



Sydney Airport
Security Awareness Guide

Version 6 - 2020



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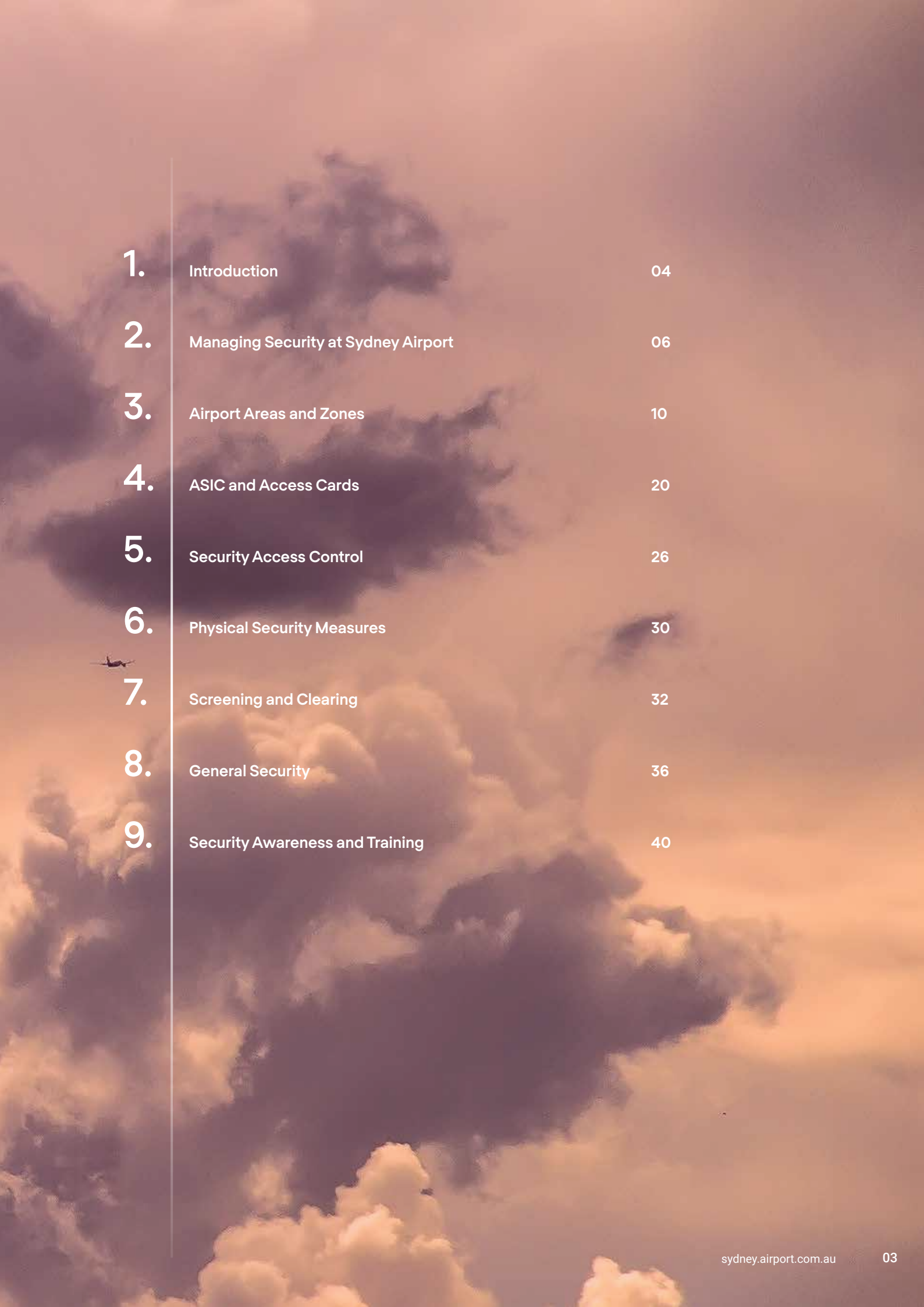


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Sydney Airport acknowledges the Traditional Custodians of the lands, waterways and skyways where we work and in which we live. We pay respect to Elders, past and present, and recognise the continuation of cultural, spiritual and educational practices of First Nation peoples throughout Australia.

This document is owned by Sydney Airport and the information within it is subject to change based on regulatory and policy changes.



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Security It's everyone's responsibility



The Sydney Airport Security Awareness Guide has been created as a reference tool for all persons working at Sydney Airport to understand their role and responsibilities in maintaining the safety and security of Sydney Airport.

The legal responsibilities and reporting requirements of Aviation Industry Participants (AIPs) are outlined in the Aviation Transport Security Act 2004 (ATSA) and the Aviation Transport Security Regulations 2005 (ATSR) and are intended to strengthen Australia's aviation transport security systems.

In compliance with these legal requirements, and in the interests of the people who work at, or use Sydney Airport, Sydney Airport has invested heavily in security. As a result, the security measures in place are to be strictly followed in order to protect airport operations. Whilst the measures in place are regularly audited and maintained, the strongest and most vital defence against unlawful and criminal activity is you.

Reading and understanding this guide will prepare you for your day-to-day operations, and what to do in the event of a security incident. The information contained within this guide will also prepare you for your Security Awareness Test.



Why do we need security?

Since September 11 2001, there has been significant change to the global security environment in which the aviation industry now operates. Terrorism, criminal threats and risks are constantly evolving, and we need to evolve with them.

The Australian Government introduced the ATSA and the ATSR to strengthen Australia's aviation transport security system, measures and responses.

This legislation sets out AIPs legal responsibilities and reporting requirements to the Department of Home Affairs and other law enforcement and intelligence agencies.

Under the Act, AIPs, such as Sydney Airport, are required to have a Transport Security Program (TSP).

The TSP outlines the security risk environment and the measures and procedures in place to deter and detect unlawful interference (terrorism and crime) with aviation. The general objective of Sydney Airport's TSP is to safeguard Sydney Airport's operations, including personnel, assets and infrastructure against unlawful interference with aviation.

This Guide is a simplified version of the information that is contained in the Act and Regulations as well as Sydney Airport's TSP. Therefore, this Guide helps all staff at Sydney Airport to understand the security context, their security

responsibilities and how to apply them in their workplace.

Sydney Airport relies on all airport organisations and employees to fulfil their security responsibilities. Organisations operating at Sydney Airport are responsible for ensuring their personnel and/or contractors comply with the security obligations outlined in this Guide.

Organisations operating at Sydney Airport may be required at any time to demonstrate to Sydney Airport their compliance with security arrangements set out in this Guide and Sydney Airport's AIP Security Guide.

Managing Security at Sydney Airport

Security at Sydney Airport is managed, monitored and enforced by a wide range of agencies including the Sydney Airport Security Department, our contracted security provider (SNP Security), the Australian Federal Police, Australian Border Force, airline security representatives and the Department of Home Affairs. The role of each organisation is detailed below:



Sydney Airport Corporation

Sydney Airport is responsible for overall security at Sydney Airport including:

- Development of the Transport Security Program for Sydney Airport
- Maintenance of security infrastructure at the airport
- Development of security procedures and incident response contingencies as required under Government regulations
- Managing implementation of security screening, checked baggage screening, security guarding and patrols
- Issuance of Aviation Security Identification Cards (ASIC) and access cards
- Assisting police enquiries regarding unlawful interference with aviation
- Ensuring tenants comply with the ATSR through Sydney Airport's Quality Management Programw.



Australian Government
Department of Home Affairs

Department of Home Affairs Aviation & Maritime Security Division

The Department of Home Affairs has overall responsibility for aviation security in Australia. In consultation with the Aviation Industry, AMS develops and implements legislation and standards under the ATSA and ATSR.

The Aviation and Maritime Security Division (AMS) is a division of the Department of Home Affairs and is responsible for:

- Providing policy advice to the Australian Government on aviation security
- Identifying vulnerabilities in the aviation security transport system through intelligence and aviation security incident reports from TSP holders (including Sydney Airport)
- Developing effective security plans and policies for managing aviation security
- Setting standards for aviation security measures
- Testing, monitoring and evaluating compliance with those standards, policies and procedures consistent with the [ATSA](#) and the [ATSR](#).



