

Australian Concert and Entertainment Security

Event and Venue Security Services

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Services

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We have an enviable reputation and demonstrated capability to deliver regardless of scope, scale and complexity. Our resources are stronger, our experience unparalleled and our diversity of services unrivalled.

We have 30 years of experience and a proven track record in all areas of event operations. Our approach, systems and resources ensure that we deliver a professional security solution integral to event success. We seamlessly integrate customer service, risk and safety management practice and crowd management science, whilst working co-operatively with event promoters, organisers, regulators and stakeholders.

Security (and safety) for crowds and individuals evolves with generational trends and international occurrences. Understanding this and progressively responding to the way people behave is what we do best.

From private functions to public mass gatherings and high risk music festival events our management team are the most qualified and experienced in Australia. From event design and concept planning, emergency and scenario planning to security operations and post event debriefing you can be assured our professional team will be available to deliver appropriate solutions for the nature of your event. Our contribution will be valued by regulatory stakeholders with whom we work closely on a consistent basis (landowners, venue operators, Police, Traffic Agencies, Medical and Emergency Response Agencies). Whether a security deployment from 1 to 500 security staff our management team and our business systems are applied to ensure the safety of your people and your event.

Staffing

Event and Venue Security

Event security officers are a specialist security solution. Our staff are career event security officers. They inherently understand the event work environment and are friendly, flexible and adaptable. They focus on ensuring event patrons, guests or visitors enjoy your event experience and are safe in doing so.

Whether welcoming and processing entry, protecting access integrity, preventing intoxication, resolving conflict, working the pit or standing firm backstage / back of house ACES will deploy appropriate staff to meet the spectrum of event and venue security requirements.

From corporate suits for board meetings or functions, crowd controllers for festival events, security guards for public mass gatherings, event security for entertainment and recreational venues or bodyguards for VIPs as Australia's most experienced event security company we will seamlessly plan, deliver and optimise our services for your events on a one-off or permanent basis

Mass Gathering Crowd Control

ACES lead provision of security staffing solutions to public events. We are Australia's most experienced and most qualified mass gathering security specialist. Our platform of exceptional academic risk management, safety and emergency management qualifications ensures we are best placed to plan and manage crowd control for mass gathering events.

Whether Australia's highest risk music festivals, our biggest public celebration events or recreational sporting events our understanding of crowd behavioural science and our philosophy and approach to managing crowds and our excellent rapport with event regulators and public safety agencies will ensure that your crowd management risks are mitigated.

We regularly deploy 1000 simultaneous crowd control personnel in Sydney alone. Our staff are directly employed permanent crowd controllers which builds experience

Corporate Security

ACES specialise in providing highly trained and well presented staff delivering superior customer service. Our comprehensive solutions can be tailored to any situation and can provide support for your assets, workforce, key stakeholders, guests, visitors, patrons, and suppliers.

ACES have proven success in delivering broad services for Corporate Business Events (Media Launches, Functions, AGMs, Meetings, Exhibitions, Conferences).

Key to our success is our collaborative approach to planning services. Our licensed security consultants will be involved as part of your planning team to ensure our security services seamlessly integrate within your event planning framework.

Concierge, Guest Relations & Customer Service Staff

Our innovative human resource management technology enables ACES and Event Force to profile and align our guest relations and customer service staff for each of your service requirements.

Our people will reflect the specified diversity, demographic, training, skills or experience requirements for each service event and each separate shift task for that event.

Supported by complementary technology to recognise and support visitor identification they value add to your visitor experience.

Licensing and RSA Management Staff

ACES provide outsourced licensing management services. From Licensees, RSA Marshalls, Bar Service Staff to Bar Support Staff we offer integrated alcohol management staff solutions. Our capability is enhanced by our in-house RTO with RSA/RCG training. Effective licensing management requires close engagement with various regulatory stakeholders. We collaborate closely with NSW Police (LAC, Licensing), ILGA, OLGA to manage your licensing risks.



Risk Manager & Safety Officer Staff

ACES and Avert Risk & Assure Safety offer expert risk and event safety services. We are the leading industry supplier because of our inherent understanding of the culture, practice and activities within your workplace.

Our staff solutions are supported by extensive systems and documentation developed with expert knowledge arising from benchmark university academic qualifications.

Our commitment is to improve safety culture across all of your stakeholders to sustain your reputation for a safe place for all workers.

Traffic Management & Traffic Control

Efficient access is imperative to patron / visitor experience. ACES has the expertise to manage ingress, parking and egress traffic and pedestrian logistics for you.

Our staff are supported by RMS compliant Traffic Management Plans and Traffic Control Plans, and extensive Safe Work Procedures to protect our mutual obligations. All of our staff possess appropriate WHS and Traffic Control qualifications. Our team leaders possess Yellow and/or Red Cards to enable them to adapt field plans to respond to and mitigate emerging traffic issues as they arise. We can supply and deploy infrastructure to support operations as required.

Work / Labour Crew Solutions

We provide general work and labour crews and manage provision of specialist crewing and labour services.

Plans and Document

All of our security services are supported by professional planning documentation.

