

An aerial photograph of the Bella Center in Copenhagen, showing the modern glass-walled building complex surrounded by urban infrastructure, roads, and green spaces.

**BELLA ·
CENTER**
COPEN
HAGEN

BC·SECURITY

SECURITY INFORMATION BOOKLET, BELLA CENTER COPENHAGEN

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BC Security / Group Security

CONTEMPORARY SECURITY

On behalf of Group Security we welcome you to Bella Center Copenhagen.

The following is an outline of our efforts to provide the best possible security, accommodating the security needs and requirements of events hosted at our venue.

Our vision is to provide contemporary security solutions, by the integration of strategies, concepts and methods, that contextually and proportionately apply to the world around us.

We believe, by being forward-thinking, having a large pallet of thoughtful adjustable solutions, and being creative in how we build our strategies and concepts, that we can adequately address the ever-changing times and situations and create a security platform, that effectively meets the nature of both national and international currents.

A RELIABLE CONTRIBUTOR

We invite sensible cooperation and aim to be supportive in all event activities, from start to finish.

We seek to be an integrated part of the overall event-profile and to contribute to the best possible experience for all parties involved.

Reliability for us means structured, non-restricted and open communication between security management and the event organizer. It means participation- and commitment throughout the event, and it means respect for the event processes and experiences.

FULL SERVICE PROVIDER

We are full service providers in security solutions, meaning that, in a security context, within the boundaries of law and reason, there are no service we do not provide and no task or need we cannot accommodate, including:

- Access Control
- Security Patrols
- Asset protection
- Search Dogs
- First aid and Medic Service
- Ambulance
- Close Protection
- Traffic and Logistics Security
- CCTV Monitoring
- Doorman Services
- And more...

COMPETENT AND CAPABLE

Our security staff are at the core of the services we provide. We put a lot of trust in our staff and recognize our dependency of the quality of the people we employ. Therefore we have a strong focus on screening our staff for the right qualities and personalities, so that they fit in with our strategies, concepts and goals.

Our staff comes from all walks-of-life and as such contribute with a wide array of skills and knowhow applicable to many different scenarios.

We put a special focus on personal skills such as professional attitude, ability to socially interact, being serviceminded, personal and professional commitment and in general having a proactive, adaptable and strong-minded persona.

COMPREHENSIVE PLANNING

We strive to make our planning as comprehensive as possible. The final plan must be based on thoughtful, structured and multi-faceted processes, to fit all relevant aspects of event-security.

Our planning process is layered into four phases:, from information gathering and negotiations to a final plan description and pricing. We believe that this layering of our process not only provides an efficient structure, but also provides transparency in what we do and how we do it.

Finally, the inclusion of the event-organizer in the planning process is a mainstay principle, inviting sensible and constructive dialogue and participation, so that all parties involved can leave their mark and be satisfied with the final plan.

RISK CONDITIONS PROGRAM

Security planning for the event is based on the venue internal *Risk Conditions* (RC-) Program. The *Risk Conditions* summarize risk assumptions for the event, into a simple and manageable platform, providing a starting point for planning and allowing for a focused strategic approach.

The Risk Conditions may in some cases, depending on the type and scope of the event as well as the severity of risks identified, be backed by a specific in-depth risk assessment.

The Risk Condition program is a non-restrictive, flexible concept for planning security, providing both context and relevance to the planning process.

The Risk Conditions program are categorized from 1 to 5, spanning the most probable risk categories expected.

One of the main reasons for using risk conditions as a basis for planning is to provide transparency in the planning process and the thoughts behind measures and strategies that are the foundation for the final security plan.

Low Risk

RC1 / Normal Conditions

No identifiable risks or threats to people, the venue or the event. Normal conditions is under most circumstances considered manageable by standard security measures.

RC2 / Hazard Conditions

Hazards brought on by the physical conditions of the event, such as large crowds, complex layouts, increase in fire hazards, health and safety hazards etc. creating accident-prone conditions with expected injury, accident, equipment damages etc. as a result

Moderate Risk

RC3 / Crime Risk Conditions

Increased risk of criminal activities such as theft, robbery, industrial espionage etc. due the presence of valuables, valuable information, business secrets etc.