Australian BORDER FORCE

Australian Border Force (ABF)

ABF are responsible for protecting the safety, security and commercial interests of Australians through border protection designed to support legitimate trade and travel, and to ensure the collection of border revenue and trade statistics.

Customs Controlled Areas at Sydney Airport include the Terminal 1 (T1) baggage halls, and all areas inside the terminal airside of the baggage halls, the outward primary lines and the tarmac and ramp areas. Basically, it extends to those places where passengers and goods under ABF control are dealt with.



SNP Security

Sydney Airport engages a private security service provider, under contract, which is responsible for providing security officers to perform a range of security services, including but not limited to passenger, staff and goods screening, checked baggage screening and access control.



Australian Federal Police (AFP)

The role of the AFP at Sydney Airport includes first response to all aviation security incidents and reports of crime within the airport precinct. The Airport Police Commander is responsible for the command and control of AFP law enforcement activity at Sydney Airport as well as the strategic and operational oversight and coordination of Commonwealth Agency security-related activities. Key activities undertaken by the AFP at Sydney Airport include:

- Counter Terrorist First Response to deter and respond to acts of terrorism and emergency incidents
- Targeting and investigating crime in the aviation environment
- Provision of a community policing presence at the airport
- Through the delivery of these activities, the AFP ensures:
 - A high level of security is maintained in the Aviation environment
 - Public confidence in the safety of air travel
 - Deterrence and timely response to terrorist and criminal acts
 - Keeping of the peace in the aviation environment.

Managing Security



New South Wales Police Force (NSWPOL)

The NSW Police Force works closely with federal agencies and the airport community to respond to and resolve any act or threat of unlawful interference to civil aviation.

Emergency Management

The NSW Police Force (South Sydney Police Area Command) responds to all emergencies at Sydney Airport. The NSW Police Force has the statutory responsibility for the command and control as well as the coordination of all emergencies on Sydney Airport and surrounding areas.

Upon activation of the Aerodrome Emergency Plan (AEP), the NSW Police Force is responsible for establishing site command and control. They also have responsibility for coordinating the resources and ensuring liaison officers from airline stakeholders and government agencies provide valued information and assistance to the Local Emergency Operations Controller (LEOCON) in the management of the Local Emergency Operations Centre.

In the event the situation escalates beyond the local resources, District and State Emergency Operations Centres are activated to provide further assistance in the management of the incident.

Security Management

The NSW Police Force under the National Counter Terrorism Plan, have primary operational responsibility for managing and resolving terrorist incidents, determining prevention strategies and operational responses to threats.

Additionally, the NSW Police Force performs an intelligence and liaison role at Sydney Airport. These officers work closely with federal agencies and the airport community in identifying and assessing information related to National Security or threats within the aviation environment.



Airlines

Airlines at Sydney Airport have a TSP and are responsible for the safety and security of their passengers and aircraft. They are also responsible for controlling access of passengers and staff through access control points within their leased premises and terminal boarding gates when conducting flight operations.

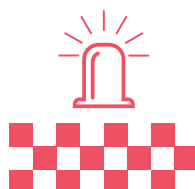


Airport Service Providers

There are companies that provide services at Sydney Airport that are also responsible for ensuring the safety and security of their staff and customers. These include, but are not limited to:

- Retail outlets
- Ground handlers
- Catering companies
- Cleaning companies
- Maintenance companies
- Contractors performing works.

These organisations operating at Sydney Airport are responsible for ensuring and demonstrating their personnel and/or contractors comply with [Sydney Airport's Security Rules](#) as well as the ATSR and ATSA.



Security Response Agencies and Organisations

Responding agencies and organisations that provide a response in support of a security incident or emergency include, but are not limited to:

- Fire and Rescue NSW
- NSW Ambulance Service
- Aviation Rescue and Fire Fighting Service (ARFFS)



The Public

The public plays an important role in keeping Sydney Airport safe and secure. All persons who visit Sydney Airport are required to comply with the regulatory provisions brought to their attention by any means including public notices, signs and announcements. Sydney Airport encourages all airport users to report all security incidents.



Airport Areas and Zones

Sydney Airport is legislatively known as a designated airport. Under aviation security regulations, specific zones or areas have been established within airside and landside areas, with the purpose of subjecting those areas or zones to stricter and specialised controls.

Ensure you understand where the zones are located and enter only if you are authorised to do so and have a lawful purpose. All entry points to each area and zone have the appropriate regulatory and Conditions of Entry signage identifying the requirements for that area, as well as your security responsibilities.

All persons must comply with the following conditions when entering a secure area of Sydney Airport:

- Have a lawful purpose for being in the area
- Have duties to perform in the area
- Do not tailgate others
- Do not allow others to tailgate you
- Have authorisation to enter the area
- Properly display your ASIC or VIC. VIC holders must be escorted by an ASIC holder when in areas not generally accessible to the public.
- Challenge any person not displaying a valid ASIC, VIC or other valid ID.



Security Advice

Ensure you understand where the zones are located and enter only if you are authorised and have a lawful purpose.

Failure to comply with the conditions of entry means you could be investigated, prosecuted and fined. You could also lose your ASIC and/or access

Airport areas and zones

Airside Areas

The purpose of the airside area is to control access to operational areas of Sydney Airport. The airside area of Sydney Airport includes any airside security zone and any airside event zone established within the airside area. It is designated for aircraft movement on and off runways, and taxiways to and from the ramp.



Security Restricted Area (SRA)

The security restricted area (also known as the airside security zone) is a secure area. The SRA is designated as the area surrounding aircraft operating a screened air service (e.g. passenger airlines) around all terminals and areas surrounding cargo aircraft at Sydney Airport. Specifically, the SRA is an area that encompasses:

- Embarking and disembarking passengers, loading and unloading baggage, cargo, catering, and stores, on and from aircraft;
- Refuelling aircraft
- People and vehicles entering and exiting the SRA
- Maintenance on aircraft.

Conditions of Entry

If you enter the SRA through access control points (such as through vehicle and pedestrian gates) you will be required to comply with the following conditions of entry:

- Have a lawful purpose for being in that area.
- Have duties to perform in the area.
- Have authorisation to enter the area.
(properly display a Red ASIC. Grey ASIC and VIC holders must be always escorted by a Red ASIC holder.)
- Do not allow anyone to tailgate you.
- Do not tailgate anyone.
- Comply with identification and screening requirements.

Landside Areas

Any other area within the airport boundary is within the landside area. Within the landside area is the sterile area, Sydney Airport restricted areas, Customs controlled areas (which may extend into the airside area) and the public landside area (such as the check-in area, arrivals area and car park).

These areas and/or zones are described below.



Sterile Area

The sterile area is also referred to as the landside security zone. The purpose of the sterile area is to subject this area to stricter controls than other areas or zones of the airport. The sterile area is primarily used to hold or transfer passengers who have been screened and cleared before they board their aircraft. This is to make sure no weapons or prohibited items are carried on to an aircraft. All persons and goods must not enter the sterile area until they have been screened and cleared at a security screening point.

Conditions of Entry

To enter the sterile area you must:

- Have a lawful purpose for being in that area.
- Have duties to perform in the area.
- Have authorisation to enter the area (properly display your Red or Grey ASIC, or VIC at all times).
- ASICs and VICs are issued for the use of the individual named on the card and only whilst on duty. It must not be given to anyone else to use.
- Do not tailgate others.
- Do not allow anyone to tailgate you.
- Do not meet and greet or farewell friends, relatives or colleagues on or off duty at T1.
- Comply with identification and screening requirements.



Security Advice

Meeting and greeting friends, family and colleagues in the sterile area at T1 is an offence under the *Customs Act 1901*.

