Security

RBC CANADIAN OPEN



Security

COMMITTEE DESCRIPTION

The main function of the Volunteer Security committee is the wellbeing of the competitors and spectators. This necessitates working with all volunteer committees involved in the championship and outside agencies contracted for the event. The Volunteer Security committee has the responsibility of ensuring all spectators exhibit proper credentials and control any disturbances.

The Chair will gain the confidence and co-operation of the local and provincial enforcement agencies, along with the task of recruiting the appropriate volunteers. The Chair should have a strong understanding of the layout of the golf club.

The Volunteer Security committee works closely with Golf Canada and a paid security company to control access to numerous points around the golf course. Volunteer Security, police and/or private guards are assigned to various locations for the entire championship. It is essential that all security activities by other committees be co-ordinated through the Chair or Vice Chair of the committee.

The Chair of the Volunteer Security committee must maintain open communications with the tournament's communication centre and should assist in directing any police action required on the golf course. Radios are provided so that emergency calls can be made with the least possible delay. For PGA TOUR security guidelines see Appendix A.

Ideal number of volunteers: 80

COMMITTEE FUNCTIONS

Areas and committees that will require security services will be determined through consultation with the Security Committee and Golf Canada staff. Golf Canada will prepare a 'coverage plan' including times for areas requiring security for volunteer security.

Generally there is a need for volunteer security in the following key areas:

- Media centre
- Golf course perimeter
- On-site patrol
- Player security
- Media scrum areas
- Practice Facility
- Corporate hospitality areas

Committee Chair and Vice Chair

The Chair and Vice Chair of the Volunteer Security committee will assist Golf Canada in locating the areas of coverage by the volunteers and recruiting volunteers for the entire week of the tournament (Golf Canada will provide recruitment guidelines). Once recruitment is finished, the Chair and Vice Chair will obtain the availability of the volunteers, keeping in mind that there is a minimum hour requirement, and prepare schedules for their volunteers. Near tournament week, the Chair and Vice Chair will work with Golf Canada to arrange orientation meetings with the volunteers prior to the tournament and ensure that all areas of coverage have Security Charts (showing credentials necessary to access controlled areas) to assist volunteers and paid personnel.

Duties of the Committee

The Volunteer Security committee is responsible for monitoring some of the areas listed above and it is important to remember that a security volunteer is strictly a volunteer and not a person to get into any physical confrontations with spectators. The spectators at a golf tournament in most cases are more subdued and aware of golf etiquette than those of hockey, soccer, or football events. The Volunteer Security committee will be used during tournament week, Monday to Sunday, and mainly during the early hours of the day until dusk.

The main responsibility of the volunteer on duty is to control access into certain areas of the tournament site. We have replaced paid security positions with volunteers in high profile areas as we have found volunteers are more knowledgeable of golf and the championship enabling them to assist spectators better than paid security. Each restricted area will be under the control of a volunteer, whether it be a member of this committee or Corporate Hospitality. At each entrance, a security chart should be present; these security charts outline which ticket/badge holder may gain access into a particular area - a security chart is made up for each restricted area by Golf Canada. In many instances, spectators have received passes and are a guest of a corporation and are simply attempting to test to see where their pass can get them. In most cases all it takes is a "Sorry, that pass doesn't allow you in here" and point to the security chart to deter someone with the incorrect credential. Again, most people will abide by your direction and leave; you could help by directing them in the direction to where their badge does allow them access.

In some locations, the security volunteers will have to monitor spectators leaving the clubhouse and/or corporate areas (suites, skyboxes, etc.) to ensure alcoholic beverages are not being taken out; this policy is regulated by provincial law. Another consideration is that children 17 years of age and under gain access to the grounds for free but cannot go into a restricted area (i.e. clubhouse, skybox, suite, etc.) even though their accompanying adult has a ticket/badge to do so. Any junior wishing to have access to a restricted area must have the appropriate ticket/badge.

Volunteer security must be on the watch for spectators with cameras. Cameras are on the list of prohibited items (provided by Golf Canada) and should be seized by paid security. Should any of the volunteer security personnel witness a camera being used from Thursday-Sunday, they are instructed to contact paid security or Golf Canada. Prohibited items are clearly outlined on the ticket jackets and on signage entering the course.