High Risk

RC4 / Special Risk Conditions

Increased risk of harmful intent, including disruptive actions, sabotage, vandalism and violence due to event elements that typically draws negative attention, such as controversial themes and topics, controversial people, brands, businesses etc.

RC5 / Threat Conditions

Increased risk due to a known or expected threat against the event, the venue, specific persons etc. creating a high risk environment and a need for heavily increased security precautions.

VENUE SECURITY INFRASTRUCTURE

Bella Center Copenhagen provides a controllable environment in terms of security conditions. Venue facilities and areas are monitored 24/7 by onsite security staff. Facilities are lockable and alarmed as well as covered by 360° CCTV surveillance. Venue staff are all internally trained in security awareness and safety and emergency protocols, being part of an active staff-based security-culture.

Bella Center Copenhagen is placed on the outskirts of central Copenhagen, providing good access conditions and controllable approachability. Police, fire dept. ambulance, have an approximate 4-8 minute time of arrival on emergency calls. Nearest hospital includes a 24 hour emergency room. Hospital can be reached by car within 2-3 minutes, depending on traffic.

Bella Center Security (BCSecurity) maintains a good cooperative relationship with national emergency authorities.

Additionally...



24 hour
Security onsite



CCTV cover all
areas



Automated
Alarmsystems



Defibrillators
Available



Fire-fighting
Equipment



First Aid
Room available



Security Trained
Staff

CONTACTS

Emergency / Ambulance and Fire Dept.....1-1-2

Venue Emergency (SOC).....+45 32 47 20 24

Hospital (Hvidovre Hospital).....+45 32 34 32 34

Address:

Kettegård Alle 30

DK-2650 Hvidovre

Acute Clinic Open 24/7 all days

Police (direct non-emergency).....1-1-4

Address:

Polititorvet 14

DK-1780 Copenhagen

Venue Security.....45 32 47 24 24

Security Supervisor.....+45 32 47 24 20

When assigned

Acute Dentist+45 70 25 00 41

Address:

Oslo Plads 14

DK-2100 Copenhagen

Note

Fees may apply for foreign
nationals and waiting time
at the clinic must be expected.

EMERGENCY & EVACUATION GUIDELINES

INTRODUCTION

The following guideline is meant to provide an overview of venue emergency and evacuation protocols. Procedures described in the following are set into motion when a situation occurs onsite or nearby the venue, that threatens the safety and/or security of people, facilities and events.

Emergency procedures are activated by BCSecurity and emergency authorities upon identifying critical conditions.

Bella Center Staff will, in case of emergency situations, follow venue internal pre-determined procedures, in an effort to promptly and efficiently prevent further escalation of a situation. Procedures are tailored to ensure a smooth and controlled evacuation of all people present in the afflicted area, to a safe place, outside venue facilities.

In case of an emergency situation, emergency authorities are expected onsite in approximately 4-8 minutes after alarms are activated.

BCSecurity are monitoring conditions 24/7

**In case of an emergency situation,
contact security immediately:**



+45 32 47 20 24

FIRE PREVENTION

Fire is preventable; the following principles should be followed at all times, to avoid fires and to ensure the most fire-hazard free environment possible;

1. **Avoid storage of flammable and combustible materials...**
This includes cardboard boxes, wood and similar easily ignitable materials, as well as Gas Canisters or other fuels. Everything must be stored appropriately, or if it has no use, removed from the building (ask when in doubt).
2. **Do not block Fire-doors/self-closing doors...**
Fire-doors must always be in working order! Fire-doors prevent the spreading of fire and smoke, by closing automatically and effectively containing the fire, so the damages and probable risks to life and health are minimized.
3. **Avoid/limit the use of open flame...**
This includes candles and cigarettes. Smoking are only permitted outdoors and away from the building. Staff working in kitchens should take special considerations when working with stoves, hotplates etc.
4. **Ensure a hazard-free environment...**
Always address probable hazards, this could be faulty wiring, unattended candles, unconfined storage, smoking inside etc. Do not accept hazardous behavior or neglect - speak up, ask when in doubt - it is *your* safety to!
5. **Be prepared to act...**
Make sure you know where the nearest fire-extinguisher is located, how to contact security etc.
Fire fighting equipment, including hand-held extinguishers and firehoses are available throughout venue facilities.

