso's Keepers will implement Standard Operating Procedures / Safe Work Procedures for this event. These procedures encompass incident action plans for various incident / emergency types.

Security Eviction Process



ANNEXURE 1 – Site Plan



ANNEXURE 2 – Security Dot Plan

TBC

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ANNEXURE 3 – Security Schedule

TBC

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ANNEXURE 4 – Set List

TBC

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ANNEXURE 5 – Risk Register

Risk Hazard / Threats	Risk Analysis / Impact / Harm	Security Controls – Systems and Physical and People	Risk Controller
Emergency evacuation – Fire	<ul style="list-style-type: none"> • Fire or code red (catastrophic) fire warnings • Crowd congestion crush (unscheduled crowd relocation mass egress) • Crowd degeneration aggression and violence • Patron inquiry • Asset loss – future claims and asset loss 	<ul style="list-style-type: none"> • Event emergency communications plan • Security deployment (response teams) • Emergency response command and resources • Security observation and action (assist evacuation as per emergency response plan – evacuation and fire (and chain of command)) • Engagement and co-operation with all emergency response agencies 	<ul style="list-style-type: none"> • Juicy Fest • Uso's Keeper • FEZ • Police • Medical • Site Management
Slips, trips and falls (uneven surfaces)	<ul style="list-style-type: none"> • Patron inquiry • Asset loss – future claims and asset loss 	<ul style="list-style-type: none"> • Adequate lighting on potential risk areas • Appropriate isolation and / or signage in potential pedestrian thoroughfares • Flooring solution installation in high use areas 	<ul style="list-style-type: none"> • Juicy Fest • Site Management
Vehicle collisions with patrons (pack in / out)	<ul style="list-style-type: none"> • Patron inquiry • Asset loss – future claims and asset loss 	<ul style="list-style-type: none"> • Security deployment to egress points on exit • Security monitoring of stationary vehicles post mass exit (persons sleeping in vehicles no site) • Adequate lighting in potential risk areas 	<ul style="list-style-type: none"> • Juicy Fest • Uso's Keeper • Site Management
Delayed access – other services (food and beverage, amenities)	<ul style="list-style-type: none"> • Patron dissatisfaction – asset loss reputation and future ticketing • Patron dissatisfaction – behavioural change, patron and crowd degeneration 	<ul style="list-style-type: none"> • High visibility signage for service areas • Service functions (physical infrastructure, scale and staffing levels) determined on basis of professional ratios • Security positioned at all key service locations and / or response teams patrolling service areas to liaise with patrons and Event Control 	<ul style="list-style-type: none"> • Juicy Fest • Uso's Keeper • Site Management • F&B Providers

Dehydration – heat stroke	<ul style="list-style-type: none"> Patron illness Asset loss – reputation damage 	<ul style="list-style-type: none"> Pre-event weather risk analysis (routine BOM checks) Security monitor patrons for signs of distress Free water accessible via bars in sufficient volume to alleviate effects of heat Limited restrictions on personal food and beverage (non-alcohol) 	<ul style="list-style-type: none"> Juicy Fest Uso's Keeper Site Management
Crowd congestion, crush / pinch-points including high density accumulations and viewing locations	<ul style="list-style-type: none"> Patron inquiry Obstruction to security, medical and emergency response Obstruction to general patron movement Patron dissatisfaction and anxiety 	<ul style="list-style-type: none"> Professional review of event capacity – assumed considered crowd movement across planned site layout Review of site layout pre-event for conformance to plan Event control monitoring and observation of crowd dispersal and accumulation across event site Security monitoring and observation throughout event (report to control for response) Emergency Plan, Communications Plan and Show Stop Procedures (re-disperse crowd if density issues arise – area control of emergency related). 	<ul style="list-style-type: none"> Juicy Fest Uso's Keeper Site Management
Patron failure to comply with directions for behavioural modification	<ul style="list-style-type: none"> Personal harm or injury Public harm or injury Breach of ticketing contract 	<ul style="list-style-type: none"> Security deployment (response teams) Engagement and co-operation with police where warranted (illegal acts) 	<ul style="list-style-type: none"> Juicy Fest Uso's Keeper Site Management
Patron unacceptable behaviour (threatening, provocative, discriminatory, harmful) behaviour potentially or actually causing harm to themselves or others	<ul style="list-style-type: none"> Personal harm or injury Public harm or injury Offensive behaviour (other patron dissatisfaction) Asset loss, future claims and loss of business 	<ul style="list-style-type: none"> Security deployment (response teams) Engagement and co-operation with police where warranted (illegal acts) Observation and prevention of mass crowd action by pre-emptive intervention 	<ul style="list-style-type: none"> Juicy Fest Uso's Keeper Site Management Police
Patron unacceptable behaviour, climbing fences, roofs, trees, infrastructure	<ul style="list-style-type: none"> Personal harm or injury Public harm or injury 	<ul style="list-style-type: none"> Security deployment (response teams) Security deployment known / foreseeable climbing risk infrastructure (lighting / signage / toilets / towers etc) Note: No retrieval or climbing via security officers 	<ul style="list-style-type: none"> Juicy Fest Uso's Keeper Site Management Police

Patron unacceptable, illegal behaviour – intentional damage to property	<ul style="list-style-type: none"> • Personal harm or injury • Public harm or injury • Asset loss 	<ul style="list-style-type: none"> • Security deployment (response teams) • Police force deployment • Security observation and action – detain where legally able to do so and request immediate back up from police 	<ul style="list-style-type: none"> • Juicy Fest • Uso's Keeper • Site Management • Police
Emergency Evacuation	<ul style="list-style-type: none"> • Crowd congestion crush during evacuation • Patron injury emergency threat or evacuation 	<ul style="list-style-type: none"> • Security briefing re: emergency plan and functions • Security activities s per warden in emergency plan • Police 	<ul style="list-style-type: none"> • Juicy Fest • Uso's Keeper • Site Management • Police • Emergency Services
Terrorism (Terrorist threat / attack)	<ul style="list-style-type: none"> • Low crowd attendance • Personal harm or injury • Public harm or injury • Crowd congestion crush during evacuation • Asset loss – future claims and asset loss 	<ul style="list-style-type: none"> • Pre event site inspection • Engagement and co-operation with police where warranted (illegal acts) • Engagement and co-operation with all emergency response agencies • Emergency response command and resources • Security deployment (response teams) • Police 	<ul style="list-style-type: none"> • Juicy Fest • Uso's Keeper • Site Management • Police



MOBILITY PARKING

MAIN GATES

FIRST AID & POLICE PARKING

VOC

ARTIST PARKING

CREW PARKING

OPS SPACES

MAP KEY

- | | | | |
|--|-------------------------------|--|--------------------|
| | FREE WATER | | FOOD VENDOR |
| | EMERGENCY EXIT | | MERCHANDISE VENDOR |
| | MEDIC/CROWD CARE | | REHYDRATION/INTOX |
| | WATER CANON | | BAR |
| | TABLE/UMBRELLA | | BAR REEFER |
| | LICENSE AREA | | 1.8M FENCING |
| | VOC (Venue Operations Centre) | | 1.1M FENCING |
| | TOILETS | | MOJO BARRIER |
| | WASTE MANAGEMENT | | BOX OFFICE |