Airport areas and zones

Conditions of Entry

Entry to this terminal is subject to the provisions of the Inclosed Lands Protection Act 1901 (NSW). Persons entering this building must comply with all legal requirements including the following:

- Closing times**
The terminal is closed from 2300 hrs to 0500 hrs daily, subject to operational requirements.
- Security screening**
Persons, baggage and items may be subject to security screening if entering a security zone.
- Unattended items**
Items must not be left unattended for security and crime prevention reasons.
- CCTV monitoring**
The terminal is continuously monitored by closed circuit television.
- Privacy**
By entering this terminal, you agree to Sydney Airport collecting and handling your personal information and location information in accordance with its Privacy Policy. For further details, please see www.sydneyairport.com.au/privacy.
- No weapons**
Weapons are not permitted unless authorised.
- No animals**
No animals except for assistance animals, animals used in law enforcement or otherwise authorised.
- No bikes**
No bikes, scooters, balls or other sporting equipment to be used in the terminal at any time.
- No helmets**
Helmets are not to be worn whilst inside this building.
- No smoking**

Public Landside Areas

Public landside areas are those areas of the airport that are open and accessible to any member of the public. These include, but are not limited to, arrivals areas, check-in departure areas, and carparks. These areas are also regulated by the *Inclosed Lands Protection Act 1901 (NSW)*.

Conditions of Entry

All entry points to the public landside area have Sydney Airport Conditions of Entry signage identifying the requirements for that area as well as your security responsibilities.

The following conditions to enter the public landside include:

- Do not leave unattended items.
- Visually display your ASIC, VIC, or Landside Terminal Card if entering security zones and controlled areas.
- Do not bring/carry weapons.
- Do not wear helmets.





Customs Controlled Areas

Customs controlled areas are those areas defined under the *Customs Act 1901* where passengers arriving or departing on international flights are processed. The Customs controlled area includes:

- T1 baggage halls.
- All airside areas within T1 airside of the baggage halls.
- All areas from the outwards primary line at T1 such as those areas to which the public does not have uncontrolled access.
- All tarmac and ramp areas.

These could include aprons, secure areas within T1 and international freight operations.

Conditions of Entry

All entry points to this area have the appropriate Conditions of Entry signage identifying the requirements for that area as well as your security responsibilities.

To enter the Customs controlled area you must:

- Have authorisation to enter the area (properly display your Red or Grey ASIC).
- Have duties to perform in the area.
- Do not tailgate others.
- Do not meet and greet or farewell friends, relatives or colleagues on or off duty.
- Challenge any person not displaying a valid ASIC or other valid ID.
- Comply with the provisions of the *Customs Act 1901*.



Security Advice

An ASIC does not permit you to enter the Customs controlled area at your leisure. There are penalties under the *Customs Act 1901* for those who offend.

Airport areas and zones



Sydney Airport Restricted Areas

Sydney Airport restricted areas are the non-public areas of all terminals. These areas are regulated under the authority of the *Inclosed Lands Protection Act 1901 (NSW)*. They are not defined by the ATSA or ATSR. Security controls are in place for these areas to limit access to those persons who have an authorised requirement. These areas include but are not limited to back of house operations, maintenance and loading/delivery docks and plant rooms.

Conditions of Entry

To enter the Sydney Airport restricted area, you must:

- Have a lawful purpose for being in that area.
- Have duties to perform in the area.
- Have authorisation to enter the area (properly displaying your Red or Grey ASIC or Landside Terminal Card at all times).
- Do not tailgate others.
- Do not allow anyone to tailgate you.
- Challenge any person not displaying a valid ASIC or Landside Terminal Card.

Example Test Questions

True or false?

If you refuse to comply with one or all of Sydney Airport's Conditions of Entry to a secure area you will not be permitted to enter.

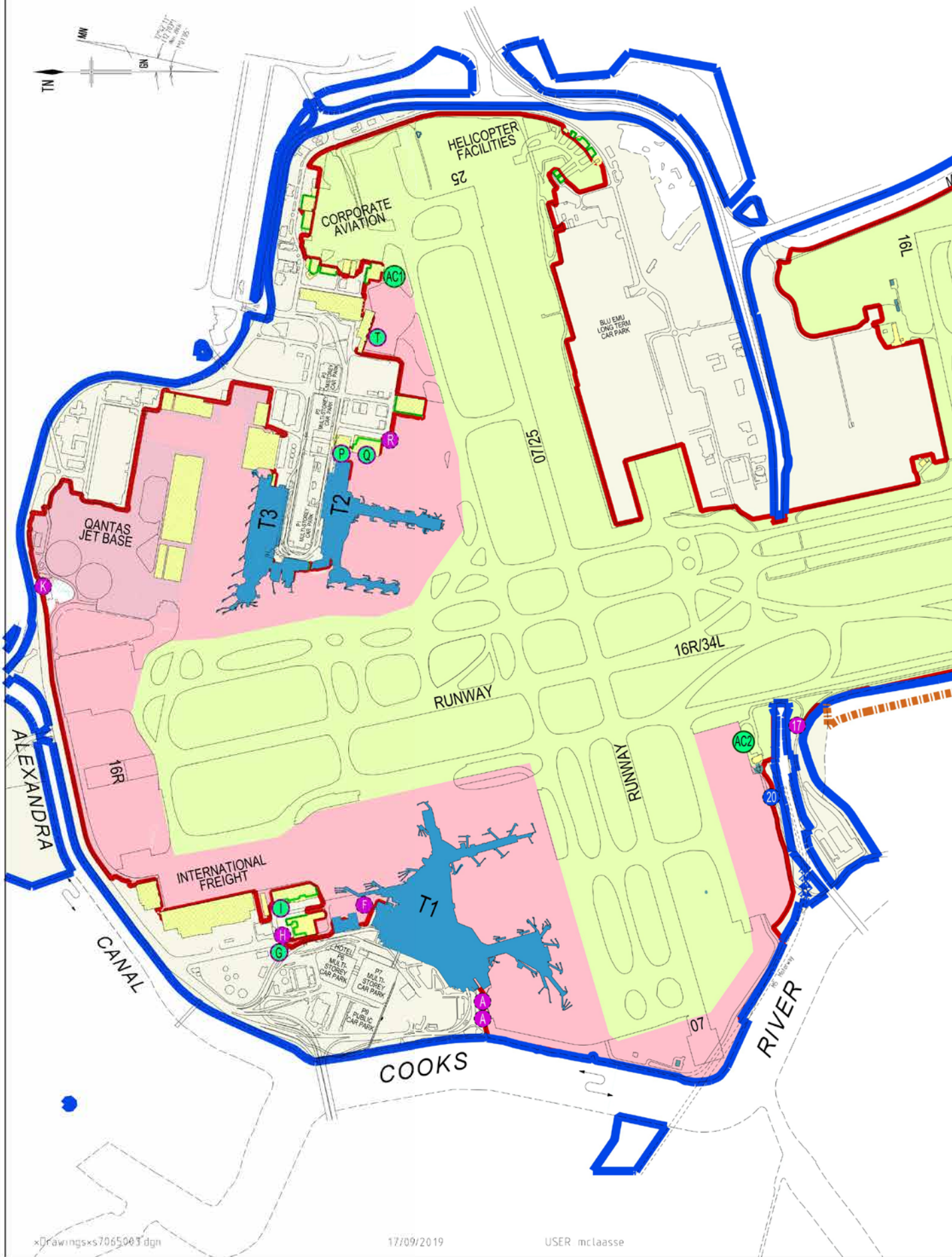
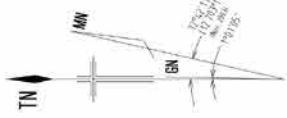
True.