...IN CASE OF FIRE



If you discover a fire, follow these instructions...

In case of smaller (manageable) fires, you should do what you can, In order to put it out and prevent further spreading of the fire, by following the principles below:

- A. **Assess the situation (...is it manageable)**
- B. **Fight or Contain**
- C. **Alert**

A- Assess the situation

Assess the situation, and assess whether the fire is manageable or unmanageable with your own safety as a guiding principle. Act accordingly.

B - Fight or Contain

Fight the fire using all available fire-fighting equipment, if able!.

If you are not able, contain the fire by closing all doors behind you to seal off the area with the fire, as you leave.

C - Alert

Alert people in the area by shouting and/or pressing the fire alarm. Call security (+45 32 47 20 24) as early as possible. and inform of the following:

1. **Where you are**
2. **What has happened**
3. **If anyone is injured**

INJURY & SICKNESS

Everyone must at all times act appropriately in case of injury and sickness and other acute health related situations, including providing aid in any way able, to people who are in need. Bella Center provides the best environment possible for ensuring fast and efficient first aid.

BCSecurity reserves the right, in the event of acute health-related incidents, to intervene regardless of ongoing activities and possible interruptions as a result

Bella Center provides the following standards:

- All permanent staff are first aid trained
- All Security Staff are first aid trained
- The venue has a fully supplied first aid room
- First aid equipment is available throughout the venue.
- Defibrillators(AEDs) are available throughout the venue.
- Venue infrastructure provides good access for ambulances.

Additionally, BCSecurity can provide the following paid services:

- Dedicated first aid officer on standby
- Ambulance onsite (including paramedics standby)
- Doctor on-call (call-fees apply)

Please note that venue staff are not allowed to provide other than OTC-drugs or administer intravenous medicines. For advanced medical treatment and/or drug prescriptions we refer to the local hospital (Hvidovre Hospital) and respective embassies.

First Aid Officers will not administer any drugs to children, but instead refer to hospital and the national medical hotline 1813.

LIFE SAVERS ESSENTIALS

In case of life threatening incidents, call security immediately on +45 32 47 20 24.

Follow these principles for providing the best possible aid:

- **Call out to your surroundings - get assistance.**
- **Stop blood-loss by applying pressure to wounds, person should be lying down, wound raised above the heart.**
- **In case of cardiac arrest, provide CPR (see hands only CPR below)**

HANDS ONLY CPR



In case of cardiac arrest begin CPR!

The purpose of CPR is to ensure blood circulation, replacing the absent heart-function by administering compressions on the chest.

- **Remove clothes covering the chest.**
- **Place your hands over the chest-bone (heel-palms).**
- **With straight Arms, compress the chest at a steady pace, compressing approximately 3-5 centimeters.**
- **Continue compressions until ambulance arrives.**
- **Apply AED as early as possible; follow instructions on the AED**

Venue security will assist where needed. Please note that Venue security will not take over CPR, if CPR is ongoing and performed correctly.

EMERGENCIES

An emergency is a situation that negatively affects areas, or parts of areas and significantly threatens the health and life of people, the integrity of buildings and infrastructure and halts that capacity for continued business in afflicted areas, due to unexpected, sudden occurrences, that cannot be managed by normal routines and procedures.

MANAGING EMERGENCIES

Emergencies are managed by **BCSecurity**/Bella Center Crisis Management Group, supported by Bella Center Staff onsite and in cooperation with national emergency authorities, following pre-determined venue emergency management protocols.

Bella Center Crisis Management consist of select management staff on-call, including key technical staff, Security staff and key management staff.

All relevant stake-holders will, when necessary, be involved in the emergency management process.

The Crisis Management Group is activated by **BCSecurity** and assembles as early as possible upon the identification of expected, imminent og ongoing emergencies, based on pre-determined activation procedures at a pre-determined assembly location.