MAIN GATES

VIP VIP GA

FIRST AID & POLICE PARKING

MAP KEY

- | | | | |
|--|-------------------------------|--|--------------------|
| | FREE WATER | | FOOD VENDOR |
| | EMERGENCY EXIT | | MERCHANDISE VENDOR |
| | MEDIC/CROWD CARE | | REHYDRATION/INTOX |
| | WATER CANON | | BAR |
| | TABLE/UMBRELLA | | BAR REEFER |
| | LICENSE AREA | | 1.8M FENCING |
| | VOC (Venue Operations Centre) | | 1.1M FENCING |
| | TOILETS | | MOJO BARRIER |
| | WASTE MANAGEMENT | | BOX OFFICE |

ARTIST PARKING

OPS SPACES

CREW



Friday 10th Jan 2025

JUICY FEST

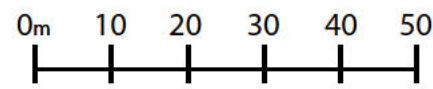
Site Plan
Full Site - Final Version

HUTT PARK

Hutt Park Road
Lower Hutt
WELLINGTON

PAX

GA - 3,500
VIP - 6,000
VVIP - 500



From: [Glenn Meikle](#)
To: [Tracy Gibson](#)
Cc: [Lisa Te Huia](#); [Annabel Marshall](#)
Subject: [EXTERNAL] Updated Security Plan & Comms Plan
Date: Tuesday, 29 October 2024 4:32:33 pm
Attachments: [image001.gif](#)
[DRAFT SCMP_Juicy Fest Wellington 2025 v3.pdf](#)
[2025 Wellington - Anti Pre-Loading Communications Plan.pdf](#)

Hi Tracy


Great talking to you today – as discussed, please find attached our updated security plan (Dot plans to follow).

Have also attached a Comms Plan, that will go out to all patrons.

Please let me know if you have any queries.

Kind Regards,

signature_3477089427



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JUICY FEST 2025

Security Crowd Management Plan

Hutt Park – Lower Hutt

Friday 10th January 2025

Version 2

USO's Keepers

info@usoskeeper.com

1. CREDENTIALS

1.1 AUTHOR CREDENTIALS

Harry Crichton (Security Consultant)

1.2 REVIEWED BY

Michael Malligan (Security Consultant)

1.3 VERSION CONTROL

This document is updated on a regular basis. Amendments and/or versions of this document are to be recorded in the following table.

Version	Amendment	Approved Date	Approved By	Status
1	Initial planning document developed for limited release and per review	15/10/2024	Harry Crichton	Draft
2	Initial planning document developed for limited release and per review.	26/10/2024	Harry Crichton	Draft

2. DOCUMENT PRELIMINARIES

2.1 DEFINITIONS

2.1.1. Crowd

A crowd is a large group of people that are gathered or considered together. A crowd may be definable through a common purpose or set of emotions, such as at a political rally, a sports event, or during looting (this is known as a psychological crowd), or may simply be made up of many people going about their business in a busy area.

2.1.2. Crowd Management

Crowd Management is defined as techniques used to manage lawful public assemblies before, during and after an event for the purpose of maintaining health and safety of a person(s).

2.2 REFERENCE MATERIAL

This plan responds to the list of documents prepared and provided by Juicy Fest event organisers and in accordance with the Event Management plan.

3. PURPOSE

This Security Crowd Management Plan has been developed for Juicy Fest 2025 (JF25) the event promoter and owner of Juicy Fest. This plan only relates to the 2025 event taking place at Hutt Park; Hutt Park Road, Moera, Lower Hutt.

This document aims to centralise security crowd management planning documentation and provide thorough operational procedures that are agreed upon by Juicy Fest.

This plan is prepared in accordance with crowd management best practice, including implementation of AS/NZS ISO 31000 Risk Management.

The event owners take their duty of care seriously and intend to plan so it is executed in an orderly and safe manner.

4. SCOPE

This plan applied to Juicy Fest 2025, Hutt Park, during the times of operation; 1200hrs to 2230hrs on Friday 10th of January 2025.

Hutt Park will host the nostalgic R&B / hip-hop festival for the first time in 2025. Juicy Fest is an R18+ event, primarily attracting a high-energy crowd aged 18-30. While these attendees are enjoying the atmosphere and the entertainment provided, the nature of the event can lead to issues such as heat exhaustion, particularly due to the intense energy levels.

Pre-loading and narcotics use have posed challenges in the past, along with disorderly behaviour. These events typically carry a high risk of intoxication, though recent events have seen fewer incidents thanks to proactive management of alcohol and drug consumption. Gangs have also posed a threat to the festival in previous years, however Uso's will work cohesively to identify patrons through all area of the festival and monitor behaviour.

Details of the event footprint are contained with section annexures. This plan is prepared to provide an overall description of security operational activities for the Juicy Fest, Wellington Event.

This plan is applicable for staffing provisions for Uso's Keeper Event Asset / Event Security operations in accordance with best practice security management.

This plan is a summarised document, able to be operationally implemented for event purposes, it does not detail underpinning security crowd management theoretical concepts but outlines strategic security operations. It is supplemented by condensed brief sheets for guard reference and briefings prepared immediately before event operations.

This plan is supplemented by Uso's Keepers Policies, Standard Operating Procedures, Safe Work Procedures, Job Descriptions and where required event specific Standing Orders.

The plan requires extensive ongoing consultation and refinement prior to finalising risk identification, analysis, and control detail. Is it provided in conformance with relevant NZ Standards.

Uso Keepers overall responsibility, will be the primary security provider, with a history of collaboration alongside of the licensee. A robust partnership between Uso Keepers and BOP Brewery Limited has developed, providing invaluable in achieving shared objectives without discord or hierarchy.

NB: All Uso's documents are subject to limited distribution and remain the sole property of Uso's Keepers.

4.1 COORDINATION WITH OTHER PLANS AND AGENCIES

This plan does not specifically address access / traffic, emergency management, event risk management, event Work Health and Safety, event licensing or event operations which are prepared separately.

The plan does not override other event planning documents prepared by Juicy Fest and related stakeholders excepting details of security operations. Where feasible this plan refers to but does not duplicate existing event plans.

