

# FREEMAN

## AUDIO VISUAL OPERATIONS STANDARD

### SECURITY AND THEFT PREVENTION

#### Common High-Theft Items

- *LCD projectors*
- *Laptop computers*
- *Microphones*
- *Cameras and camcorders*
- *Plasma and LCD monitors*
- *Laser pointers*
- *Small mixing consoles*
- *DVD, CD, and VHS players*



#### General Principles

- *A ballroom or storeroom must never be left unattended, and must be locked when no one is in the room.*
- *The use of "Shark Cages" is highly recommended for ballroom shows or on events where a fully secured storeroom is unavailable, and can also be used in storerooms for extra security measures.*
  - Shark Cages should be secured using a keyed or combination padlock. LSDA locks are not recommended, but may be used if an alternate solution is not determined in advance.
    - **NOTE:** Shark cages do not always fit through small or narrow doorways.
- *Always secure LCD projectors to safelock stands using an LSDA lock and security cable.*
  - During show hours, a security cable should be neatly wrapped around the handle of the both the LCD projector and the safelock stand and secured using a company-issued LSDA lock.
  - LSDA keys should only be issued to a limited number of technicians (Meeting Room Assists and Floaters) and not the entire labor crew. Keys should be collected at the conclusion of the show.
- *Showsite security should always be utilized to lock rooms for extra security precautions.*
  - For shows taking place in a single room, such as in the case of a banquet, award dinner, or general session, the room must always be locked at night when possible.
  - Security should be called at the end of each day to have them lock specific meeting rooms. Security then must be called each morning and with ample time allotted to unlock each room.
  - Security Guards must be ordered for areas open to the public that can not be locked or secured overnight.



## **Meeting Room Showsite Processes**

- ***Discussions should take place with labor crews during morning safety meetings regarding the vulnerability to theft when leaving a room unsecured and/or unattended.***
- ***High-theft item installation during the first day of setup should be avoided unless necessary. All screens and other basic AV requirements should be setup on the first day.***
- ***High-theft items must not be left unsecured during meal breaks, and should be returned to the storeroom prior to going to lunch. In the absence of a storeroom, high-theft items should be secured in a shark cage if available.***
- ***Upon initial setup, high-theft items should be installed and tested to ensure proper functioning and then brought back to the storeroom.***
  - Cables should always be labeled with their source inputs and outputs prior to removing any control table high-theft items.
  - High-theft items brought back to the storeroom must be labeled with their respective room number.
- ***During show days, all high-theft items should be returned to the storeroom at the end of each day.***
  - Due to differences in security levels from city to city and/or venue to venue, a discussion should be held with the Account Executive to determine which items need to be brought back each evening.
  - If high-theft items have been removed from rooms, items must be prioritized for reinstallation based on session start-times for their respective rooms each show morning, and should be completely reset and tested at least 1 hour prior to the start-time of the first session.
  - Labor crews must be reminded to lock LCD projectors to the safelock stands upon morning reinstallation, perform an equipment check to ensure proper functioning of all room equipment, and reset all equipment to company standards (*i.e.* image optimization, see *AV Standard 0011*).
  - At the conclusion of the show, a Freeman AV full time employee must do a check of the facility to ensure no items were moved to, or left behind in, any meeting rooms, service hallways, freight elevators, or loading docks.

## **General Session Showsite Processes**

- ***Shark Cages should be used to secure high-theft items in a general session room (i.e. laptops).***
- ***In the absence of a Shark Cage, all high-theft items should be stowed away and secured in locked show boxes or in the best manner possible.***
- ***Security must be notified at the end of each day and the room locked, if possible. The guard must be informed that no one should be in the room after AV crew departing with the exception of house staff, decorators, etc. (if they are scheduled to complete change over or other work overnight).***
- ***PM or AE business card(s) and/or emergency contact information should be left with the Security Guard before departing each day.***
- ***Guards should be instructed that they can only be released by the Freeman AV AE or PM.***

## **Exhibit Showsite Processes**

- ***When applicable, all guidelines from Meeting Room and General Session sections above should be followed.***
- ***During strike planning, dismantle and return of high-theft items to the storeroom must be prioritized as follows:***
  - Smaller booths (typically less than 20' x 20') closest to facility exits should be targeted as priority pickups.
  - Smaller booths (typically less than 20' x 20') with fewer items in them (single or dual display device, laptop computer and / or DVD and other high-theft items) should be targeted next.
  - Larger booths with more exhibit material and AV gear can be picked up next, provided we do not hold up the strike process for the I&D crew or customer as a result.