The Crisis Management Group will, once assembled, manage the situation focusing on 4 main goals:

- Preserving life and health
- Ensuring the integrity of vital infrastructure
- Ensuring essential assets
- Enabling business recovery processes

In the event of an emergency or crisis situation all activities not relevant for the emergency /crisis handling process will be discontinued by security.

BCSecurity will demand full and unquestionable corporation in settling emergency and crisis incidents.

Please note

Event organizers are invited to include specific crisis and emergency protocols, as long as it does not interfere with venue procedures. All parallel plans and procedures must be approved be **BCSecurity**, before plan is introduced to its recipients.

EVACUATION PROCEDURES

In place evacuation procedures ensures a controlled method of bringing people in an emergency zone to a safe location outside. Evacuation procedures follows four main criteria:

1. A signal that initiates evacuation procedures
2. Evacuation teams assembled
3. Evacuation tasks executed
4. People assembles at assembly areas / Safe Areas.

1. Evacuation is initiated by activation of the spoken warning message:

*"This is a security announcement;
we kindly ask our guests to leave
Bella Center through the
nearest emergency exit.
Lifts may not be used"*

... repeated

2. Teams assemble throughout Bella Center to coordinate and perform individual evacuation tasks.

Staff will be wearing yellow vests

3. Evacuation tasks may vary from team to team but all tasks revolve around two principles:

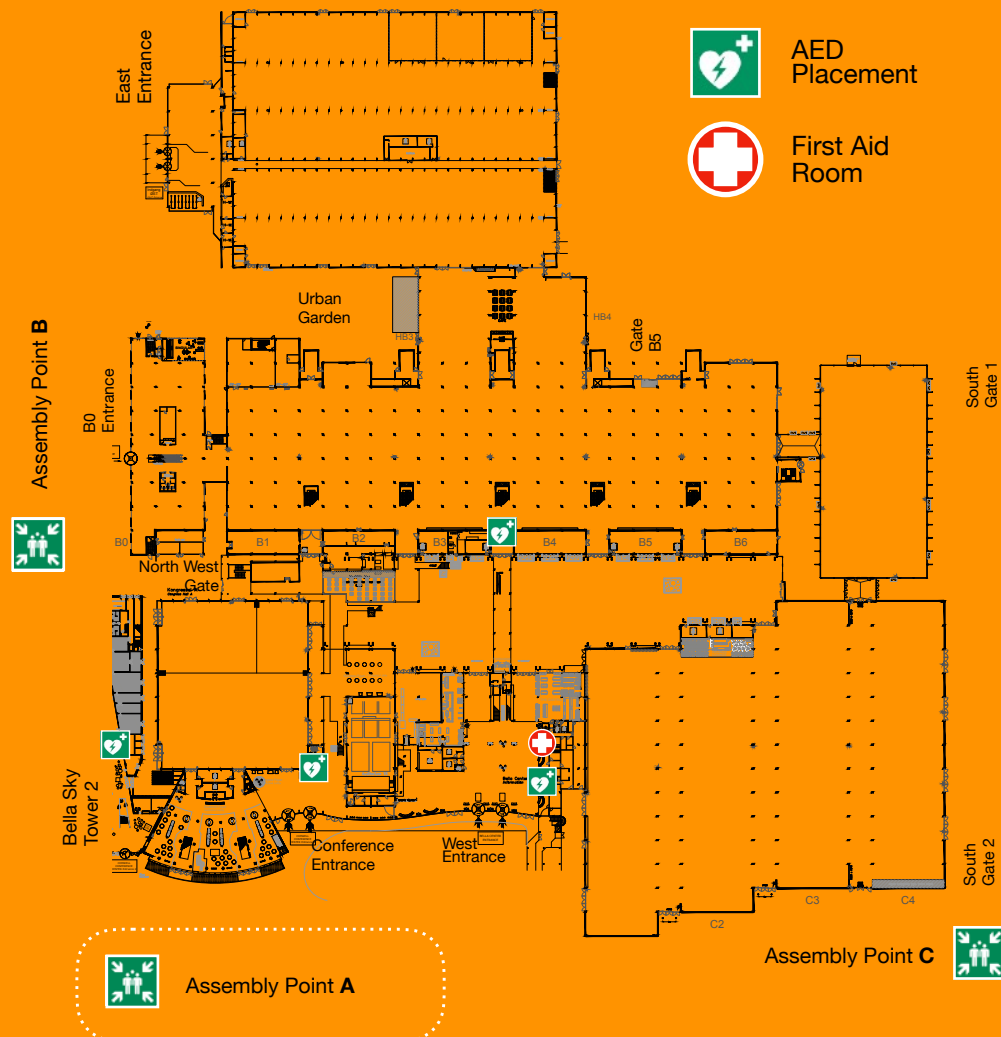
- a. Manning Emergency exits
- b. Searching/evacuating a pre-defined area.

