

COMMUNITY DEVELOPMENT AND JUSTICE STANDING COMMITTEE

INQUIRY INTO THE PROTECTION OF CROWDED PLACES FROM TERRORIST ACTS



**TRANSCRIPT OF EVIDENCE
TAKEN AT PERTH
WEDNESDAY, 21 MARCH 2018**

Members

**Mr P.A. Katsambanis (Chairman)
Mr M.J. Folkard (Deputy Chairman)
Mr Z.R.F. Kirkup
Mr A. Krsticevic
Mr D.T. Punch**

Hearing commenced at 9.51 am**Mr MALCOLM REED****Regional Asset Manager WA, Lendlease, examined:**

The CHAIRMAN: On behalf of the committee, I would like to thank you for agreeing to appear today to provide evidence in relation to the inquiry into the protection of crowded places in Western Australia from terrorist acts. My name is Peter Katsambanis; I am the Chair of the Community Development and Justice Standing Committee of the Parliament. The other members of the committee are the Deputy Chair, Mr Mark Folkard; the member for Bunbury, Don Punch; the member for Carine, Tony Krsticevic; and the member for Dawesville, Zak Kirkup, who will attend as soon as he finishes his other commitments.

It is important that you understand that any deliberate misleading of this committee may be regarded as a contempt of Parliament. If, in the course of the hearing, you believe that some committee questions require answers containing sensitive or confidential information, you can request that the committee take the evidence in a closed session. You will need to explain briefly why you feel it is necessary to close the hearing, but I think we can deal with that if it arises. Should the committee accept your explanation, the committee will receive your evidence in closed session. Hansard will continue to make a transcript of the session but the transcript will not be publicly available unless the committee or the Legislative Assembly resolves to authorise its release and, as a custom of this committee, we would not do that unless we have had significant correspondence with you and there is a level of comfort from your end. Your evidence is protected by parliamentary privilege. However, this privilege does not apply to anything you might say outside of today's proceedings.

Before we begin with our questions, do you have any questions around your attendance here today?

Mr REED: Not at all.

The CHAIRMAN: Do you have a brief opening statement or would you like us to proceed into questions?

Mr REED: As a business, we have been requested to make a submission, which is in draft form at the moment and will be finalised hopefully by the end of this week, when it will be submitted to the committee. We take a view that, as an industry, shopping centres will work with the Shopping Centre Council of Australia and our submission will be done as a collective. The reason being is that we did a lot of work last year as an industry with the shopping centre council to the federal committee on the same subject. I do not want to pre-empt what that submission will state, but it is in draft and it will be submitted to you by the due date, which is 29 March.

The CHAIRMAN: Thank you. Obviously, from our perspective, we are looking at general preparedness, both for an incident, for a response to an incident in crowded places. We recognise that amongst the most crowded places in Western Australia are shopping centres practically all the time and, in particular, at peak times. We also recognise that there is an interface between private operators of these centres and the authorities in order to keep the public safe. Are you able to comment on how the interaction between your organisation or shopping centres generally, and the authorities such as the Western Australia police, any emergency management committees, fire and emergency services and the like, operate?

Mr REED: We have a very strong working relationship with all those agencies as defined. We conduct, on an ongoing basis, desktop exercises with various agencies and at times we do physical scenarios on major incidents with the collective multiagency network. At times it is driven by different agencies, sometimes by the WA Police Force, sometimes by DFES, sometimes by the ambulance service, sometimes by the department for child welfare, but as a collective, we get them all together. In October 2016, we did a major multiagency incident response at Joondalup. Once we closed the shopping centre, we turned off all the lights and created a scenario. This was post the security incidents in London. It was driven at that stage by the Department of Fire and Emergency Services, but it was a collective around every single agency that they could bring in, which was fire and emergency services, the police, child welfare, the SES, our security agency and our security involvement, as well as our management team. The scenario was an explosion within the shopping centre and how the integrated agencies would work with regard to dealing with it.

The CHAIRMAN: Because of the specific location of Joondalup and the facilities around it, were the PTA involved in those exercises?

Mr REED: Yes, they were. Sorry, I omitted the PTA. There are a lot of other agencies that were involved like the local council, but it is a multiagency forum that we work through. There is a crowded places forum that the WA police run. We are part of that through the shopping centre council. We have a really good working relationship with the WA police service.