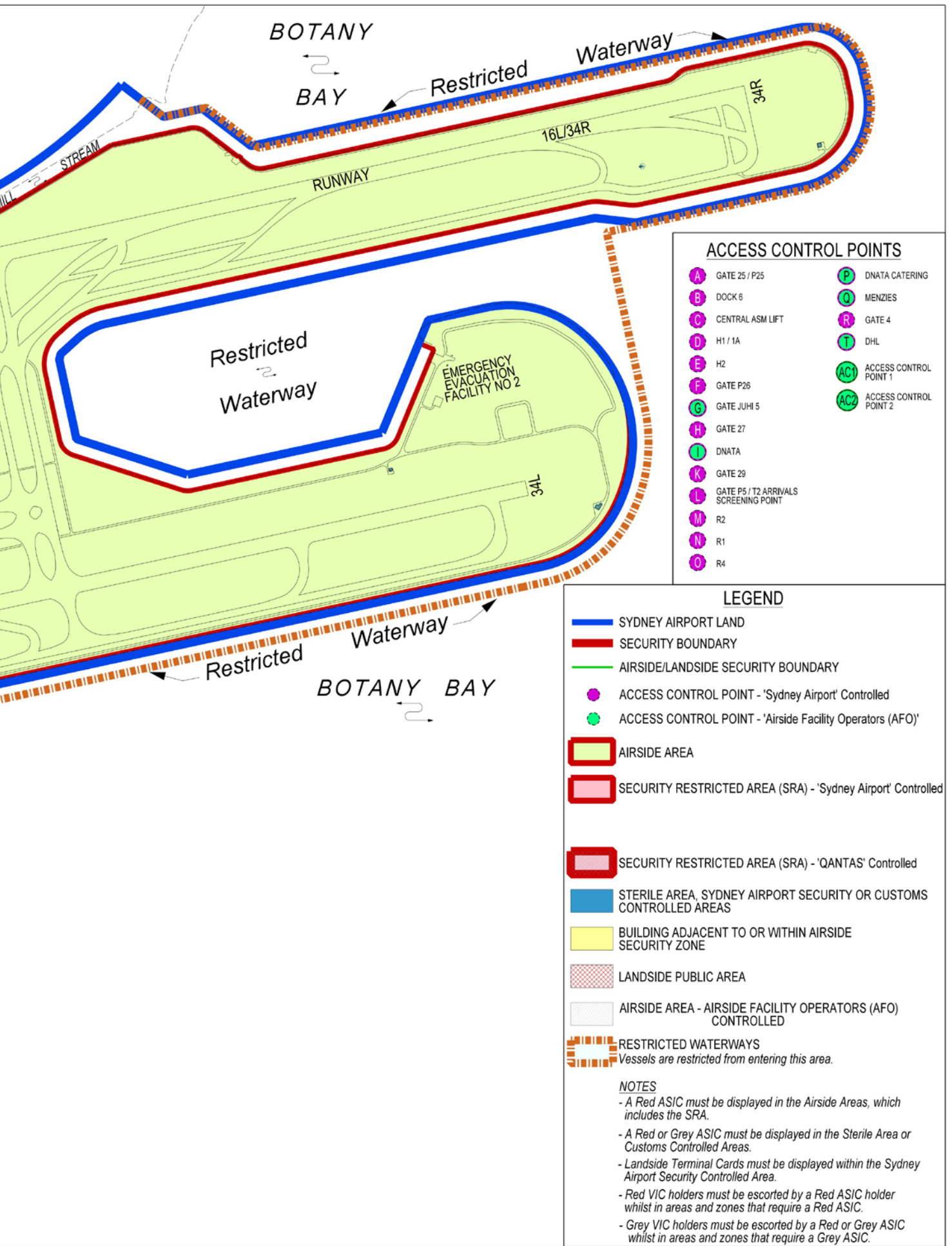
Can I meet, greet, or farewell friends and relatives in secure areas of the International Terminal (T1) if I am wearing my ASIC?

No, not at any time.

What are the conditions of entry to the Security Restricted Area?

- *Have a lawful purpose for being in that area.*
- *Have duties to perform in the area.*
- *Have authorisation to enter the area.*
- *Do not allow anyone to tailgate you.*
- *Do not tailgate anyone.*
- *Comply with identification and screening requirements.*





ACCESS CONTROL POINTS

| | |
|--|-----------------------------------|
| A GATE 25 / P25 | P DNATA CATERING |
| B DOCK 6 | Q MENZIES |
| C CENTRAL ASM LIFT | R GATE 4 |
| D H1 / 1A | T DHL |
| E H2 | AC1 ACCESS CONTROL POINT 1 |
| F GATE P26 | AC2 ACCESS CONTROL POINT 2 |
| G GATE JUHI 5 | |
| H GATE 27 | |
| I DNATA | |
| K GATE 29 | |
| L GATE P5 / T2 ARRIVALS SCREENING POINT | |
| M R2 | |
| N R1 | |
| O R4 | |

LEGEND

- SYDNEY AIRPORT LAND
- SECURITY BOUNDARY
- AIRSIDE/LANDSIDE SECURITY BOUNDARY
- ACCESS CONTROL POINT - 'Sydney Airport' Controlled
- ACCESS CONTROL POINT - 'Airside Facility Operators (AFO)'
- AIRSIDE AREA
- SECURITY RESTRICTED AREA (SRA) - 'Sydney Airport' Controlled
- SECURITY RESTRICTED AREA (SRA) - 'QANTAS' Controlled
- STERILE AREA, SYDNEY AIRPORT SECURITY OR CUSTOMS CONTROLLED AREAS
- BUILDING ADJACENT TO OR WITHIN AIRSIDE SECURITY ZONE
- LANDSIDE PUBLIC AREA
- AIRSIDE AREA - AIRSIDE FACILITY OPERATORS (AFO) CONTROLLED
- RESTRICTED WATERWAYS
Vessels are restricted from entering this area.

NOTES

- A Red ASIC must be displayed in the Airside Areas, which includes the SRA.
- A Red or Grey ASIC must be displayed in the Sterile Area or Customs Controlled Areas.
- Landside Terminal Cards must be displayed within the Sydney Airport Security Controlled Area.
- Red VIC holders must be escorted by a Red ASIC holder whilst in areas and zones that require a Red ASIC.
- Grey VIC holders must be escorted by a Red or Grey ASIC whilst in areas and zones that require a Grey ASIC.

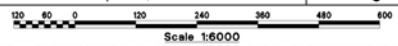
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| JOB No | DRAWN | CHKD | AMENDMENTS | EXAMD | APPD | DATE | No. |
|--------|-------|------|--|------------|------|------------|-----|
| c30078 | MATC | | Inserts Removed, Presentation update (Sep 2019). | B McKenzie | MATC | 16/09/2019 | 14 |
| c49494 | GWS | | Legend amended, Presentation update (Nov 2018). | B McKenzie | GWS | 16/11/2018 | 13 |
| c39494 | GWS | | Legend amended, Presentation update (Jan 2018). | B McKenzie | GWS | 12/01/2018 | 12 |
| c38256 | MK | GWS | Seventh St Extension & New Virgin Facilities (Dec 2015) | DD | GWS | 10/03/2016 | 11 |
| c23880 | GWS | GWS | Presentation Update (February 2014) | B McKenzie | GWS | 24/02/14 | 10 |
| c23554 | GWS | GWS | Presentation Update (February 2014) | B McKenzie | GWS | 6/02/14 | 9 |
| c23153 | GWS | GWS | Enhanced Inspection Area (EIA) - Qantas Controlled, adjusted for QantasLink (004 - 010) Operations | GWS | GWS | 6/07/13 | 8 |



SYDNEY AIRPORT
Security Awareness Guide
Airside / Landside Areas & Security Zones
September, 2019

SCALE: 1:6000
DRAWING No: FSS 7065
3 B1
Sydney Airport Corporation Ltd
ABN 082 576 609



NOTE: ALL DIMENSIONS ARE IN METRES UNLESS SPECIFIED OTHERWISE

ASIC and Access Cards



Aviation Security Identification Card (ASIC)

The aviation security identification card (ASIC) is an important part of securing Sydney Airport from acts of terrorism and unlawful interference. An ASIC indicates that the holder has had a background check and is of suitable character to be in a secure area. Identification cards do not grant you automatic access to secure or controlled areas. Only Sydney Airport can give authorisation to access secure areas of the airport.

There are three types of ASIC:



Red ASIC

A RED ASIC is issued to people who require access to the security restricted area (SRA). A RED ASIC also authorises the holder to access sterile areas, the airside area, Sydney Airport restricted areas, and Customs controlled areas.



Grey ASIC

A GREY ASIC is issued when a person requires access to the sterile area. This also includes Sydney Airport restricted areas and Customs controlled areas. If access to the SRA is required, a grey ASIC holder must be supervised by a red ASIC holder.