- Crowd Management Plans
- Event Security Risk Assessments
- Event Transport and Traffic Plans
- Event Emergency Plans
- WHS Plans

Specialising in services for entertainment recreation and exhibition event activities and places ACES together with Avert Risk



Management Services and Assure Event Safety Services can provide you with professional advisory services and benchmark documentation across the spectrum of;

- security management,
- crowd management,
- risk management,
- work health and safety,
- public safety,
- emergency management,
- traffic management,
- licensing management.

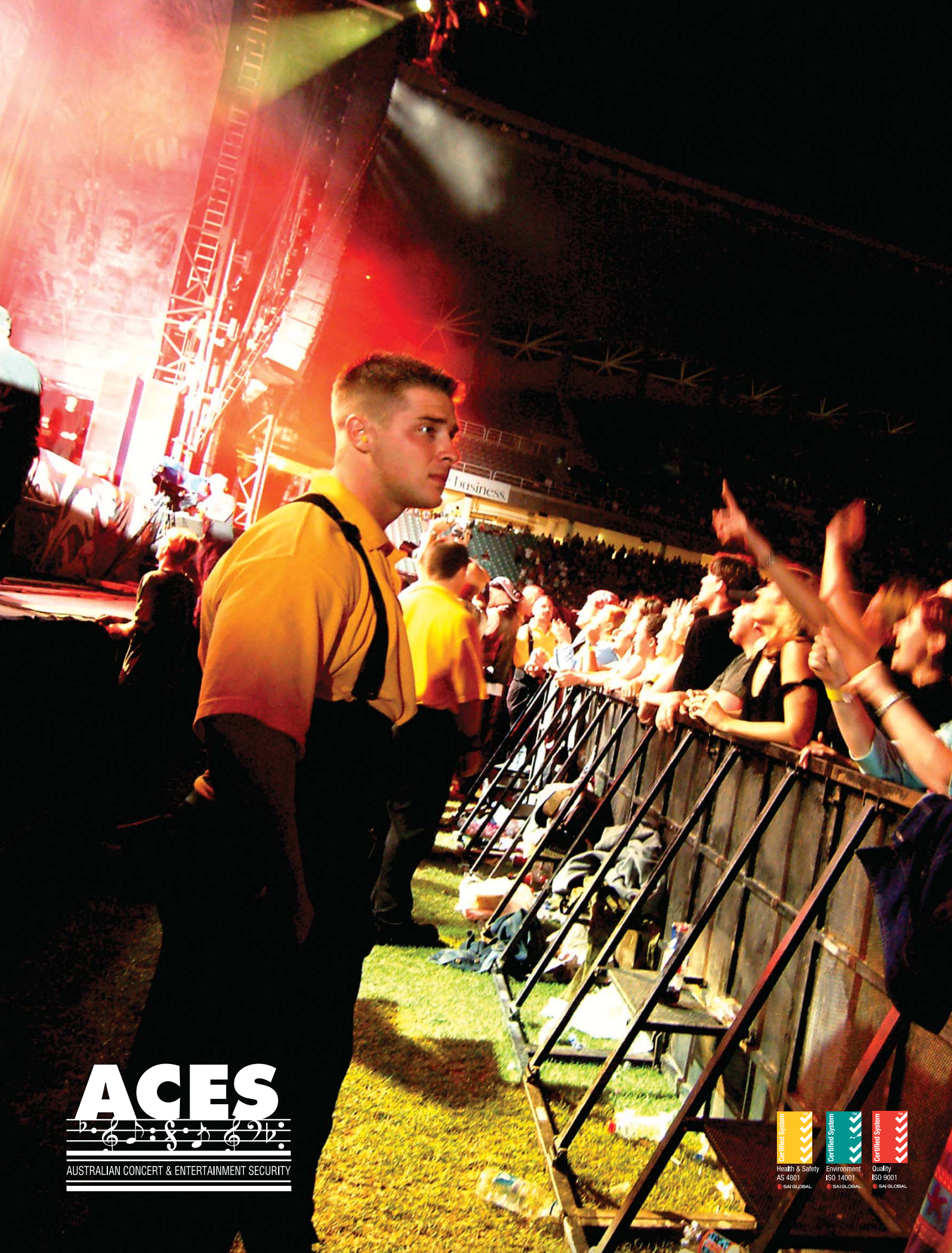
Whether you need an enterprise wide, site specific, job related or task oriented system, policy, procedure or form or a targeted audit we can readily and expediently adapt industry best practice documentation to align with your activities. We can deliver single forms and documents to a complex management system.

Whilst our professional advisory consultants all possess supporting academic qualifications within their particular area of expertise they remain actively involved in industry and understand your workplace, your activities and the risk hazards associated with these.

Our vocational educational trainer assessors can train and brief your workforce in adopting forms to ensure you satisfy your legislative obligations during facility operations. With a wealth of industry experience and a hands-on practical approach to all work activities they will rapidly build competency providing you with the assurance that appropriate evidence is created to protect your interests.

All professional advisory services conform with our SAI Global Quality, Safety and Environment Assurance and are supported by Professional Indemnity Insurance (limit of indemnity \$20 million).

We have an enviable reputation and demonstrated capability to deliver regardless of scope, scale and complexity.



ACES



AUSTRALIAN CONCERT & ENTERTAINMENT SECURITY



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