The CHAIRMAN: How does that forum work? Does it meet regularly or infrequently?

Mr REED: I am not on the forum, so I actually cannot answer that question, sorry. It is done through the shopping centre council.

The CHAIRMAN: Is that your peak body?

Mr REED: Yes.

The CHAIRMAN: Is there a Western Australian division here?

Mr REED: That is run through the Western Australia police service.

The CHAIRMAN: In relation to assessing threat levels, especially emerging threat levels, what information do you primarily rely on?

Mr REED: Obviously, we are an international company. From a national perspective, we have a head of risk who works with ASIO and local police services. We comply with the federal threat level, which is "probable" at the moment. If there is any change to that threat level, we will get reasonably good and quick information about that change and we will adapt our processes relative to that.

The CHAIRMAN: Are you comfortable with those information flows?

Mr REED: As best we can, yes, I am comfortable with it.

The CHAIRMAN: In relation to Western Australia police, do you have the same relationship?

Mr REED: Yes, we do.

Mr M.J. FOLKARD: I am interested in this industry-based threat level assessment. What are your thoughts on that? Are you getting direct feedback from the national bodies on that?

Mr REED: Yes, we do.

Mr M.J. FOLKARD: Is it regular or is it —

Mr REED: It is not on a set time, to my understanding, but we do get regular feedback whenever there is any change or update. But it is not just that intel that we do get. We do have the communication direct from ASIO through to our head of risk. It then flows, as well, through the

other states. In WA, there are others at my peer level who are involved with Queensland, Victoria and New South Wales who also get it. We meet on a weekly basis to ensure that there is a combination of intel that comes into our decision-making process that we can react to.

[10.00 am]

Mr M.J. FOLKARD: So that would almost be fairly consistent then.

Mr REED: It would be. There is an assumption and an understanding as well that there is never 100 per cent coverage in terms of the threat level. That is something that we need to appreciate, and we do appreciate. It is the question of being diligent and vigilant with regards to whatever opportunities we have with regards to mitigating any threat level.

Mr M.J. FOLKARD: My next question is how is that being filtered down into your grassroots level respondents—your first respondents—for example, your security guards et cetera, at your sites?

Mr REED: We have a defined process around how we ensure that there is ongoing delivery of training updates and intel; it is 180 degrees and, in many ways, 360 degrees, so we get information from those security officers. They are trained and licensed through an institute but I cannot remember the exact name of it. But the institute is mandated that they get their licence through. In all our centres we do monthly desktop scenario exercises. We have a variety of different scenarios that we play out. It is not just in terms of security. It could also be around other threats like environmental threats or it could be floods or electrical discharges. Our major focus is to ensure that our customers—they are twofold, either the retailers who work in our shopping centre as well as the consumers and customers who come into our shopping centre—are safe. We have a duty of care to ensure that they can visit our shopping centres in a safe environment where it is enjoyable. Our security and management teams, through these desktop exercises, take scenarios of what could possibly happen. They are driven by different individuals every month. For example, we will take a junior marketing executive who will perhaps not be as au fait with the technical aspects of what to do, and we will then get that individual to be the duty manager for that desktop exercise. A senior manager will then oversee it and coach them with regards to how and what they need to do. It gives everyone a broad width of experience. We operate our centres 24/7. There are only three days of the year that we do not trade, but even when we are not trading, those centres have 24-hour security coverage and at times they are staffed with contractors within the shopping centre right throughout the night.

Mr M.J. FOLKARD: I have two questions. We have heard from the industry representatives at previous hearings that when security guards are obtaining their licences, their only exposure to terrorism incidents was approximately half a morning. What are your thoughts on that?

Mr REED: I cannot talk to the legislation for the training part of it. I think from a Lendlease retail perspective, we take a very active view and we follow the federal guidelines. The federal guidelines were updated in August last year. We really ensure that we track those guidelines and we paint pictures for our retailers. It is not just security that is involved; the retailers also need to be involved as well as managers around those scenarios to ensure that they have effective training. Again, I reiterate that there is never 100 per cent protection from what could potentially happen.

Mr M.J. FOLKARD: I get what you are saying. I am more concerned about the content of the training session provided to your onsite security, which can then be passed on to your retailers et cetera. Is half a day of training enough?