White ASIC

A WHITE ASIC is issued when a person works in an aviation security sensitive area (i.e. persons handling air cargo outside secure areas of the airport) or persons involved in the issue of ASICs and VICs. A white ASIC does not entitle the holder to unmonitored access to secure areas of the airport.



Security Advice

ASICs must be displayed above the waist and prominently visible on outer clothing.

Access Cards

Certain organisations, such as Qantas and Virgin Australia are recognised Issuing Bodies. This means they can issue their own ASICs. If you hold an ASIC that was not issued by Sydney Airport, you will need to apply for a Sydney Airport Access Card.

An Access Card will allow you to swipe through certain turnstiles, speedstiles, checkpoints, locked doors and gates. Ensure you read through Section 5 of this guide, which outlines how to appropriately access these secure areas of Sydney Airport.

Remember, if the reader flashes red, this means you do not have access. Never force any doors open or push emergency push bars, unless there is an emergency.

ASIC and Access Cards

Visitor Identification Card (VIC)

VICs are issued to visitors who require access to secure or controlled areas. VICs identify a holder as having permission to be in these areas whilst under the supervision of a valid red or grey ASIC holder until they leave the area.

VIC cards are issued when a visitor has a single day working requirement at Sydney Airport. A visitor may only be issued up to a total of 28 days' worth of VICs within a 12-month period. Visitors have the flexibility to use VICs according to the following criteria:

- 28 single 24-Hour VICs
- one Multi-Day VIC
- any other combination of VIC days, but not totalling more than 28 days within a 12-month period.



If a person requires access beyond 28 VICs in 12 months, they must apply for an ASIC. Once a person has applied for an ASIC they can be issued with Multi-Day VICs every 28 days until such time as the ASIC is issued.

Terminal Cards

Terminal cards are a form of security identification for those people who are employed to work in specific areas of the terminal only. There is one type of terminal card and that is the Landside Terminal Card (LTC).

LTCs are issued to those people employed to work in a landside public area at Sydney Airport and have a requirement to access Sydney Airport restricted areas (such as loading docks) for the purpose of receiving deliveries or disposing of waste. The LTC also allows access into landside areas during curfew for works.



Security Advice

If you are escorting a person with a Visitor Pass, always ensure you stay with them when in areas not generally accessible to the public.

Applying for an ASIC

Persons requiring lawful access to secure areas should complete the appropriate application forms and submit the forms to the Airport Services Centre (ASC).

ASIC Application Conditions

Sydney Airport may refuse to process an application if the applicant:

- Does not complete all sections required in the application form (this includes providing all supporting documentation)
- Provides information in the application form which Sydney Airport determines or discovers was false or misleading
- Has been issued a Sydney Airport Barring Notice.

Bond

ASICs are issued subject to the condition that you pay a refundable bond at the time the ASIC is issued. ASICs not collected within three months from the date of lodgement will be cancelled. The bond will be refundable only when the card is returned to the ASC. There is no bond refund for lost or stolen cards.

Confiscation of an ASIC

Sydney Airport operations staff, Sydney Airport contracted security guards and law enforcement officers are authorised to confiscate an ASIC or VIC if a security breach, potential security breach, breach of the Conditions of Issue and Use, or a breach of the ATSR occurs.

Renewing an ASIC or Access Card

To renew an ASIC and Access Card you are required to:

- Submit an application form to the ASC at least one month before your card expires.
- If the card expires and the new application has not been approved, you will be required to obtain a VIC pass until such time as the application is approved, and you collect your new ASIC.

Renew your Sydney Airport Access Card at the same time as your ASIC, if you are in possession of one, as it is programmed to expire at the same time as your ASIC.

Barring Notice

Any person issued with a Sydney Airport Barring Notice may automatically be precluded from holding any form of identification or Access Card. A barring notice is a legal document Inclosed Lands Protection Act 1901 (NSW) that prohibits people from entering any airport premises, carpark or roadway owned and/or managed by Sydney Airport if a person has committed an offence such as:

- Vandalism
- Theft
- Abusive or offensive language
- Acting in a disorderly and unruly manner
- Offensive behaviour
- Obstructing the flow of pedestrian traffic
- Remaining on the premises after being asked to leave.

The barred person cannot visit Sydney Airport unless the barred person has a verifiable and confirmed airline booking and ticket for travel on the day they are in the terminal or on Sydney Airport premises.

Lost or Stolen ASIC and Access Cards

It is an offence under the ATSR if you fail to notify Sydney Airport that your card has been lost, stolen or destroyed. You must also notify the NSW Police of any loss, theft or destruction to your card, and provide a statutory declaration to the ASC.

Return of Identification and Access Cards

You are required to return your identification and/or Access Card (excluding 24-hour VICs as they self-expire) immediately to ASC if:

- Your ASIC or Access Card has expired
- Sydney Airport notifies you that your ASIC has been cancelled
- Your ASIC has been damaged, altered or defaced
- You no longer need to enter a secure area for the purpose of your employment
- You have left your current employment.

A receipt will be issued at the time the card is returned and you should retain this receipt as your proof that it has been returned. It is an offence under the ATSR if you fail to return your ASIC and you could be fined.

ASIC and Access Cards

Suspensions and Cancellation of an ASIC or Access Card

Sydney Airport may cancel or suspend your ASIC and/or Access Card or privileges if you fail to comply with the Conditions of Issue and Use associated with that identification/ Access Card or the requirements under the ATSR.

Some of these include, but are not limited to:

- Failing to notify Sydney Airport if:
 - you become an unlawful non-citizen
 - you no longer need frequent access to a secure area for operational purposes
 - there is a change of employer
 - you change your residential address, name, gender and/or contact details
 - the ASIC has been lost, stolen or destroyed
- Failing to supervise a VIC holder whilst they are in a secure area (where supervision is required)
- Giving or using someone else's ASIC or Access Card to gain entry to a secure area
- Providing information in the application which Sydney Airport discovers was false or misleading
- Failing to display a valid identification card in a secure area
- Failing to surrender identification cards to airport security guards or law enforcement officers for the purpose of verifying identity and validity of the identification.
- Being found in a secure area, other than for an operational purpose (e.g. you are not on duty and you are farewelling or greeting people).

Conditions of Issue and Use of your Identification or Access Card

- Having a lawful purpose for being in that area
- Having authorisation to enter the area (and properly display your ASIC, LTC or VIC)
- Not lending or giving your ASIC and/or access card, LTC or VIC to anyone else to use
- Keeping your ASIC and/or access card, LTC or VIC secure at all times when not wearing it at work
- Having duties to perform in the area
- Not tailgating others
- Not allowing anyone to tailgate you
- Not meeting and greeting or farewelling friends, relatives or colleagues whilst on or off duty in secure areas or Customs Controlled Areas.
- Badging your card on the card reader before you access a door or turnstile

Example Test Questions

Where must your ASIC be displayed while on duty?

ASICs must be displayed above the waist and prominently visible on outer clothing.

If you are leaving the airport to work somewhere else what should you do with your ASIC?

Immediately return your ASIC to the Airport Services Centre.

If you are working in the sterile area or Arrivals Level of T1 and a family member, friend or colleague is departing or arriving, is it acceptable for you to farewell or greet them?

No. It is never acceptable to meet, greet or farewell family and friends in the sterile area of T1.

If you require a replacement ASIC because your original ASIC has been lost, stolen or destroyed, the bond paid at the time of issue of the original ASIC is forfeited. Is this true or false?

True

It is your responsibility as an ASIC holder to ensure your ASIC does not expire and that you submit your application form to the Airport Services Centre to be renewed and with sufficient time before it expires. Is this true or false?

True

If you give your ASIC to someone else to use, does Sydney Airport have the right to cancel or suspend your ASIC?

Yes. Giving your ASIC or Access Card to another person is a breach of the conditions of issue and use.

What are the Conditions of Entry to a secure area for a VIC holder?

- *Have a lawful purpose for entering the area*
- *Do not tailgate others*
- *Ensure you are under supervision whilst working in areas not accessible to members of the public*
- *Do not meet, greet or farewell family or friends in the sterile area of T1.*

Security Access Control

All entry points to a secure area are controlled by a turnstile, speedstile, locked door or gate. Access to these areas is controlled by the Security Access Control System (SACS). To pass through these entry points, you will be required to use your access privileges that are assigned to your ASIC or Access Card.