4.2 INTEGRATION WITH RELATED STAKEHOLDERS

Delivery of this plan requires overall co-ordination and operational integration between landowners and event stakeholders, including;

- Juicy Fest Management
- Clean Vibes
- Nems Medical
- traffic
- Hutt Park
- FENZ
- All About People (Health & Safety)
- Hutt City Council representatives
- BOP Brewery
- NZ Police

5. EVENT INFORMATION

5.1 EVENT SUMMARY

Event Type:	Ticketed Outdoor Event
Event Date:	Friday 10 th January 2025
Event Start Time:	1200hrs (12:00pm)
Event Finish Time:	2230hrs (10:30pm)
Event Attendance (Estimated):	10,000
Event Frequency:	Annually
Event Attendance Profile:	Cohesive / spectator – watching specific activity during event performances. Ambulatory – walking, usually calm during controlled ingress and egress periods and between event services / facilities.
Event Demographic:	(18+) Reasonably expected crowd demographic based on similar event profiles and observations will predominately be an experienced crowd type. Possibility of substance related issues and anti-social intoxication behaviour, however this is a priority of Uso's Keepers to manage.
Licensing:	BOP Brewery
Event Risk Profile:	HIGH
Security Comms:	2-way radio
Security Uniform:	Black Polo – hi viz, Black pants / cargos / shorts / black shoes

6. AREAS OF CONCERN

6.1 EXTERNAL ENVIRONMENT

Additional to event security, Uso's Keeper will have a dedicated security team in the External Environment (the adjacent reserves and surrounding streets where patrons will be parking and travelling towards the venue). The External Environment team will also be focusing on local businesses and residents. This dedicated team including 4 x 2 response teams will remain outside the venue for the entirety of the event.

They will specifically be monitoring patrons in the area and notifying them that they will not be permitted into the event if they are seen to be drinking alcohol and appear intoxicated. Should a liquor ban not be in place during the even, then this is the only approach security can take. Signage throughout the park and approaching the venue will also communicate that patrons observed drinking outside the venue will not be permitted into the event.

6.2 INTOXICATION

Managing intoxication at a music festival is essential for ensuring the safety, well-being and enjoyment of all attendees. Juicy Fest organisers and agencies are aware that intoxication can be an issue with events of this nature. Uso's Keepers will work with event organisers to manage intoxication with a number of measures put in place. Management of intoxication levels will start prior to the festival opening with vigilant teams monitoring the external environment.

Thorough bag searches at the entry point will make sure that BYO alcohol is not brought into the venue. Experienced and dedicated security staff will be at all bars and roaming throughout the festival to be monitoring intoxication levels and reporting to Control if any issues or concerns arise.

Restricting Service

If at any time during the event, a patron displays signs of approaching intoxication, their wristband will be replaced with of the following 'restricted' wristbands:

- *Yellow – No alcohol permitted - Under the influence of alcohol but not deemed intoxicated*
Security personnel will escort the patron to the Medic/Rehydration Tent for further evaluation.
- *Red – Subject to eviction from the event - intoxicated*
Security personnel will escort the patron to the Medic/Rehydration Tent in preparation for eviction. Any attempt to try to re-enter, will be denied.

Security will aid bar/intox staff to deal with patrons requiring either of the above restrictions.

Intoxication Assessment Tool

Indicators may include but are not limited to:

	SOBER	INFLUENCED	INTOXICATED
S peech	Coherent, clear speech, normal tone/volume, may be talkative.	May be overly talkative, opinionated and interrupts, may stumble over words, becoming loud, inappropriate language, jokes, comments.	Slurring, difficulty forming words, loud, repetitive, loses train of thought, nonsensical, unintelligible.
C oordination	Coordinated, balanced, standing without help or support.	Slowed or delayed reactions, swagger or occasional staggers or sways.	Spills drinks, stumbles, trips, weaves, walks into objects, unable to stand un-aided or at all straight.
A pppearance	Tidy, clear eyes, alert.	Vacant or blank expression, smell of alcohol on breath, may look untidy.	Bloodshot eyes, eyes glazed, inability to focus, tired, asleep, dishevelled.
B ehaviour	Behaving sensibly but may be more relaxed.	Over friendly or withdrawn, inappropriate or risky actions, argumentative, annoying, fading attention, increased consumption rate.	Seriously inappropriate actions or language, aggressive, rude, belligerent, obnoxious behaviour affecting other customers.
	Monitor & serve responsibly	Intervene	Deny & remove

Intoxication definition

INTOXICATED means observably affected by alcohol, other drugs, or other substances (or a combination of two or all of those things) to such a degree that two or more of the following are evident: (a) appearance is affected; (b) behaviour is impaired; (c) coordination is impaired; (d) speech is impaired.

ALB31 - May 2012

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agency

6.3 GANGS AND INTIMIDATION MANAGEMENT

The presence of gang members or individuals associated with gangs at an event can present unique challenges. To maintain a safe and controlled environment, the following procedures are to be implemented.

- Identification of Potential Gang Activity
 - Event staff and security will be proficient in recognising signs of gang affiliation, which may include clothing, tattoos, hand signals or group behaviour. It is essential that staff remain discreet and non-confrontational when identifying possible gang members to avoid escalation.
- Staff Training on De-escalation Techniques
 - Uso's Keepers Security personnel, will be equipped with advanced de-escalation training, including conflict resolution and managing situations where patrons use intimidation tactics. The goal is to diffuse tension without confrontation or provocation, keeping the environment calm and professional.
- Preventative Measures: Entry Management
 - At points of entry, security personnel will use screening measures to identify and mitigate the risk of gang members or those associated with gangs entering the event. This can include checking IDs, monitoring group behaviour, and applying discretion to limit the entry of individuals who may present a threat to the safety of the event.
- Monitoring and Incident Reporting
 - Security Staff will be required to maintain vigilance and report any suspicious behaviour immediately to supervisors or event security. It is critical that all incidents involving potential gang members are documented in detail for review and follow-up. All security staff carry notebooks for incident reporting.
- Collaboration with Police
 - Event organisers will maintain close coordination with Police to ensure they are aware of gang related incidents. It is Uso's Keepers role to be the first response to any situations and escalate to Police if required. A plan will be in place for law enforcement involvement, with designated points of contact and procedures for reporting incidents of intimidation or violence.
- Zero Tolerance Policy on Intimidation and Violence
 - The event will enforce a zero-tolerance policy for any form of intimidation or violence, including that stemming from gang-related activity. Patrons displaying aggressive or intimidating behaviour will be asked to leave immediately. If necessary, security will escort them from the premises, and Police may will be called to assist in severe cases.

6.4 RISK ASSESSMENT METHODS

Risks are evaluated on a two-dimensional matrix using a qualitative rating of the likelihood and the scale of the possible consequence. This form of evaluation provides a good graphical representation of how serious this risk is or where the individual risk lies within a group of risks.

Likelihood	Impact				
	Insignificant	Minor	Moderate	Major	Severe
Almost certain	Moderate	High	High	Extreme	Extreme
Likely	Moderate	Moderate	High	High	Extreme
Possible	Low	Moderate	Moderate	High	Extreme
Unlikely	Low	Moderate	Moderate	Moderate	High
Rare	Low	Low	Moderate	Moderate	High

LIKELIHOOD:

5	Almost certain	The event will occur in most circumstances
4	Likely	The event will probably occur at least once
3	Possible	The event might occur at some time
2	Unlikely	The event is not expected to occur
1	Rare	The event may occur only in exceptional circumstances

IMPACT:

1	Insignificant	The consequences are dealt with by routine operations. A minor loss of revenue to the venue/hirer. Patrons involved will suffer discomfort or no real effect on their event experience.
2	Minor	The consequences would threaten the efficiency or effectiveness of some aspects of the event but would be dealt with internally. There would only be minor effects on patrons or the business.
3	Moderate	The consequences would not threaten the event but would mean that the administration of the event could be subject to significant review or changed ways of operating. This could result in a loss of revenue to the venue/hirer. With some patron issues that may involve costs to the venue/hirer both financially and due to public perceptions.
4	Major	The consequences would threaten the survival or continued effective function of the event. Revenue loss greater than 75% of total revenue being managed would have very high consequences for the venue/hirer both financially and politically.
5	Severe	The consequences would threaten the survival of not only the event, but also the venue/hirer, possibly causing major problems for clients, the administration of the event or for a large part of the public sector. Revenue loss greater than 90% of total revenue being managed would have extreme consequences for the venue/hirer both financially and politically.