Mr REED: I cannot comment on that. The other aspect to what we do over and above the monthly desktop exercises, which is included for our security team, is that we have a contractor come in called Fulcrum Security, which is a nationally based company. It is driven and run by ex-New South

Wales operatives who were in charge of the Sydney Olympics security. They come once a year and they do a full-day training exercise across all our shopping centres, which is an actual exercise. They have direct contact with not just the police services across various states, but with ASIO. All our security guards, and cleaners for that matter, are also trained to do that full-day exercise, which supplements the mandated training that they are prescribed to get.

The CHAIRMAN: Member for Dawesville.

Mr Z.R.F. KIRKUP: Thanks very much, Mr Chair. Apologies for my delay, as previously noted. I appreciate you being here today, Mr Reed. I am very keen to understand a bit more of your interaction in relation to Lakeside Joondalup shopping centre. Obviously the nuance when it comes to Lendlease's assets that you are responsible for, Joondalup represents the most interesting because of the proximity to the train station, I suppose. I am curious to understand a couple of things about the interactions you might have with the Public Transport Authority and how that works, the likelihood or the testing of evacuations at Lakeside or the evacuation of a train station and how that might interact and whether, as part of what seems to be—I think I can say with confidence with the number of public hearings we have had—a very well prepared organisation that you are, how you find your relationship or that relationship with the PTA in relation to that asset and how it relates to the shopping centre.

Mr REED: First, I will state that the train station is one of the prime assets that we do have and it is one of the reasons for our success. The flow of people through there is very much part of what we do. We have a very strong relationship with the PTA. Obviously day to day there are issues. There are a lot of people—12 million—who go through Lakeside Joondalup on an annual basis. That entrance through the train station is one of the busiest. It ebbs and flows relative to the times. We do have a mandate with the PTA and the planning authority that the entrance is maintained 24/7.

Mr Z.R.F. KIRKUP: What does “maintain” mean?

Mr REED: It means that we do close it off, but if people need to go through the shopping centre to get—if you know the shopping centre at times people might come off the train station and need to get through. There is a call button that people can call to allow them safe access through the shopping centre. When it comes to evacuations, we are involved with the PTA. The PTA obviously have their own processes that they would follow, and I cannot talk to that but certainly from an interactive perspective we have full cooperation from both sides.

Mr Z.R.F. KIRKUP: In relation to an incident that may occur on, say, the Public Transport Authority's station or at yours, is there the ability from the centre's perspective to share communication or audiovisual recording or coverage that you might have with the PTA? Or are we faced with the situation where if something happens in the shopping centre and people flee to the train station, the police have no view of that, and the reverse is true, if they go from PTA land into the shopping centre, basically there is no sharing of information there? Does that present a concern for you and would that not, I guess?

Mr REED: No, it does not present a concern for me. I cannot talk for the PTA in terms of where they are. Obviously there are privacy issues in regards to the release of CCTV but we do work with local police. I have to say that the cooperation of local police is emphatic. We have a brilliant relationship with them. I meet on a fairly regular basis the local responsible commissioner as well as the duty sergeants. It really is an exemplary relationship. I have worked right across the retail industry across Australia and it is one of the best relationships we do have.

Mr Z.R.F. KIRKUP: In most environments in the European context we have had trains and station attacks and certainly explosive attacks. As part of your preparations, has the centre trained, planned

or exercised accordingly if there was an explosion at Joondalup station and what that might mean for your centre?

Mr REED: Yes, we do. As I mentioned earlier, we have various scenarios that we plan for. One of them, for example, would be IEDs, improvised explosive devices, that we train for. There are suspicious packages that could then flow into the lost parcel—an improvised device or a chemical release. We also then have armed intruder activities that we flow through too. The new one which is coming out is vehicle intrusion. After what has happened in Nice and Berlin and across the world, there was a refocus around how we ensure that we mitigate against that potential.

Mr Z.R.F. KIRKUP: It seems to me that of all the shopping centres that we have covered, certainly the major ones in Western Australia, I do not believe there is a more integrated one when it comes to the public transport network than Lakeside Joondalup, I would argue. I guess it is confident from a committee's perspective that that is something that you do anticipate. Do you see that from an asset management perspective that that is the highest target for you in terms of your portfolios and that is why so much effort is based on that, or is that just routine? Is the same effort put into Southlands, for example, as it is Lakeside?