4. Evacuees are sent to the evacuation assembly Points:

Guests will be assembled at assembly areas A, B and C outside venue buildings.

Bella Center Staff will, as part of evacuation procedures be manning assembly areas and having them clearly marked.

ASSEMBLY POINTS A, B & C



COMPENDIUM

INTRODUCTION

This compendium is meant as a reference, detailing specific security measures and strategies included in event security propositions.

Concepts and strategies described herein are all venue specific and are not commonly recognized. BC Security develops concepts and methods that are tailored to fit our specific environment, facilities layouts and business protocols, for the best possible integratability.

BC Security

Proposition Reference

BC Security

BC Security care-takes security planning for events hosted at Bella Center Copenhagen, including event risk assessments, propositions and staff assignments.

Security Operations Center (SOC)

Bella Center is manned 24/7 by security staff at the Security Operations Center or SOC.

SOC Security Officers are not, as a standard, part of the event security crew and are not included in the event security plan. However as Security Operations Center operators, SOC monitors and interacts with all activities happening in venue facilities, from technical issues to alarm calls, including medical emergencies. SOC logs all incidents and can provide camera (CCTV) footage if needed.

Note that access to CCTV footage requires express consent from security management.

Event Security Supervisor

All events hosted at Bella Center will be managed by a security supervisor. Security Supervisors are included in the Event Security proposition and care-takes all coordinating efforts, effectuating the plan as outlined by BC Security management and as agreed upon with the event organizer.

Responder

The Responder concept is created based on a need for sectorial Supervision of- and greater flexibility addressing issues in the event area.

Responder is a title given, to a highly experienced, trained and trusted employee of BC Security.

Responders operate within the boundaries of a pre-determined area or event-section (See event-section below). In the assigned event-section the Responder supervises several security-related

matters, including ensuring evacuation readiness in the area, briefing of staff in the area, ensuring that fire-safety and escape conditions are acceptable etc. The Responder continuously monitors pre-identified risks in the assigned area and acts purposefully and proactively on emerging issues and new risks.

The Responder continuously reports to the security Supervisor.

Guards

BC Security Guards are the term used for “normal” security staff, typically assigned fixed positions or predetermined tasks in specific areas. Guard assignments may include the following:

- Access control
- Asset protection
- Traffic & Logistics Supervision
- Activities Supervision
- Fire Watch (See below)
- Perimeter Security assignments (See below)
- Parking Attendant
- Patrols
- Health & Safety Supervision and more

Uniforms

Security uniforms are designed to be identifiable and neutral, so guards blend-in naturally with the surroundings while still being visible.

BC Security maintains a high standard in how uniforms are worn, requiring all security staff to take care that the uniform is worn neat and properly, representing security in the best possible manner.

BC Security Guards are dressed in a minimalistic black and white theme, consisting of a white shirt, black tie and black pants. All security staff carry radios.

Presence & Service

BC Security staff conduct, is based on the following principles:

One point of contact - Security staff must be able to assist with any probable question or problem our guests may have. Fixed position guards are easy to locate and have direct communication to all other departments. By approaching guards (or other security staff) an answer or solution will be provided.

Service attitude - Security staff must conduct themselves in accordance with good service culture. This means being forthcoming, open minded and flexible, as well as showing and expressing willingness to assist.

Professional attitude - Security staff must look the part, this means expressing a professional attitude in all aspects of an assignment, including physical appearance -signalling situational- awareness, calm and professional communication skills, active listening and knowhow of directions, areas, events, activities etc.