The general rule with players is that the Security Committee is responsible for the player until they reach the first tee and when they exit the scoring tent at the completion of their round. Marshals take over assisting the players during their round and there are certain exceptions to this rule with reference to high profile players, where added security (from the Volunteer Security committee) will work with the marshals on the golf course to escort players. In these specific situations, the committee with works closely with the regional police and paid security company.

Areas of Coverage for Paid Security

- Night patrol the week prior to and week of tournament
- Admission gates (access points of tournament site)
- Night security for corporate, media, volunteer centre
- Day Care
- Security command post
- Parking lots
- Any other area designated by Golf Canada
- Clubhouse
- TV compound
- Locker room
- Player dining

HOURS OF OPERATION

The Volunteer Security committee provides coverage from first thing in the morning until all players are done for the day. Basically, as long as there are volunteers, players, caddies and spectators on site, security will be required at some level. Generally, this means the Volunteer Security committee will need to have coverage from 6:00 a.m. until 8:00 p.m. Overnight security coverage will be handled by the paid security firm.

EVENT CHECKLIST – VOLUNTEER SECURITY CHAIR

Pre-Tournament

Saturday & Sunday (Prior to Tournament Week)

- Meet paid security supervisors
- Tour golf course
- Review any security issues with Golf Canada, applicable police, paid security
- Review volunteer schedule and shift allocation

Tournament Week

Monday to Sunday

- · Pick up radios
- Open registration desk in volunteer centre at 6:00 a.m.
- Assign volunteers to security points
- Monitor volunteers throughout the day
- Make sure volunteers are covered for breaks & lunch
- Liaise with paid security and Golf Canada; update on any issues
- Other daily duties will vary with situations that arise

Sunday

In addition to daily duties:

- Clean up of Volunteer Security area (remove garbage, items from walls, personal items, etc.)
- Return any lost and found items to Golf Canada tournament office
- Return office supplies to Golf Canada tournament office

EQUIPMENT CHECKLIST

Golf Canada will furnish and supply the following items the Friday preceding tournament week. Please ensure that all the supplies have arrived and are accounted for.

- Office supplies
- Security charts
- Radios & earphones
- Golf Cart(s)

APPENDIX A: PGA TOUR SECURITY PROCEDURES

- Uniformed and plainclothes armed police must be present on-course during Monday through Sunday of tournament week, including play-off days if necessary. The number of police will be determined after discussions with the TOUR's security consultant.
- Uniformed police are to be assigned to all entry points on course.
- Armed uniformed police must be assigned to control access to clubhouse, player dining room, locker room, media centre, practice ranges, player parking area and child care.
- Restrictions on autographs should limit size of each item to no more than 8" x 8" and no clipboards. (The size and hardness of clipboards pose a danger to players as they move through crowds signing autographs).
- NOTE: On-course vendors and Pro Shops currently use large bags for purchases or gifts, which complicate
 the above ban. It is suggested that vendors cease providing large shopping bags to spectators. Pro Shops
 should reduce the size of bags they provide to carry purchases, as well as have them made out of clear
 plastic.
- All items such as purses, camera cases and other small personal carry items will be subject to search.
- Tournaments receive numerous truck deliveries during the event. It is recommended that security
 personnel, preferably police officers, be assigned to open all doors of the trucks for a visual inspection of
 the contents to determine that they are consistent with the intended delivery.
- The tournament must arrange for a professional security or police check of all player mail received at tournament during tournament week.
- Vendors must certify or bond all employees before they are allowed to work on tournament grounds.
- Prior to assignment to transportation committee, all drivers must permit a review of their motor vehicle driving record for approval by tournament.
- There must be a strong enforcement of credential distribution standards and limited access to secured or restricted areas (tight control and scrutiny of media credentials and special access badges).
- Distinctive credentials should be issued to participants in the Pro-Am to better identify them and control
 access to ranges and course. Also, amateurs must be reminded that friends and family members are not
 permitted inside the ropes during play.
- Separate player and amateur space on the practice ranges is provided where possible; separate entry points should be used.
- Greater emphasis must be placed on player parking lot security and off-course movement of players, expanding the use of metal barricade fencing. Every effort is to be made with the assistance of the TOUR security consultant to identify a player parking area that can be restricted to player access only.
- Specific rules and guidelines should be given to range marshals to assist them in controlling interaction of manufacturer reps with players.