[10.10 am]

Mr REED: I would like to say that it is routine, but, no, you are absolutely right, it is a key focus. It is the largest shopping centre in Western Australia at the moment. We also then are very aware, not just of the social implications that the train station does bring. As an aside, we do have a social engagement process, whereby we have employed a consultant who works with the local youth from a disparity of backgrounds and a disparity of economic demographics, to ensure that every single person is welcome within our shopping centre, but there is a way that we expect them to behave when they do come in. There will always be issues. But I believe that the individuals we have in that environment, and again the interface we have with the PTA and the local police as well as local council rangers, creates an outcome for our customers and consumers which is really, suffice it to say, fulfils our mandate, which is to create great places for people to enjoy.

Mr D.T. PUNCH: I would like to ask about the membership with tenants in the shopping centre and the extent to which they are involved in preplanning and the assessment of risk or the identification of risk and then the issues associated with how they may respond in that situation and the vulnerability associated with changing staff within those tenancies if the retail manager leaves or the assistant leaves.

Mr REED: It is an issue because there is a complete—as I say, we trade seven days a week, 362 days a year. We do not have any control over who works within each different variant retail shop. Certainly with the majors, from an interface perspective, from technology, we do have an evacuation system, we have an EWS system—an early warning system—which can be isolated to various parts of the centre. We have an expectation and certainly the majors and the national chains do draft and have their own evacuation drill. We have regular get-togethers with our retailers. We cannot force them to be there. It actually works better in the smaller shopping centres than it does in the bigger shopping centres because of the size and the numbers involved. The key aspect for us is to ensure that we mitigate whatever weaknesses perhaps could be within those retailers. We ensure from a collective perspective that we cover that, and we are quite emphatic about that. When it comes to evacuations, I will give you a classic example. A hairdresser will be busy doing a colour of a person's hair. We have an evacuation procedure, a training procedure. We all understand that that would be the case, but if it was an actual event, that person would have to leave. A lot of retailers and consumers would be reluctant to do that because they do not necessarily know the severity of what it is. At times we have to be quite strict and quite dynamic about getting those

people out. The main reason being is that we need to get them out to ensure their safety. The other thing that is relevant to this committee is that at times evacuation is not the right thing to do. There have been cases, if you follow the history, of crowded places when people do evacuate and secondary devices have been located around muster points, so we have to be very sensitive to how we handle that. If we have untrained people in the environment that they have to deal with—it could be retailer, it could be consumers—we are just going to be dynamic and emphatic about what we need to do, and that is how we train our individuals. Whilst what you say is correct, there is not an issue around the change and rotation. The other thing is that around weekends, for example, there is a lot of casualisation within those retailers who perhaps might not be experienced in the potential threat. We just have to make sure that our team is emphatic about how we maintain ours.

Mr D.T. PUNCH: Do you have anything in the leasing agreements that you have with tenancies around participation in exercises or codes of conduct around evacuations et cetera?

Mr REED: Yes, we do. Basically, to paraphrase it, it would be that they need to ensure that they comply with our local emergency services requests.

Mr A. KRSTICEVIC: With regard to your CCTV footage or capability, do you cover every square metre of the shopping centre, every nook and cranny, every —

Mr REED: No. It is a physical impossibility. In a 100 000 square metre site, we have well over 200 cameras but there is a physical impossibility to cover every single square metre.

Mr A. KRSTICEVIC: Would you say that the cameras are covering all of the critical infrastructure in the centre?

Mr REED: Yes. All entrances, all major gathering points, all toilet corridors, for obvious reasons.

Mr A. KRSTICEVIC: Are there any other critical areas, control centres or management areas? Is the CCTV footage all done onsite at a particular location?

Mr REED: The technology is that it is recorded automatically. There is obviously a cost implication to a lot of this, but we have across all our centres recordings which would last up to two weeks. There is a big opportunity at the moment in terms of technology advancements to enhance that, but it is very expensive at the moment, which will entail ultimately interface with local police services, and there are privacy issues around facial recognition technology, which would help and support not just us, but also the police service with regards to how we can mitigate any potential issue. It is a fantastic tool and we use it to the best of our capability.

Mr A. KRSTICEVIC: So at the moment, it is just recording.

Mr REED: Yes.

Mr A. KRSTICEVIC: Is there actually a person who is there watching or looking or observing or involved in the process or is it automated?

Mr REED: It is automated.

Mr A. KRSTICEVIC: If an incident was to occur, could the police or anyone else get access to real, live CCTV at that point in time?