Proactive mindset - All security staff must observe and report, based on a proactive mindset, meaning, looking for- and acting on, any risks and threats that may occur, making an effort to prevent and/or mitigate probable incidents and their consequences.

Response preparedness - All security staff must be willing and prepared to act, to the best of their ability, to stop situations from occurring or escalating further. A premise in security staff assignments is to enable a coordinated and effective effort when situations occur, including a strong and flexible Responder crew.

Traffic Marshaling

The Traffic Marshal function applies to a leading role in overseeing traffic and logistics during build-up and dismantling periods. The Traffic Marshal, like the Responder will coordinate security staff assigned traffic supervision, at Bella Center traffic- and logistics areas.

Traffic Marshals are typically assigned events that include larger buildups.

Traffic Marshaling involves supervision of logistic proceedings during build-up and breakdown and being a security liaison for the person/organisation/company responsible for logistics, including overseeing health and safety conditions.

Fire Watch

In case of unavoidable increased fire-hazards, or other conditions that increases the risk of fire, disable alarms or likewise, will in most cases require a Fire-Watch.

The Fire Watch function has the purpose of ensuring that fire-safety conditions are acceptable, as well as legislative rules and regulations are upheld.

BC Security can, in case of conditions described above, require that a Fire Watch is assigned. Security staff on Fire Watch, are not allowed to fulfill any other assignment or task while on Fire Watch.

Staff who are assigned the Fire Watch function, are required to have special training in fire-safety regulations, fire-prevention and fire-fighting.

Dedicated First Aid

A first aid officer may be assigned events where there is an increase in the risk of injury or other health-related issues. In general the responder staff maintains standard first aid preparedness, however during specific conditions (as above) a dedicated first aid assignment may be necessary. Dedicated means that the assignment is task-specific and that the first aid officer must remain standby to respond to first aid incidents.

Typically a dedicated first aid officer will man the first aid room located by Bella Center main entrance, however temporary first aid stations may set up depending on the event layout.

Please note that dedicated first aid is an extra service, not included in the standard contract!

Please note that the first aid office is not allowed to hand out medicines, other than OTC-drugs. Additionally due to company policy, the first aid officer is not allowed to hand out drugs of any kind, to persons under the age of 18.

Perimeter Security

Perimeter security is included when a specific need for either highly visible security presence- or an intensification of the observerability outside Bella Center facilities -is needed.

Perimeter security involves two specific areas of operation; Close Perimeter and Far-perimeter.

Close Perimeter

The close perimeter refers to the area closest to Bella Center facilities without further defined boundaries. Close Perimeter security will typically be assigned near event entrances and building corners. Typically close-perimeter security guards will be wearing high visibility vests.

When manning the close perimeter, the focus is typically on deterrence through presence as well as creating an exterior access screening capacity.

Far Perimeter

The far-perimeter refers to the boundaries of venue grounds or the maximum allowed controllable area, in terms of property and ownership.

Far-perimeter security typically includes both vehicle patrols, and non-uniformed, counter-surveillance staff placed strategically by venue grounds access points, traffic junctions and other strategic points such as bus-stops or metrostations.

The far-perimeter concept is based on a trench-strategy, creating a large monitored reaction-zone, with the purpose of significantly reducing response-time in case of identification of critical conditions.

Assignment of perimeter security will in most cases involve a dedicated (as dedicated first aid) CCTV operator who, from a makeshift operations office, coordinates the perimeter security operation using CCTV.

BC Security Contacts

Main point of contact.....groupsecurity@bchg.dk
SOC group.....security@bellacenter.dk

Management:

Director / Martin Stuchly.....mst@bchg.dk
Manager / Marius Ryborg.....mary@bchg.dk
VIP Manager / Ole Kahr.....oka@bchg.dk

Supervisors:

Lead Security Supervisor / Carsten Lyding.....caly@bellacenter.dk
Security Supervisor / Mo Lamin.....mohl@bchg.dk
Security Supervisor / Stig Pedersen.....stpe@bchg.dk
SOC Supervisor / Dan Rasmussen.....dara@bellacenter.dk

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