Major Sources of Event Risks

In accordance with the Risk Management Context this Risk Review is limited to operational risk hazards affecting OSH and Public Safety within the following sources.

- Environmental
- Natural Hazards
- Occupational and Public Health and Safety – including crowd, pedestrian and traffic management, injury, assault, natural hazards, OSH breaches.
- Human behaviour
- Security / Asset Loss (crimes of distraction)
- Pandemic Planning CPF

Assessment Criteria

- Effective planning documents so that Juicy Festival Ltd can gain an accurate picture of the risks and benefits of a range of scenarios.
- Consultation with Juicy Festival Ltd to ensure the perceived risks are effectively evaluated and policies are upheld.

Security Risk Assessment

The following risk assessment is based on the following key factors:

- Previous festival events and previous major events.
- All other factors specific to a major summer festival
- The profile of this festival
- Current Covid Protection Framework settings
- Planning Meetings, Intel gathering with key stakeholders.
- Alcohol Management Plan from BOP Breweries Ltd

Specific measures have been employed to counter the risk including (but not limited to):

Overall – This event has been rated as a HIGH risk

7. EVENT DEMOGRAPHIC PROFILE

7.1 ENTERTAINMENT GENRE

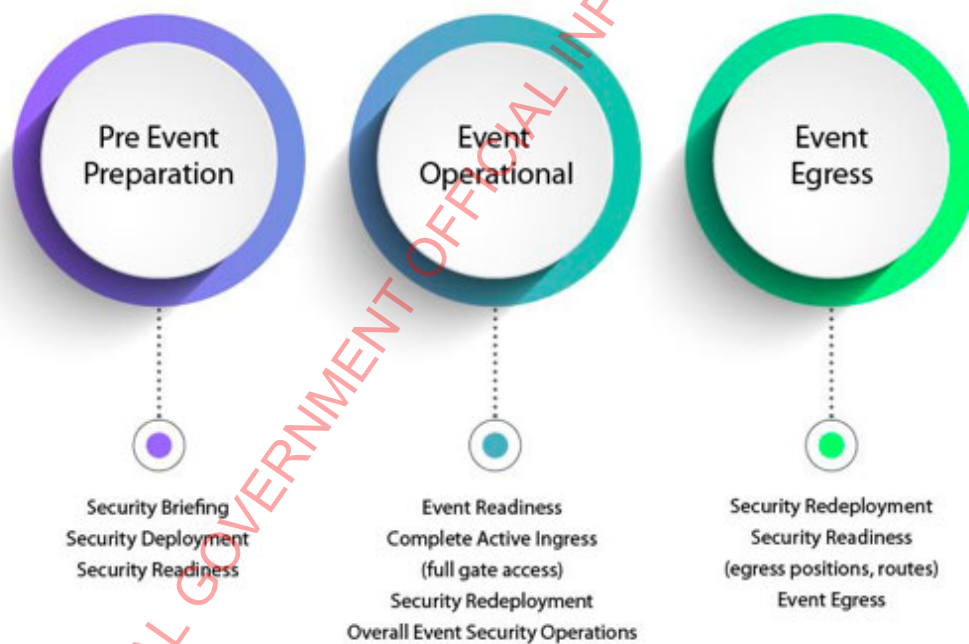
High Risk

7.2 PATRON DEMOGRAPHIC

The overall event demographic is 18+, with the majority being in their late 20's / early 30's.

7.3 EVENT OPERATIONAL PROFILE

This plan addresses event operational profile only. Juicy Fest 2025 will have a phased profile as outlined below:



7.4 SECURITY CROWD MANAGEMENT STRATEGY

Uso's Keepers primary crowd management strategy is delivery of effective customer service to prevent patron dissatisfaction and crowd degeneration.

Critical to UK strategy is effective communication between event stakeholders, directional information, and visible security presence to ensure event numbers do not reach a critical density disrupting public thoroughfare corridors and to reduce the possibility of anti-social persons and issue motivated groups (IMG's) causing event disruptions.

The best deterrent is to have a distinct presence within the event area and the external environment so that there is a visual impact of control systems in place as the public access and observe the event site. This includes protection of community assets within the event area. This will ensure the public's perception of the event is that of a safe site controlled by proper authorities, this will also reduce the incidents that may occur. This perception is best achieved by the existence of adequate staffing resources (and related infrastructure and technological resources). The strategy is supported by bright distinct hi-vis event uniforms, with strategic positions supported by hi-viz vests.

Uso's Keepers personnel provide internal event specific security functions (within the defined event area and the external environment and other specified external locations. Any general issues outside the event area are the responsibility of either local area authorities and / or Police (as relevant). This planning document is limited to Uso's Keepers provision of security services (crowd direction, crowd behaviour, restricted area access control).

The aim of Uso's Keeper's security provision is to:

- Deliver effective patron (customer) service
- Provide visible security presence
- Maintain access control
- Maintain professional security image throughout the event operations
- Implement documented crowd control measures
- Respond to Juicy Fest organisers and associated stakeholders' security concerns

The plan is reliant on coordinated application of effective risk management to mitigate security and safety risk hazards; including.

- Event overlay considering safety by design principles
- Effective access control infrastructure
- Effective access control accreditation systems
- Effective access control policies and procedures
- Committed harm minimisation practice
- Effective communications systems and protocols

The plan incorporates the following strategies;

1. Physical security recommendations (access control infrastructure, crowd management infrastructure communications systems).
2. Administrative security controls (preventative security procedures, incident response procedures),
3. Human resource (manpower) security controls / deployment (control and command, static, response, patrols).

Physical Security Infrastructure

This plan includes the requirement for installation of the following security equipment;

1. Adequate entry / egress systems to ensure patrons can safely enter and exit the venue without any unnecessary risk to patrons and undue impact on other stakeholders.
2. Adequate perimeter fencing to ensure site integrity to avoid access by patrons to maintain crowd capacity at the approved level within the identified areas.
3. Adequate internal fencing and information to direct crowd movements and control access to restricted areas during ingress and egress.

Crowd Control Recommendations

Crowd crush in a bottleneck from crowds moving from either performance viewing areas or to seek shelter from inclement weather, storms or hail.

Crowd crush in the key viewing locations due to crowd capacity, patrons moving in and out of key viewing locations before or after performances / displays or to get food and beverage to use amenities.

Emergency scenarios within the key viewing area or access corridors causing a panic and crowd rush.