Access Controlled Doors and Turnstiles

Access to secure areas may be done so through access controlled doors, turnstiles or speedstiles.

The design of access controlled doors does not restrict access to a single person. Once open, the door can permit access by other persons however it is the responsibility of the person who opened the door to ensure only authorised persons (appropriate card holders) enter through the door.

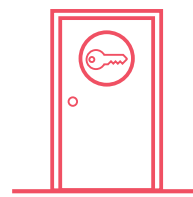
The purpose of a turnstile or speedstile is to grant singular access to persons entering secure areas. Staff have an obligation to ensure they do not tailgate or others do not tailgate them through these turnstiles.



Sterile Area Exit – Anti Passback Doors

These doors are set up for exit only and can be used by multiple users at any one time. Staff exiting must ensure all persons display appropriate identification. These doors are installed so that persons can't enter the sterile area without being screened and cleared and passengers cleared to depart the country cannot leave the sterile area at T1 without being detected.

All staff must 'badge' their cards when departing the sterile area at T1.



Close Doors

Doors that are left open and uncontrolled are a security risk. Close doors behind you and ensure that they are fully locked. If you see a door wedged open, close it.

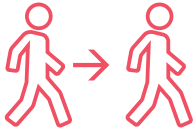
Report any open door or door not working correctly to Sydney Airport Security on 9667 9673 and quote the door number (located above the door) and location.



Entry for VIC Holders

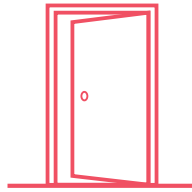
If you are supervising a VIC holder through a speedstile/turnstile or door, you are required to swipe your card for the VIC holder to gain entry, then swipe again to allow yourself through.

If you are the sponsor for a VIC holder, you may have another valid ASIC holder supervise the VIC holder while in secure areas.



Tailgating

Tailgating is the surreptitious act of following an authorised individual through an access point into a secure area. Tailgating is an unacceptable security practice and can lead to security vulnerabilities. The infrastructure installed to support access control requires appropriate use by authorised staff and visitors.



Misusing and Forcing Doors

Most doors at Sydney Airport are equipped with either an emergency push bar or break glass. These devices are installed for use only in the case of an emergency such as a fire or terminal evacuation. Pushing on the emergency push bar or using the break glass is NOT to be used as a method of opening doors in non-emergency situations. These doors are alarmed and can prompt a security guard to respond if the door is misused or forced. By misusing or forcing a door open you are diverting security resources. To open an access controlled door you should:

- Swipe your card
- Ensure the reader has changed to a permanent green colour and then push on the door to open
- DO NOT PUSH ON THE PUSH BAR
- Many doors have a handprint sign installed to indicate where people should push after swiping. Ensure you only open such doors by pushing on these handprint signs.



Access Privileges

The access privileges assigned to your ASIC or Access Card grant you access to certain areas of the airport as per your work requirements.

The type of ASIC or Identification card will determine the level of access you will be authorised for your particular job. Your access privileges are only available to you to use when you are on duty.

Having access privileges to certain areas does not give you the right to explore or access anywhere on the airport.

Security Access Controls



Entering the Security Restricted Area

The ATSA and ATSR requires that all airline and airport staff, contractors and their possessions be screened when entering the SRA on a random basis.

All people entering the SRA should expect the following security measures:

- ASIC checks – when staff are entering the airside area, they are required to present their ASIC in the display holder to the guard for an inspection that involves a face-to-photo match and verifying the card validity.
- Increased security measures at any time of the day via hand held or walk through metal detectors and Explosive Trace Detection (ETD) methods in accordance with the ATSR.
- Screening of staff possessions to ensure that weapons (as defined as prohibited in the ATSR) are not being carried into the SRA. Tools of Trade are not prohibited.
- Persons entering the SRA through an access control point in a vehicle must step outside of the vehicle and undergo an ASIC check. Vehicles may also be screened including the requirement to comply with ETD selection, open the boot of cars or the back of unsealed trucks.

Except where persons, goods and vehicles are exempt as defined in the ATSR.

Random inspections of all ASICs, persons, goods and vehicles in the SRA may also be carried out by the Department of Home Affairs, Sydney Airport and Sydney Airport's contracted security service provider.

Always cooperate with the requests and directions of security screening staff. They are here to ensure you comply with the regulations but they are also here to ensure the airport is safe and secure for you to work.



Vehicle Controlled Access through Airside Gates

Vehicle access to airside areas is also controlled by Sydney Airport in terms of the driver producing an Airside Driving Authority (ADA) and vehicle Authority to Use Airside (AUA), NSW (or other State/Territory) Driver's licences along with their ASIC. Vehicles entering airside must be screened in accordance with government regulations.

Vehicle access to the airside area is controlled by virtue of the provisions in the [Airside Vehicle Control Handbook](#) issued in accordance with the airports [\(Control of On-Airport Activities\) Regulations 1997](#) and as required by the [Civil Aviation Safety Regulations 1998](#).



Security Advice

If the reader has not recognised your card, the reader indicator will turn to red (after initially flashing green for a second) and the door will not release.

Misusing or forcing doors may result in the loss of access control privileges and / or your ASIC.

Example Test Questions

When is tailgating acceptable?

Tailgating is never acceptable.

I am escorting someone with a VIC into the SRA. How do I grant them access through the turnstile?

Badge your ASIC or Access Card against the card reader, and have your visitor enter the turnstile first. Repeat this for every visitor you are escorting. Once your visitors are through, badge your ASIC or Access Card against the card reader and then you yourself may enter the turnstile.

If I swipe my ASIC or Access Card against the reader and the reader doesn't remain green, should I just push the emergency push bar to enter?

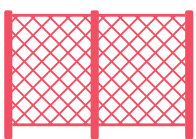
No. Unless in the event of an emergency, pushing the emergency push bar is never acceptable. You may lose your access privileges if you do not use doors correctly.

I have been randomly selected for airside screening at the access control point, but I am running late for work. Can I ask to be screened later?

No. If you have been randomly selected for screening, you must submit to screening before entering the secure area.

Physical Security Measures

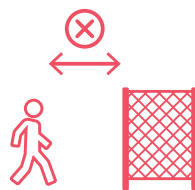
Physical security measures have been implemented as part of the layered approach to protective security



Fences and Access Points Maintenance

Damaged fences and access points make it easy for people to gain unauthorised access to the airside area/SRA.

If you see a damaged fence or access point, report it to Sydney Airport Security on 9667 9673.



Minimum Clearances from Fences

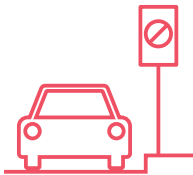
Any objects that may facilitate breaches to the security barrier, such as trees, parked vehicles, airport equipment and cargo pallets, are required to be kept clear of the security fencing for a minimum distance of two metres inside (such as airside) and three metres outside (such as landside) the fence line.

These distances are based on risk assessments and identification of vulnerability where a person(s) could access the airside area via these means. Where such clearances are not practical, the fence height above the fixed installation/vehicles or object will be at least 2.44 metres.



Doors

Sydney Airport controlled doors providing access through the airside/landside barrier are equipped with an alarm that will activate when a door has been forced open, is left open or is unsecured. The Integrated Operations Centre (IOC) will then receive an audio alarm and will also be able to see what is occurring at the door immediately. Depending on the nature of the incident, an alarm may prompt a security guard to be dispatched to respond to the alarm location.



Terminal Parking Control

The control of vehicles and enforcement of parking is carried out by Sydney Airport in accordance with the *Airports (Control of on Airport Activities) Regulations 1997* and aviation security requirements.

The departures and arrivals roadways are signposted and enforced by kerbside management officers to ensure that no unattended vehicles, unless specifically authorised by Sydney Airport, are permitted.



Signage and Public Announcements

Staff and the public are made aware of a number of security measures in the terminals through the display of signage and via public announcements.