Mr REED: The reason I hesitate is around who has access. Only the police would have access to it. Other than that, it would need to be subpoenaed to release that because of privacy.

Mr A. KRSTICEVIC: At the moment they could say, “We need it right now, this very second” and they can get it.

Mr REED: It would probably take three or four minutes to find it and to then burn it onto a disk or a flash drive.

Mr A. KRSTICEVIC: If they wanted it in real, live time —

Mr REED: Yes, 100 per cent.

Mr A. KRSTICEVIC: So they could log in straightaway and look at the station —

The CHAIRMAN: That is the issue that we are trying to clarify. Does WA Police or the Australian Federal Police or ASIO for that matter have the capacity to real-time log into your system at times of critical need?

Mr REED: No.

The CHAIRMAN: They do not. So it is really a matter of request and provision?

Mr REED: Yes.

The CHAIRMAN: And what sort of protocols do you operate under in relation to that?

Mr REED: In terms of access to that CCTV?

The CHAIRMAN: Yes, so do the police need a warrant or a request?

Mr REED: They do not need a warrant. It depends on what it is. Obviously, we have internal protocols that relate to the release of that information. There needs to be an incident that we believe requires that release. There have been incidents across the country when security guards have accessed CCTV footage for personal purposes. This is through the Shopping Centre Council as well: we are very strong in ensuring the privacy of the release of all that information. Generally, it would be on the authority of the centre manager in terms of release, but there would need to be a reason for it, but it would only be to the police service.

The CHAIRMAN: Do you think there is any value in considering giving the police real-time access to at least some of your CCTV, particularly in interface areas with the public transport, rail, the outside of the centre and things like that?

Mr REED: I think from a technical perspective, firstly it is going to be very expensive to do, and where does the cost actually sit? Secondly, privacy would worry me. I believe we have some of the best privacy laws in the western world and I think we need to ensure that we maintain that. It does not mean that there is not an opportunity for us to interface, but from a real-time perspective, I would be cautious about that. I do not know what the protocols would be once it gets released.

[10.20 am]

Mr A. KRSTICEVIC: I am not sure about the expense, but I know that online you can log into cameras around the world and look at different sites and locations in real time, right now, and it seems very simple and it does not cost anything to do it. Countries and tourist destinations everywhere do it. The fact that you already have the system there doing the recording, to actually access it as it is recording, I would not have thought would have been a huge expense or a big burden to be able to do that.

Mr REED: I cannot talk to that from a cost perspective. I just believe that if I look at when we upgrade our CCTV, there is a cost, and it is a question of who bears that cost.

Mr A. KRSTICEVIC: But if an incident occurs, then there are no eyes on it, you have no vision and you are basically flying blind in that scenario. Even though you have cameras, they are not capable of actually showing you what is going on at that point in time for anybody to be able to make any decisions about what needs to happen or what is dangerous or what is safe.

Mr REED: That is not quite correct. We do have the capacity within this. If I could paint you a scenario: if we do have an incident, within two to three minutes we can be accessing that CCTV

footage. You need to rewind it and obviously find where it is at. If we have a situation in which there is a suspicious package, for example, the first thing we do is go back to the CCTV, which will happen within two to three minutes of it being reported, to find the owner. If someone left it there, we will track the CCTV footage and nine times out of 10 it will be a person who has left a briefcase, a handbag, a box, a package. We will track that individual and we will get that package back to them.

Mr A. KRSTICEVIC: But that is after the event.

Mr REED: Two to three minutes after the event.

Mr A. KRSTICEVIC: If it is happening right now—if someone says, “Right now that there is a guy walking through there, he looks like this”, can you keep an eye on him or see what he is up to?

Mr REED: Yes, we can do that. We do not have somebody sitting there watching the camera. We have security guards. There is always a security guard in the control room, 24/7, so as soon as they get the call they can act, but they are not sitting there monitoring it.

Mr A. KRSTICEVIC: No, but they can log in and monitor. So there is someone there to do that?

Mr REED: If you look at the control room in Joondalup, there will be eight or nine large screen televisions that are divided into 10 boxes each. Within the control system they just click on whatever the camera is and they can track. They can track an individual from entering one door to another door from different cameras live and in real-time.

Mr A. KRSTICEVIC: Do you monitor people accessing sensitive areas and are you able to determine whether they should or should not be there? Is there some way of tracking whether people have access to sensitive areas or try to access sensitive areas?