Further Recommendations

- We recommend a minimum of braced fencing to be deployed at all access control and managed access points.
- Professional crowd control barrier systems (ie: Mojo) be utilised in front of stage and also in line with the FOH (between GA and VIP) to allow security to have control of the area and its capacity.

Security Command Locations

The event will operate a primary command centre – The Venue Operations Control (VOC).

Command	Name	Description	Location
Venue Command Centre	Venue Operations Control VOC	<ul style="list-style-type: none">• Overall Security Command• Overall event security operations• Overall event control and coordination (promoter, police, medical, emergency, traffic)• Event communications centre (radio control)• Administration centre (communications log, occurrence / incident reporting and recording)• Control ingress and egress (including authorisation to commence ingress)	'Stop Out Sports Club' of Hutt Park

Security Management

- Plan, conduct staff briefings and direct security staff activities
- Monitor and assess crowd behaviour
- Coordinate responses to emerging security and public safety issues as required
- Liaise with stakeholders as required

Incident Response Security / Crowd Control

- Monitor and respond to crowd behaviour issues
- Observe and prevent mass crowd action by pre-emptive intervention
- Observe patrons on entry and conduct bag searches of all patrons
- Enforce managed access areas and area closures
- Respond to emerging security, public safety issues as directed / required
- Liaise with stakeholders as required

8. TERMS AND CONDITIONS

8.1 Restricted and Prohibited Items

The following items shall **not** be permitted in the venue and will be confiscated or result in eviction from the venue.

- All person entering must be 18 years of age or older.
- Alcohol not purchased at the venue
- Animals or pets, except for guide dogs
- Cans (including aerosol cans) glass bottles, thermos flasks, any breakable container
- Commercially produced takeaway food, such as McDonalds, KFC, Burger King, Subway, Pizza etc.
- Illicit drugs
- Knives and dangerous weapons
- Flares, fireworks, laser pointers
- Skateboards, roller blades, scooters, or bicycles
- Recording devices of any nature, and whether some are used for capturing still or moving pictures. Small instamatic cameras will be permitted but large professional/commercial recording devices are prohibited. The Event Management Staff will, at their sole discretion, determine whether an item is intended for personal or commercial use
- Cameras and/or specialized photographic equipment intended for commercial use. The Event Management Staff will, at their sole discretion, determine whether an item is intended for personal or commercial use
- Sound amplifying devices including loudhailers, air horns or similar devices may be limited if deemed to cause disturbance to the running of the event.
- No hard-chilly bins, picnic hampers and large backpacks.
- Flags, banners etc. that may, at the sole discretion of the Event Management Staff, be considered too large or contain profanity or messages that could be deemed offensive
- Any other item which the Event Management Staff (at their sole discretion) deems to be a prohibited item which may be a danger to, or inconvenience any other patron

8.2 Refusal of Entry

Patrons will be refused entry if:

- They appear to be intoxicated or under the influence of drugs/narcotics
- They refuse to comply with requests from security and/or gate staff
- They have no valid entry ticket or accreditation pass

8.3 Eviction from venue

Patrons may be requested to leave the venue during the event if they:

- Are intoxicated, or appear to be becoming intoxicated
- Are verbally or physically abusive
- Throw any missile
- Enter or attempt to enter a back-stage area.
- Behave in a disorderly or offensive manner, or a manner contrary to public order
- Attempt to bring a prohibited item into the venue
- Breach any part of the terms of the Venue Regulations and Conditions of Entry,
- Commit any act deemed a crime in New Zealand Law

8.4 Identify

Patrons entering the event will be required to show proper identification to gate staff if requested. Only current and valid identification of the prescribed type will be permitted, such as

- NZ Driver's Licence
- Passport
- HANZ 18th Card / Kiwi Access Card

If fake ID is presented upon entry, the ID will be confiscated and handed to police, The patron presenting the fake ID will forfeit their entry and be asked to leave.

8.5 No Passouts

The event will enforce a one-way door policy.

Once the patron is admitted into the event, re-entry will not be permitted if they leave the venue.

8.6 Minors

The event is strictly for individuals aged 18 and older. The entire licensed area will be designated as Restricted.

If a minor attempts to enter or is found within the premises, security will escort them to the nearest exit.

If the minor is classified as a "child," efforts will be made to contact their parent(s) or guardian; otherwise, the police will be notified.

9. SECURITY COMMUNICATIONS PROTOCOL

Juicy Fest Event Communication Plan governs event communications. Security operations are integrated into the overall event communications protocol.

9.1 TWO WAY RADIO

The primary communication across the event is via two-way radio. All key security positions will be allocated a two-way radio. Security will operate on a dedicated communications channel. Based on the volume of staff and frequency of comms, security require a minimum of 2 channels.

1. Security Channel (CH1) – Security / First Aid
2. Security Channel (CH2) – Spare / Chat

All security are trained in the use of two-way radio and radio communications. Uso's prepares and implements its own radio call signs.

All security officers will be supplied with radio communication earpieces where necessary to enable communication within a high noise environment between security officers.

9.2 LOUD HAILERS

Nominated Emergency Wardens and Security Supervisors will be equipped with supplementary loud hailers which will be available for emergency communication. Loud hailers are primarily used when a power outage or emergency egress required a power shut down, so PA systems are not able to provide emergency or safety messaging. Pre-recorded emergency messaging and emergency site egress plans should be at all production areas if PA power is still available to assist emergency directions.

Production staff needs to be briefed on emergency protocol chain of command and communication requirements.

Whilst ambient noise and entertainment may inhibit the effectiveness of loud hailers, they provide optimum redundancy in emergency scenarios, particularly for situations which restrict the use of two-way radio and / or failure of primary communications systems. Similarly, standard emergency protocols for performance require 'show stop' procedures to be implemented for stage areas assisting the implementation of emergency response and enhancing the efficiency of loud hailers.

9.3 SECURITY OPERATIONS OVERVIEW

To deter unwanted or criminal behaviour, Event security will patrol the venue. During patrols Event Security will monitor, report and respond to security and safety incidents within the event footprint and the external environment including adjacent reserves and surrounding streets.

Provision of security services does not guarantee risk elimination or a safe environment. In this instance Security is provided as a visual presence as part of the overall inherent risk reduction strategy.

The security strategies and resources (including security guards) in this plan are limited by the commercial restraints and tolerability of Juicy Fest of the ALARP (As Low As Reasonably Practicable) principle as noted in HB167:2006 Security Risk Management

A summary of the security operational activities implemented for Juicy Fest Wellington 2025 is outlined below:

- The provision of highly visible, safety conscious, motivated event security.
- The provision of effective leadership and management for the operation thereby promoting effective resource management and positive motivation within an operational environment that will be physically demanding.
- To provide effective customer service through the provision of safety, security and logistics services in addition to providing direction facilities and general information to the public.
- To cater for the venue security environment regarding criminal of offensive behaviour aimed at harming visitors, staff and personal possessions
- To minimise opportunities for unobserved, unauthorised access to restricted areas,
- To minimise the effect of a security incident through monitoring, patrolling and response,
- To provide response to emergencies, to ensure as much as is practical, the safety of the public, local tenants, employees and contractors, and
- To enable timely and accurate monitoring and reporting on the implementation, capability and effectiveness of event security initiatives
- Event security will serve as first responders and refer all cases for primary medical response to Nems Medical team via radio.

