

Security

9.1 Preferred Security Provider

The preferred security provider for Claudelands Conference and Exhibition Centre is Red Badge Security. Red Badge has an extensive track record within major New Zealand events and venues and offers a high level of familiarity and working knowledge of Claudelands.

Services that Red Badge provide include:

- Security and risk assessment
- Event security
- Access control
- Crowd control
- Alcohol management
- Car parking attendants
- Asset protection
- Overnight security
- Fire safety officers
- First aid response
- Building emergency evacuation

Your Claudelands Event Manager can provide you with Red Badge contact details.

9.2 Alternative Security Providers

Alternative security providers, other than Red Badge can be utilised for event security. If using an alternative security provider, please advise your Claudelands Event Manager at least four weeks prior to your event.

Alternative security providers must be a registered company, licensed security provider, hold public liability insurance and all security guards must be registered.

In some cases, the following documentation may be required:

- Certificate of registration of a company
- Certificate of Company License as required by the Private Security Personnel and Private Investigators Act 2010
- Where applicable, each security guard intending to work at the venue may be required to provide a photocopy of their current individual registration
- Proof of public liability insurance

All security staff will undergo a site health and safety induction and must comply with all venue rules. Refer to [Section 17: Health and Safety](#).

Specialised/VIP Security

Please advise your Claudelands Event Manager at least four weeks prior to your event if specialised or VIP Security is required. Please note that personnel may not carry firearms or weapons within Claudelands as this is strictly prohibited.

9.3 Security services

Event Security

For public events and exhibitions an event security is required for the duration of your event to:

- Patrol and monitor access to all doorways during move-in and move-out
- Be present throughout your event to support your customer service staff
- Assist with emergency evacuation
- Report any damage or incidents that may occur
- Ensure Claudelands non-smoking policy is adhered to

As the hirer, you are responsible for ensuring that an adequate number of security officers are on duty during your event.

Your Claudelands Event Manager will work with you to determine the number of security officers that will be required for your event. Where crowd control measures are required, Claudelands reserves the right to determine the number of security officers required for a particular event.

All event security services are at a cost to the hirer, unless otherwise specified in the venue hire agreement.

Claudelands can provide security officers with radio communications devices for use during your event.

Please provide your Claudelands Event Manager with the full details of your security plans at least four weeks prior to your event.

Service Yard Security

Claudelands provides one static security guard at the Gate 1 entrance to the service yard for all public hours of your event. The hirer and any event staff or contractors will require accreditation in order to gain access to the service yard. This security guard will also secure all areas of the venue at the end of each day. Note, that this security guard does not provide indoor event security or overnight security.

Overnight Security

Please advise your Claudelands Event Manager if overnight security is required.

9.4 CCTV

CCTV is available at the venue. Discuss with your Claudelands Event Manager if you require CCTV. All use of CCTV footage must be used according to the New Zealand Privacy Act 1993.