Mr REED: All our sensitive areas are locked and controlled by electronic swipe cards. The only individuals who are able to get into there would be people who have been given authority by the centre management team.

Mr A. KRSTICEVIC: Do you have incidents of people sharing swipe cards or passing them around? How do you monitor the fact that swipe cards are being used by the person who is actually supposed to be using it?

Mr REED: It is a fallible system but at the same time we do have a backup by security. We do ongoing inspections and evaluations from our facilities and operations team of those contractors and individuals who are doing what they should be doing. If they are not doing what they should be doing by March, they will be caught out. At the same time there is a safety aspect to what we need to do. We need to control those sensitive areas to ensure that whoever goes into those areas, we know that they are going to that area. So if there is, for example, a discharge of electricity or a fall from height issue, we can get to that individual and ensure their safety. Generally, they will not be able to go in by themselves; there will always be two people. As soon as that door is broken, security will know that through our control system. But it is a fallible system, as is everything.

The CHAIRMAN: On that point, on the fallibility of your system based around physical swipe cards, what you say verifies some other evidence we have received as a committee. Do you think a move to biometrics is, first, viable, and secondly, affordable?

Mr REED: I have been with Lendlease for two years. In my previous life I had an element of biometric involvement. It is quite difficult because, again, it is not a perfect system. Sometimes technology can work to your favour. In that example, where it worked to your favour was around the cost of management, not the effectiveness of the system.

The CHAIRMAN: Okay, could you expand on that—cost of management?

Mr REED: Biometrics would be understanding who goes into where, but you still have either a swipe card system or physical keys. The biometrics will then ascertain who can go into those areas. What we prefer to do then is to have a face-to-face because, again, once that person opens up that element with the biometric, it could be fingerprint technology or eye technology, they could hand that key over to somebody else, or they could enter with two people as opposed to one person. There is always fallibility to whatever system you are going to put into play.

Mr D.T. PUNCH: I would like to return to the retail tenants. Your website promotes the opportunity for pop-ups in high-traffic areas. Are those pop-ups from your existing tenancies or are they people from outside who can apply for a pop-up space?

Mr REED: In the majority of cases it is from people from outside who pop-up for short-term tenancies, but at times there are the existing retailers who do pop-up.

Mr D.T. PUNCH: Do you discuss with the pop-ups any of your provisions in relation to evacuation measures or security management that you apply to your retail tenancies?

Mr REED: Yes, we do.

Mr D.T. PUNCH: Do you do any background checking on the pop-ups to establish that they are a genuine business or is it just taken on face value based on an application?

Mr REED: No, we check to make sure that they have the right bone fides. That is also legislated.

Mr D.T. PUNCH: Great. Thank you.

Mr M.J. FOLKARD: Sorry to chop and change: you mentioned earlier that all of your centres have a security exercise run by an external facilitator who is based on experience coming out of Sydney. Do they review performance on the centres when they do these exercises? Is that information captured centrally and is it reflected upon? Are actions coming out of that captured and more recently completed by the particular centres at centre management?

Mr REED: Yes, they are, to answer that question. That is just part of what we do. At the same time Fulcrum Risk Services provides a service to us, which is desktop and physical scenario planning, which is in the centre, which is really focused on the security and potential terrorism threat of crowded places. We also have fire evacuation training, which happens twice a year. We get an outside consultancy come into our shopping centres. We work with the local fire department to ensure that we have an interface with those evacuation processes. Everything is recorded and everything is then reviewed. At the same time we have a safety and risk team that do desktop monitoring as well as assessments of what and how we operate to ensure that from a safety perspective we are covered. Those are then reviewed centrally through an integrated system and that is reviewed by our CEO on a quarterly basis.

The CHAIRMAN: Would it be possible to have a look at that report?

Mr REED: I do not have it with me, but certainly I can get it.

The CHAIRMAN: We will take that as supplementary information.

Mr REED: I just need to clarify that. I would have to get permission to ensure that I can release that.

Mr M.J. FOLKARD: I understand the sensitivities. If it was to be released, we would definitely make sure it was not released publicly due to the sensitivities.

The industry you are referring to, I summarise it in that it is all relationship driven. There is a relationship with the police force, a relationship with your stakeholders, your store owners and that sort of stuff. Is there any independent audit of those relationships, because if they break down how are we as an oversight body aware of those breakdowns?