9.4 MEDICAL

Juicy Fest have advised that Nems Medical will be the medical service provider for special advice and engagement of onsite first aid during the event period. A detailed medical plan will be provided by Nems and made available to all stakeholders.

9.5 EMERGENCY MANAGEMENT

Comprehensive operational plans are in place for emergency response implemented by the contractor – All About People and managed by the event safety officer and emergency services.

Uso's security will serve as wardens (where nominated) and act in accordance with directions of the Venue Operations Centre (VOC), with particular responsibility for emergency evacuation.

10. SECURITY FUNCTION SPECIFIC OPERATIONAL PLAN

10.1 MANAGEMENT SECURITY OPERATIONS

TITLE	SECURITY OPERATIONS		
Event:	Juicy Fest 2025, Wellington		
Incorporates:	Security Management, Roving Security, Static Security, Bar Security, External Environment Security		
Primary Hazards:	Communications failure, delayed response to security risks, anti-social persons, gang intimidation, crowd related issues, road closure breach		
Manager:	Harry Crichton	Radio Call-Sign:	TBC
Supervisor (2IC):	TBC	Radio Call-Sign:	TBC
General Function:	Manage overall security operations		
	Inform and liaise with all stakeholders as required (Juicy Fest, Police, FENZ, Medical, Hutt Park)		
	Administer overall security operations (including deployment, break relief, equipment distribution, occurrences and incidents)		
Uniform:	Black Polo – hi viz, Black pants / cargos / shorts / black shoes		
Manager:	Harry Crichton	Radio Call-Sign:	Sierra 1
Security Positions:	Specific Roles		Radio Call-Sign:
	<ul style="list-style-type: none"> • Manage security operations • Make decisions on behalf of Uso's • Coordinate responses to emerging security risks • Consult with key stakeholders as required – Juicy Fest, Police, licensee, medical provider primarily via event control • Ensure conformance with plans, policies and procedures • Brief and liaise with all security personnel • Ensure appropriate use of resources 		TBC
Event Control (VOC):	<ul style="list-style-type: none"> • Direct all radio transmissions • Respond to all incoming radio transmissions and distribute or escalate via chain of command 		Control

	<ul style="list-style-type: none"> • Provide communications function for emergency response • Liaise with all stakeholders via radio command • Record all radio transmissions • Complete all duties pertaining to staff members they are relieving 	
Supervisors	<ul style="list-style-type: none"> • Manage team assigned <p>Total Staff: 6</p> <p>1 x Response (RRT)</p> <p>1 x Gate</p> <p>1 x External (including Perimeter)</p> <p>1 x GA</p> <p>1 x VIP / VVIP</p> <p>1 x BOH / Barriers</p>	TBC
Rapid Response Team (RRT)	<ul style="list-style-type: none"> • Maintain non-threatening but high visibility presence and proactively patrol known and emerging high-risk areas of event area and the external environment (adjacent reserves and surrounding streets) • 4 x teams (of 2 per team) of RRT will be situated outside the premise for the duration of the event. • Inform control / supervisor of all threats, occurrences and incidents • Respond attend and manage agreed response to all threats, occurrences and incidents, control situations (within the health and safety constraints) • Conduct crowd patrols as directed by control during periods where specific response is not required (deliver non-threatening friendly effective communication, customer service throughout crowd mass and monitor for signs of 	<p>Response 1</p> <p>Response 2</p> <p>etc</p>

	<p>intoxication, patron distress or inappropriate behaviour.</p> <ul style="list-style-type: none"> • Total Staff: 30 • 8 x RRT – External – Adjacent reserves • 4 x RRT – Event Entry – to be redeployed once majority of patrons are onsite – call to come from VOC • 6 x RRT – GA Area • 2 x RRT – GA Bar (dedicated to Bar Only) • 2 x RRT – VIP Bar (dedicated to Bar Only) • 6 x VIP Response • 2 x VVIP Response • Response Teams (RRT) to be in pairs actively roaming their assigned area. • At the conclusion of the event, the egress will take effect, call to come from VOC, RRT to be redeployed to gate, surrounding areas. 	
<p>Entry Security (including Bag Checks)</p>	<ul style="list-style-type: none"> • Perform required condition of entry checks (bag checks, wandings as required). Profile pat downs. • Patron Screening for signs of intoxication, by way of alcohol or drugs • Maintain a non-threatening but high visibility presence and proactively patrol the site compound and emerging high-risk areas of event area • Inform control of all threats, occurrences and incidents • Respond, attend and manage agreed response to all threats, occurrences and incidents, control situations (within health and safety constraints) • Based on 13 x VIP / VVIP lanes (1 lane per 500 pax) and 4 x GA lanes (1 lane per 1000) • Total Gate Security: 34 x guards • 2 x Security Per Lane 	<p>Gates</p>

	<p>1 x ID Checking / wandering</p> <p>1 x Bag Checking</p> <p>4 x RRT queue pre, profile pat downs – to be redeployed once majority of patrons are onsite – call to come from VOC</p> <ul style="list-style-type: none"> At the conclusion of the event, the egress will take effect, call to come from VOC, gate staff to be redeployed back to gate to ensure no alcohol is to leave the premise. 	
Bar Security	<ul style="list-style-type: none"> Observe and monitor staff entering and exiting the operations compound area ensuring that only staff enter Conduct RSA assessments on patrons entering the bar lines Alert response team when a patron has been deemed intoxicated and requires crowd care assistance or to be removed from the venue Cover the entry and exit points of the bar areas Maintain a non-threatening but high visibility presence and proactively monitor. Inform control / supervisor of all threats, occurrences, and incidents at your position Respond attend and manage agreed response to threats, occurrences and incidents, control situation (within health and safety constraints) Work alongside Bar Staff and Manager Enforcing alcohol purchase limits 4 x Bar Security 2 x Exit Points 2 x Entry Points 2 x Response (dedicated to Bar Only) 	Bar Security

BOH / Stage / GA to VIP (including barrier)	<ul style="list-style-type: none"> • Maintain access control to stage and BOH • Maintain safety of Artists • Provide assistance to patrons requesting help on the barrier. • Provide water for patrons • Observation of patron activities and reporting and recording any irregular activity • GA to VIP Entrance, actively checking for correct accreditation for entry into VIP • GA – VIP Barrier, actively • Total Staff: 28 <ul style="list-style-type: none"> 6 x BOH 2 x Green Rooms 6 x Stage Punter Barrier staff to be redeployed into barrier from gates / external – call to come from VOC 4 x GA – VIP Entrance / Exit 10 x GA / VIP Barrier staff to be redeployed into barrier from gates / external – call to come from VOC 	BOH / Barrier
Crowd Care / Chill Zone (Alcohol Free Area)	<ul style="list-style-type: none"> • Ensure only patrons presenting with requirements for medical enter the medical area • Ensure patrons entering the tent following conditions of entry • If an intoxicated patron is being treated at medical or crowd care, alert response teams once they have been treated and are ready to be removed from the venue • Work with medical staff • Total Staff: 2 <ul style="list-style-type: none"> 2 x Crowd Care 	
GA Areas (Toilets / Vendors)	<ul style="list-style-type: none"> • Observation of patron activities and reporting and recording any irregular activity • Interact with patrons to assess intoxication 	GA