CCTV

CCTV surveillance is used extensively at Sydney Airport. CCTV significantly increases the ability to monitor areas of the airport and aims to:

- Assist in the prevention and detection of crime
- Reduce crime levels by deterring potential offenders through fear of detection
- Assist police with the detection and identification of offenders
- Aid in a more effective police response to crime and emergency situations
- Help ensure a fast and effective response to aviation security related incidents
- Assist in the efficient operation of the airport.

CCTV footage is used by Sydney Airport and may be shared with law enforcement agencies, airlines and other operators at the airport.

Example Test Questions

What should you do if you see a hole in a fence or if you see a fence damaged?

Report it to **9667 9673**.

When is pushing on an emergency push bar of a monitored/alarm door or breaking the emergency break glass acceptable?

Only in the event of an emergency



Screening and Clearing

Entry to the sterile area (landside security zone) and security restricted area (SRA)

Security screening is conducted in accordance with the ATSR and occurs at entry points to the sterile area and the security restricted area. Additional screening points may be located at boarding gates and other areas.

This screening process involves a combination of the following measures:

- The x-ray and physical search of goods / items
- People walking through a metal detector.
- People walking through a body scanner.
- Explosive Trace Detection (ETD) screening of persons and goods.
- Handheld Metal Detectors (HHMD).
- Frisk searching (pat down) of people
- Physical inspection of goods/ items.

Items you can't take into the sterile area

Some items are classified as prohibited items, weapons and dangerous goods that cannot be carried onboard an aircraft. These items are not permitted through the screening point and will be required to be surrendered. Surrendered items are dealt with in accordance with the relevant Commonwealth, state and territory legislation.

If in doubt about whether an item can be carried onboard, check with your airline prior to arriving at the airport. In some cases, you may be able to pack the item in your checked baggage.

The Department of Home Affairs [TravelSECURE](#) website provides a comprehensive list of items that cannot be taken through screening.



Security Advice

Persons who refuse to be screened, and unscreened goods, will not be permitted to enter the sterile area or security restricted area (SRA).

Carriage of Powders, Liquids, Aerosols and Gels at T1

Powders

- There is no limit on organic powders, such as food and powdered baby formula.
- There are quantity restrictions on the amount of inorganic powder that can be carried, such as salt, talcum powder and sand.
- Inorganic powders must be in containers of 350 ml (volume), 350 grams (weight) or less.
- The total volume of inorganic powders must not exceed 350 ml or 350 grams per person.
- Passengers cannot tip powders out to fall under the 350ml threshold as the restriction is calculated on total container volume.

There are no restrictions on the number of containers of inorganic powders per person, provided the total volume of all the containers of inorganic powder is 350 ml or less.

Liquids, Aerosols and Gels

- Liquid, aerosol or gel items must be in containers of 100 ml (volume), 100 grams (weight) or less.
- Containers must fit into one transparent and re-sealable plastic bag like a snap-lock sandwich bag, with a maximum of five 100 ml containers per bag.
- The four sides of the bag's sealed area must add up to no more than 80 centimetres (e.g. 20x20 cm or 15x25 cm).
- Only one bag is allowed per passenger, with exceptions for carers who may carry the bag/s for people in their care, including children.

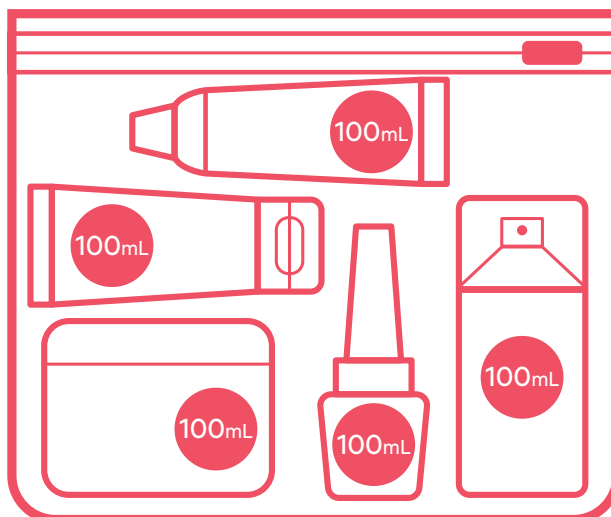
Containers larger than 100 ml or 100 grams, even if only partially filled, containing liquids, aerosols or gels will not be allowed through the security screening point. For example, a 200 gram toothpaste tube that is half-full will not be permitted.

At the screening point all liquids, aerosols and gels in your carry-on baggage must be separately presented for screening.



Security Advice

LAG items that do not meet the listed criteria are not permitted through the screening point. These items may be surrendered at the screening point.



Screening and Clearing

Tools of Trade

The ATSR allows prohibited and restricted items to be carried through a screening point and be used in the sterile area as Tools of Trade when required for a lawful purpose (e.g. construction, maintenance, operations of a retail outlet, etc). A Security Direction Form will need to be completed either at the screening point for ad hoc or temporary requirements or through your company if they have a Sydney Airport approved Airport Works Plan (AWP).

Tools of Trade must not be visible or accessible to the public and must be under visible and physical control at all times by the person carrying and using the item. Retailers and food outlets must ensure all prohibited items (for example: knives used in the preparation of food, and scissors) are not accessible to, or visible to, members of the public and must be permanently affixed to a shop fitting (i.e. securely chained to an immovable part of the bench/counter) or inside a drawer.

It is recognised that there may be a requirement to bring restricted powders and LAGs into the T1 sterile area as a Tool of Trade. A restricted LAG is considered a Tool of Trade if the person in possession requires it for a lawful purpose for which he or she is in the sterile area. This could include, but is not limited to, cleaning products, sealants, degreasers, glues, paints and oils.

Personal items such as beverages, thermoses, perfumes, cosmetics (above 100 ml) are not considered Tools of Trade and are subject to LAGs restrictions.

Tools of Trade CANNOT be carried by a VIC holder at any time in the sterile area unless they are under the constant supervision of an ASIC holder. A person on a VIC card using Tools of Trade behind hoardings cannot be left alone or in control of Tools of Trade without an ASIC holder being on site.



Retail Goods Deliveries

All retail goods and deliveries being taken into a sterile area must be screened and cleared using X-Ray equipment. Delivery of bulk retail goods to the screening points is only permitted during certain restricted times. Please refer to your company's procedures or contact the Sydney Airport Retail Department.

Retailers must ensure that prohibited items are not offered for sale or displayed in the sterile area. Prohibited items (with the exception of LAGs over 100 ml) are not to be sold anywhere on the airport as departing passengers may try to enter the sterile area with those items.

Checked Baggage Screening (CBS)

CBS at Sydney Airport is operated in accordance with the ATSA and ATSR. Aircraft operators are responsible for providing all checked baggage to Sydney Airport for screening for all international and domestic flights. Sydney Airport is the screening authority for CBS at T1, T2 and T3.



Armed Escort for Cash in Transit/Valuable Goods

A security service provider that carries firearms as part of their escort duties for collection and delivery of cash in transit or valuable air cargo on Sydney Airport property is required to apply in writing to Sydney Airport for registration and approval, including companies that wish to take firearms airside. No firearms are permitted in the sterile area.

Applications can be obtained by contacting the Sydney Airport Security department.

Control and Carriage of Firearms at an Airport

Carriage of a firearm at an airport is prohibited except as prescribed under the ATSR or any written notices issued under the ATSR. Generally, only law enforcement agencies and airfield safety officers are permitted to carry firearms at the airport when on duty.

Signs are displayed at the entrance to the airside areas, SRA and at screening points warning that firearms, weapons and prohibited items should not be taken past the security point.

Airside Deliveries

Deliveries from the airside into sterile areas from points other than the screening points inside the terminal are required to be approved and coordinated through Sydney Airport Security. Airside deliveries are not exempt from screening and clearing. All retail goods must be screened using Xray equipment at the airport unless authorised screening and clearing is conducted elsewhere.



General Security

Sydney Airport is responsible for the overall security of Sydney Airport and coordinates all aviation security responses on site. For aviation security matters contact the Integrated Operations Centre (IOC) on 9667 9673. For emergencies call 9667 9090 or call 000.

The AFP is responsible for community policing issues at Sydney Airport. Airline operators, tenants and concessionaires reporting a crime and requiring police assistance should telephone the AFP on 131 AFP (237) or call 000.