[10.30 am]

Mr REED: I think the measurement of that relationship is what I would do within my accountability. I would meet with not just the local councillors, for example; we would meet with local councillors to ensure that there is an interface with the centre management team. I would meet with the local police, the local fire department services.

Mr M.J. FOLKARD: There is no independent —

Mr REED: There is no independent review of that, no; not that I can think of.

The CHAIRMAN: I guess if we flip the question around, you put in a series of risk assessments, security plans, you comply with the national guidelines, any state guidelines, any best practice that you operate in under your company, so is there any mechanism where that is audited to see, first of all, if you have the plans in place, and, secondly, whether the plans are adequate or appropriate?

Mr REED: There may be an element of that that is audited internally within Lendlease, but not externally, no.

The CHAIRMAN: Not externally.

Mr REED: To my knowledge.

The CHAIRMAN: And you do not have to report any of that either?

Mr REED: Report within Lendlease?

The CHAIRMAN: No, externally.

Mr REED: No, not to my knowledge.

The CHAIRMAN: I understand that internally you would do that.

Mr Z.R.F. KIRKUP: I just wanted to go back very quickly in relation to the technological capabilities that exist in your centres. I am keen to understand that. I noted that Westfield last year announced that it had started to roll out facial recognition software and technology in its shopping centres. Is that something that Lendlease has pursued?

Mr REED: Yes.

Mr Z.R.F. KIRKUP: Is that something that is actively in use in Western Australia?

Mr REED: It has been rolled out and considered for implementation.

Mr Z.R.F. KIRKUP: I am sure you know this, but I understand that there is a national facial biometric matching capability that exists nationally already, and that is not instantaneous. The federal government has announced that it wants to move to instantaneous recognition whereby state agencies and federal agencies can access that in shopping centres, car parks and train stations. Is that something that Lendlease has explored, or will be exploring, with government agencies?

Mr REED: Discussion has happened but in terms of a definitive response to that, I cannot answer that, I am afraid. But I do know that those discussions have been held.

Mr Z.R.F. KIRKUP: I am assuming that, much like any other retail environment, mobile phones or wi-fi are tracked. Is that something that is matched up with the user's behaviour in that sort of facial recognition, person-monitoring situation, so that if, for example, someone walks in and places a suspicious package, you can find their iPhone, find where they have moved, match their face and track them through? Is that something that you guys as operators have the capability of doing now?

Mr REED: Again, I would say that the real concern I would have with that would be the privacy act. To my understanding, that technology is available. Lendlease has a real issue with the privacy

legislation around that and how that gets released. To answer your question around wi-fi, we do not track individuals, but we do —

Mr Z.R.F. KIRKUP: Just the Mac address or whatever it is?

Mr REED: Yes. We do track it from the big data perspective.

The CHAIRMAN: Based on your own experience and your company's experience both nationally and internationally, are there things we are doing better here in Western Australia and are there any things that we can learn from the way the whole area of preparedness for counterterrorism in crowded places operates in other places?

Mr REED: I think we always can learn, and we did learn. For example, with the new threat process that came out with the vehicle intrusions we made sure that any potential vehicle intrusion within our pedestrianised aspects of our malls would be mitigated. By and large that had rarely happened. Because of the advent of ramraids that we used to have across WA our centre was generally protected. I would suspect that one of the best practices we do have, because of the tyranny of distance and isolation to Western Australia, my belief is around the relationships. When we do not have those relationships, we have not bought those relationships, we would not be as ready as we should and could be. It is around personal relationships.

The CHAIRMAN: Thank you for your time today. You obviously have a significant amount of knowledge and we have a pretty strong interest in this topic area so we could talk all day. Thank you for your evidence before the committee today. You will be sent a transcript of the hearing for the correction of any minor errors. If you could make those corrections within 10 working days, that would be appreciated. If you do not, we will deem the transcript to be correct. You cannot use the corrections process to change the nature of your evidence, but if you want to provide any other information, including the supplementary information we have discussed, please feel free to make a supplementary submission. We also look forward to receiving your written submission that you indicated will be coming shortly.

Mr REED: Thank you. Will the terms of that extra request be given to me in writing?

The CHAIRMAN: Yes, and then you can deal with that internally. Thank you.

Hearing concluded at 10.35 am