	<ul style="list-style-type: none"> • Ensure safety of patrons using toilets • Observation of patron activities and reporting and recording any irregular activity • Total Staff: 8 <ul style="list-style-type: none"> 4 x Roving Vendor Guards 4 x Static Toilet Guards (2 x female / 2 x males) 	
VIP Areas (Toilets / Vendors)	<ul style="list-style-type: none"> • Observation of patron activities and reporting and recording any irregular activity • Interact with patrons to assess intoxication • Ensure safety of patrons using toilets • Observation of patron activities and reporting and recording any irregular activity • Total Staff: 8 <ul style="list-style-type: none"> 4 x Roving Vendor Guards 4 x Static Toilet Guards (2 x female / 2 x males) 	VIP
VVIP	<ul style="list-style-type: none"> • Observation of patron activities and reporting and recording any irregular activity • Interact with patrons to assess intoxication • Ensure safety of patrons using toilets • Observation of patron activities and reporting and recording any irregular activity • Ensuring correct accreditation enters area • Ensure no alcohol is to leave VVIP, including the passing of alcohol over fence • Total Staff: <ul style="list-style-type: none"> 2 x Entrance / Exit 1 x Toilet Area 2 x Roving 2 x Bar 	VVIP
External Environments	<ul style="list-style-type: none"> • Observation of patron activities and reporting and recording any irregular activity • Interact with patrons to assess intoxication 	External

	<ul style="list-style-type: none"> Observing and interacting with patrons who are pre-loading. Ask for alcohol to be put in bins. Ensure safety around transport movements 	
Perimeter Security	<ul style="list-style-type: none"> Observe patron activities and reporting and recording any irregular activity Request assistance via supervisor on identification of any suspected threat Maintain observation of perimeter at all times to restrict unauthorised access Total Staff: 14 Positioned as per dot plan 	Perimeter
Emergency Exits	<ul style="list-style-type: none"> Observe patron activities and reporting and recording any irregular activity Request assistance via supervisor on identification of any suspected threat Maintain observation of perimeter at all times to restrict unauthorised access Emergency Exits to be dummie locked, guards to be proactive in an emergency and gates need to be popped. Total Staff: 6 (as per outlined in site map) 	

10.2 SUPPLEMENTARY CROWD MANAGEMENT AND SECURITY PLANNING CONSIDERATIONS

Crowd Management Event Reporting

Uso's Keepers will supply the following reports:

- Incident reports (individual reports for each incident)
- Incident register
- Event Shift Report (overall summary)
- Post Event Debrief

Security Procedures

Uso's Keepers will implement Standard Operating Procedures / Safe Work Procedures for this event. These procedures encompass incident action plans for various incident / emergency types.

RELEASED UNDER THE LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT 1987

ANNEXURE 2 – Security Dot Plan

TBC

RELEASED UNDER THE LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT 1987

ANNEXURE 3 – Security Schedule

JUICY FESTIVAL - Wellington 2025	
1	Manager
1	VOC
2	
External Environments	
1	Supervisor
4	Bus Drop Off / Pick Up Area
12	External Security
14	Perimeter
31	
Gates	
1	Supervisor
28	Main Gates Bag Search / ID / Queue Prep
29	
GA Area	
1	Supervisor
4	GA Vendors
4	GA Toilets (2x Female / 2x Male)
4	GA Bar
2	Crowd Care
6	Emergency Exit Gates
21	
Response	
1	Supervisor Response
4	Gate Response
6	GA Response Team
2	GA Bar Response
2	VIP Bar Response
6	VIP Response Team
2	VVIP Response
4	External Response Team
27	
VIP / VVIP	
1	Supervisor
4	VIP Toilets (2x Female / 2x Male)
4	VIP Vendors
6	VIP Bar
2	VVIP Entrance / Exit
1	VVIP Toilets
2	VVIP Area (Roving)
2	VVIP Bar
22	
BOH / Barrier	
1	Supervisor
4	GA to VIP Entrance / Exit
10	GA / VIP Barrier
6	BOH / Barrier
2	Greenrooms
6	Stage Punter Barrier / FOH
29	
161	TOTAL

ANNEXURE 5 – Risk Register

Risk Hazard / Threats	Risk Analysis / Impact / Harm	Security Controls – Systems and Physical and People	Risk Controller
Emergency evacuation – Fire	<ul style="list-style-type: none"> • Fire or code red (catastrophic) fire warnings • Crowd congestion crush (unscheduled crowd relocation mass egress) • Crowd degeneration aggression and violence • Patron inquiry • Asset loss – future claims and asset loss 	<ul style="list-style-type: none"> • Event emergency communications plan • Security deployment (response teams) • Emergency response command and resources • Security observation and action (assist evacuation as per emergency response plan – evacuation and fire (and chain of command)) • Engagement and co-operation with all emergency response agencies 	<ul style="list-style-type: none"> • Juicy Fest • Uso's Keeper • FEZ • Police • Medical • Site Management
Slips, trips and falls (uneven surfaces)	<ul style="list-style-type: none"> • Patron inquiry • Asset loss – future claims and asset loss 	<ul style="list-style-type: none"> • Adequate lighting on potential risk areas • Appropriate isolation and / or signage in potential pedestrian thoroughfares • Flooring solution installation in high use areas 	<ul style="list-style-type: none"> • Juicy Fest • Site Management
Vehicle collisions with patrons (pack in / out)	<ul style="list-style-type: none"> • Patron inquiry • Asset loss – future claims and asset loss 	<ul style="list-style-type: none"> • Security deployment to egress points on exit • Security monitoring of stationary vehicles post mass exit (persons sleeping in vehicles no site) • Adequate lighting in potential risk areas 	<ul style="list-style-type: none"> • Juicy Fest • Uso's Keeper • Site Management
Delayed access – other services (food and beverage, amenities)	<ul style="list-style-type: none"> • Patron dissatisfaction – asset loss reputation and future ticketing • Patron dissatisfaction – behavioural change, patron and crowd degeneration 	<ul style="list-style-type: none"> • High visibility signage for service areas • Service functions (physical infrastructure, scale and staffing levels) determined on basis of professional ratios • Security positioned at all key service locations and / or response teams patrolling service areas to liaise with patrons and Event Control 	<ul style="list-style-type: none"> • Juicy Fest • Uso's Keeper • Site Management • F&B Providers