National Threat Level

The Australian Government has introduced the National Terrorism Threat Advisory System which advises the public on the nature of the threats we face and what they mean and guides national preparation and planning to protect against the threat of a terrorist incident.

The current (as of August 2020) National Terrorism Threat Level in Australia is PROBABLE – Credible intelligence, assessed to represent a plausible scenario, indicates an intention and capability to conduct a terrorist attack in Australia.

PROBABLE

Write it down

If you find yourself involved in a security incident or witness a security incident or crime, write down what has happened as soon as possible. Always keep your supervisor advised and follow your company procedures.

If you have a security concern or if someone approaches you with a security concern, say something and report it. Call Security in the IOC for security matters on 9667 9673 or for emergencies 9667 9090 or 000.

Security Breach or Concern

Ensure you report all security breaches or concerns to Sydney Airport Security.

If you observe the following, contact the IOC on 9667 9673:

- Security breach
- ASIC or Access Card misuse
- ASIC non-display.

The IOC will contact the AFP or NSW Police Force as necessary.

General Security

Unattended or Suspicious Items

Unattended items can pose a security risk within the Sydney Airport environment. It is the responsibility of all airport users to be vigilant and aware of any unusual or unattended items.

Listed below is a basic procedure to follow if an unattended item is discovered in or close to your place of work.

If you identify that an item is unattended or suspicious:

- DO NOT approach, open, touch or move the item.
- DO attempt to identify the owner. If the owner cannot be established, contact Security first to report the matter on 9667 9673.

If the owner subsequently collects the item or is identified, call security to report it.

DO NOT put yourself at further risk. Suspicious or unattended items should only be approached by appropriately trained staff such as AFP officers and Sydney Airport Security.

Packages and Unknown Substances Suspected to Cause Harm

Never accept or agree to safeguard packages on behalf of someone else. If anyone approaches you to look after a package, refuse. If you receive a suspicious package or envelope:

1. Remain calm and if available, place the item into a plastic bag (using tweezers) or similar and seal it.
2. Do not shake or empty the contents or handle the item more than necessary.
3. Do not allow others to handle the item.
4. Stay in your immediate environment.
5. Prevent others from entering the area.
6. Take notes, including the date and time you received the item and from whom.
7. Call the IOC on 9667 9090.
8. Advise the exact location of the item (address), number of people in the immediate area; describe the package/device and what actions you have taken.
9. Keep your hands away from your face.
10. If possible, without leaving the immediate area, wash your hands.
11. If there is a strong odour, move to an adjoining room or area, closing all doors
12. For packages omitting strong odours, request that the air conditioning be shut down. Turn off all fans.
13. Wait for assistance to arrive.

Unattended or Suspicious Vehicles

Unattended or suspicious vehicles are a security risk and they pose a potential terrorist or criminal threat to the airport.

Unattended vehicles:

This means the vehicle is left unattended without a driver and / or occupants in unauthorised parking locations, in front of terminals or airport infrastructure.

If the vehicle is unattended, take down vehicle description details and location and contact Security on 9667 9673 to report it.

Suspicious vehicles:

Some indicators may include:

- Vehicles left unattended for excessive periods of time.
- Unregistered, or simply appear abandoned.
- The owner cannot be reasonably located, or the actions of the driver were deemed suspicious/questionable.
- Witnesses were concerned.
- Any other evidence of suspicion
If the vehicle is suspicious, take down vehicle description details and location and contact Security on 9667 9673 to report it.

Crime or Emergency in Progress

Call the IOC on 9667 9090

or

Call 000.

Bomb or Security Threats

Strictly follow your company's procedures:

Notify the IOC on 9667 9090

If the threat relates to another organisation, you must immediately advise that organisation

Write down every detail of the threat and the person making the threat. This will assist significantly in the handling of the threat.

Checklist To Identify Suspicious Behaviour

Is the person taking notes of security vulnerabilities?

History shows people often make notes of security vulnerabilities when planning an attack. Things of interest include the timing of events, parking areas, security arrangements and hiding spots.

Do video and photo subjects have no credible photographic interest?

People place high value on video and photographic surveillance when planning an attack.

Does the person have no legitimate reason for being in an area?

Persons conducting surveillance may need to put themselves in suspicious situations to get the intelligence they need to plan an attack.

Is the person collecting information from promotional literature or enquiring about security?

When planning an attack people place a high value on information about a target, particularly from the media, Internet and the target itself.

Is the person moving erratically and without any real purpose?

Persons conducting surveillance sometimes travel past potential targets erratically because it is difficult to gain clear vision.

Does the person appear to be TESTING SECURITY?

People will usually test security before an attack.

If the answer is YES to any of the above

Report it to 9667 9673



Security Awareness and Training

It is the responsibility of companies and their employees who operate on Sydney Airport to be security aware, follow procedures and report breaches and any suspicious activity.

Sydney Airport expects companies to conduct security awareness and induction training for their staff. Routine security refresher training is also advisable. Sydney Airport reinforces security awareness through the display of various posters at staff access points to remind staff of their obligations.

This Security Awareness Guide is a good source of information that can be used for staff inductions.

Sydney Airport periodically provides all ASIC holders with security awareness brochures and updates, particularly when new security arrangements are introduced or existing arrangements are changed or updated. 'Tool Box Talks' are also available should your company request Sydney Airport to conduct specialist security awareness training for your staff.

Security Awareness Testing

Security Awareness Testing is a requirement for all Identification and Access Card holders at Sydney Airport.

All persons who apply for an Identification card or Access Card at Sydney Airport are required to successfully complete the module of testing associated with the type of card they are applying for. All testing modules are based on this Guide and the Conditions of Issue and Use attached to the application form.

Active Armed Offender

Sydney Airport has reviewed landside security arrangements in consultation with stakeholders and, as a result, has created an active armed offender awareness online learning module. The Active Armed Offender Awareness Module is based on the three principles of 'Escape, Hide, Tell' and can be accessed via Sydney Airport's Gateway Learning System.

It is Sydney Airport's priority to deliver the highest levels of safety and security for our staff, stakeholders and passengers. We strongly encourage that you and the members of your team take the time to complete this module.

Basic Security Principles

Here are some basic security principles that you can all apply in your day-to-day work:

- Know your role in security and understand the role of others
- Appreciate your contributions to the security effort – comply with rules
- Maintain vigilance at all times – look for anything suspicious
- Trust your instincts – if something does not look or feel right, follow it up
- Know your environment – learn to recognise uniforms, vehicles, understand security zones and identification systems and zone entry requirements
- Commit to supporting and communicating a positive security culture with others – set positive examples and encourage others to do the same
- Have a general understanding of potential security threats
- Communicate concerns – observe and report
- Follow up – has a concern you expressed been dealt with?
- If you see something, say something – REPORT IT

Still Have Questions?

For further information or for Frequently Asked Questions regarding security at Sydney Airport,

Please visit the Sydney Airport website or reach out to us at:

<https://www.sydneyairport.com.au/contact-us/visittingsyd/security>

Security Contacts

In an emergency please contact the 24-hour emergency line:

9667 9090

Sydney Airport Contacts

Security Assistance

**Sydney Airport Integrated Operations Centre (IOC)
(24 Hours)**

Phone: 9667 9673

Emergency Line (24 Hours)

Phone: 9667 9090

Identification Cards and Access

Sydney Airport Services Centre

Identification and Access Cards

Phone: 9667 9301

Email : id&access@syd.com.au

External Agency Contacts

Police Assistance

Australian Federal Police

Phone: 131 AFP (237)

NSW Police, South Sydney PAC

Phone: 8338 7399

Airfield Security Gates

Gate 4 (24 Hours)

Phone: 9352 7145

Gate 27 (05:00 - 23:00)

Phone: 9667 6392

Escort Vehicles

International: Contact Gate 27

Domestic: Contact Gate 4

Other Security

Crime Stoppers (Anonymous)

Ring Crime Stoppers on 1800 333 000 if you have any information about any crime, or suspicious activities, or if you think you have useful information that may help prevent a crime.

National Security Hotline

1800 123 400