Dehydration – heat stroke	<ul style="list-style-type: none"> Patron illness Asset loss – reputation damage 	<ul style="list-style-type: none"> Pre-event weather risk analysis (routine BOM checks) Security monitor patrons for signs of distress Free water accessible via bars in sufficient volume to alleviate effects of heat Limited restrictions on personal food and beverage (non-alcohol) 	<ul style="list-style-type: none"> Juicy Fest Uso's Keeper Site Management
Crowd congestion, crush / pinch-points including high density accumulations and viewing locations	<ul style="list-style-type: none"> Patron inquiry Obstruction to security, medical and emergency response Obstruction to general patron movement Patron dissatisfaction and anxiety 	<ul style="list-style-type: none"> Professional review of event capacity – assumed considered crowd movement across planned site layout Review of site layout pre-event for conformance to plan Event control monitoring and observation of crowd dispersal and accumulation across event site Security monitoring and observation throughout event (report to control for response) Emergency Plan, Communications Plan and Show Stop Procedures (re-disperse crowd if density issues arise – area control of emergency related). 	<ul style="list-style-type: none"> Juicy Fest Uso's Keeper Site Management
Patron failure to comply with directions for behavioural modification	<ul style="list-style-type: none"> Personal harm or injury Public harm or injury Breach of ticketing contract 	<ul style="list-style-type: none"> Security deployment (response teams) Engagement and co-operation with police where warranted (illegal acts) 	<ul style="list-style-type: none"> Juicy Fest Uso's Keeper Site Management
Patron unacceptable behaviour (threatening, provocative, discriminatory, harmful) behaviour potentially or actually causing harm to themselves or others	<ul style="list-style-type: none"> Personal harm or injury Public harm or injury Offensive behaviour (other patron dissatisfaction) Asset loss, future claims and loss of business 	<ul style="list-style-type: none"> Security deployment (response teams) Engagement and co-operation with police where warranted (illegal acts) Observation and prevention of mass crowd action by pre-emptive intervention 	<ul style="list-style-type: none"> Juicy Fest Uso's Keeper Site Management Police
Patron unacceptable behaviour, climbing fences, roofs, trees, infrastructure	<ul style="list-style-type: none"> Personal harm or injury Public harm or injury 	<ul style="list-style-type: none"> Security deployment (response teams) Security deployment known / foreseeable climbing risk infrastructure (lighting / signage / toilets / towers etc) Note: No retrieval or climbing via security officers 	<ul style="list-style-type: none"> Juicy Fest Uso's Keeper Site Management Police

Patron unacceptable, illegal behaviour – intentional damage to property	<ul style="list-style-type: none"> • Personal harm or injury • Public harm or injury • Asset loss 	<ul style="list-style-type: none"> • Security deployment (response teams) • Police force deployment • Security observation and action – detain where legally able to do so and request immediate back up from police 	<ul style="list-style-type: none"> • Juicy Fest • Uso's Keeper • Site Management • Police
Emergency Evacuation	<ul style="list-style-type: none"> • Crowd congestion crush during evacuation • Patron injury emergency threat or evacuation 	<ul style="list-style-type: none"> • Security briefing re: emergency plan and functions • Security activities s per warden in emergency plan • Police 	<ul style="list-style-type: none"> • Juicy Fest • Uso's Keeper • Site Management • Police • Emergency Services
Terrorism (Terrorist threat / attack)	<ul style="list-style-type: none"> • Low crowd attendance • Personal harm or injury • Public harm or injury • Crowd congestion crush during evacuation • Asset loss – future claims and asset loss 	<ul style="list-style-type: none"> • Pre event site inspection • Engagement and co-operation with police where warranted (illegal acts) • Engagement and co-operation with all emergency response agencies • Emergency response command and resources • Security deployment (response teams) • Police 	<ul style="list-style-type: none"> • Juicy Fest • Uso's Keeper • Site Management • Police

STRICT ANTI PRE-LOADING POLICY

COMMUNICATIONS PLAN FOR 2025 EVENT



OBJECTIVE

To effectively communicate and enforce a strict no-pre-loading policy for Juicy Fest Wellington 2025, ensuring that attendees understand expectations and are aware that consuming alcohol within a 1.5km radius of the event site prior to entry is prohibited. This is essential for promoting a safe and enjoyable environment for all festival-goers. Through clear messaging and proactive outreach, we aim to deter pre-loading behaviors and uphold responsible drinking practices at the event.



KEY MESSAGING

Primary Message: Pre-loading ahead of attending Juicy Fest Wellington 2025 will not be tolerated. Anyone caught pre-loading within a 1.5km radius of the event site may face consequences.

Secondary Messages:

- Drink responsibly! Anyone who appears intoxicated may be denied entry or removed from the venue.
- We want everyone to have a great time—stay safe and respect the rules to ensure a fun experience for all!



TARGET AUDIENCE

Attendees of Juicy Fest Wellington 2025



TIMING

Initial Communication will commence 4-6 weeks prior to event date.
Communication and actions to continue at the following timelines:
2-4 weeks before event
Day before event.
7 days before event.
Day of event.



STRATEGIES

- High engagement with target audience.
- Multi-platform approach in sharing information and updates.
- Incorporate new messaging in current activity.
- Utilise Juicy Fest's 290,000+ email database for regular electronic distribution to inform attendees and those considering attending Juicy Fest of important messaging.
- On-site face-to-face communication and enforcement of no-pre-loading rules.

TASK	ACTION POINTS	TIMELINE
Raise awareness of Pre-Loading Policy among ticket holders:	Send an EDM to all ticket holders of Juicy Fest Wellington informing them of Juicy Fest's strict no-pre-loading policy for Juicy Fest Wellington. Create and send an informative and engaging EDM outlining the key message of pre-loading ahead of attending Juicy Fest Wellington will not be tolerated. Anyone caught pre-loading within close proximity of the event site may face consequences, also citing alcohol licensing rules.	4-6 weeks prior to the day of Juicy Fest Wellington 2025.
Update Juicy Fest's Pre-loading Policy to the Juicy Fest's FAQs section.	Ensure the key messaging is updated onto the Juicy Fest website so all visitors to the website can be made aware of the rules around pre-loading with alcohol while heading to Juicy Fest Wellington.	4-6 weeks prior to the day of Juicy Fest Wellington 2025.
Create a document specific to Juicy Fest Wellington, providing festival-goers with an 'All You Need To Know' about attending Juicy Fest Wellington.	Create document. Add information about Juicy Fest Wellington 2025, including the rules around pre-loading on the way to the event. Add document to website and send email out to all ticket holders, with the link to the document. Secondary messaging will also be included in this document.	2-4 prior to the day of Juicy Fest Wellington 2025.
Reinforce key messaging using social media.	Create engaging graphics that highlight the key message. Secondary messaging will also be included, along with other relevant information. Post to social media platforms and include these graphics in relevant EDMS to ticket holders.	7 days prior to the day of Juicy Fest Wellington 2025.
Reminder message	Send an email to all ticket holders with key messaging and 'All You Need To Know' document, thus reminding ticket holders and informing all new ticket holders.	Day before Juicy Fest Wellington 2025.
On-site enforcement and face-to-face communication with attendees.	Security will patrol multiple external areas surrounding the Juicy Fest Wellington site, including drop-off points. <ul style="list-style-type: none"> At drop-off points security will remind attendees of pre-loading rules, ensure attendees are aware of the rules, remove any alcohol from anyone flouting the rules and warn of being denied entry if they are caught flouting the rules. Patrol areas closer to entry and deny those caught flouting the roles entry to Juicy Fest Wellington 2025. 	The day of Juicy Fest Wellington.