AIRSIDE SECURITY AWARENESS

The Australian Government’s strengthened airside security measures apply at Australia’s nine major airports - Adelaide, Brisbane, Cairns, Canberra, Darwin, Gold Coast, Melbourne, Perth and Sydney. These measures include airside security awareness training which must be provided to staff who regularly work in the Security Restricted Area at these airports.

The Insider Threat

Terrorists have long recognised the operational value of trusted insiders, and that infiltration can provide access to useful information that could assist in attack planning without compromising their own security. Aviation workers may become involved in attack planning and execution through a variety of means, including:

- You may be co-opted by a terrorist operative;
- You may be blackmailed or coerced into facilitating an attack; or
- You may be a target without knowing it e.g. by carrying a bag into the Security Restricted Area for another person, not knowing that the bag contains a weapon.

You should be alert to anyone who takes an unusually keen interest in your job.

On 31 October 2015, Kogalymavia flight 9268, travelling from Sharm el-Sheikh to St Petersburg crashed in Egypt’s Sinai Peninsula, claiming the lives of all 220-people on-board. Islamic State of Iraq and the Levant (ISIL) claimed responsibility for bringing down the aircraft through their media wing. It is believed that an improvised explosive device had been placed in the checked baggage hold at Sharm el-Sheikh airport with the help of trusted insider/s.

Your Security Obligations in the Security Restricted Area (SRA)

The SRA is a high security area and special security requirements apply to all workers entering the area.

Conditions of Entry

- Only persons who are authorised (including having a genuine need to access the area) and hold a valid red Aviation Security Identification Card (ASIC) can enter the SRA unescorted.
- Persons holding a Visitor Identification Card, grey ASIC or temporary aircrew card may only enter the SRA when accompanied by a red ASIC holder, who must escort the person at all times.
- It is an offence to enter the SRA without proper authorisation, such as by tailgating or circumventing designated access control points.
- Do not allow anyone to tailgate you into the SRA and challenge any person not displaying a valid ASIC, VIC or other approved valid identification.
- You will be required to comply with additional security screening measures. Screening will be applied to workers on a random and unpredictable basis. You may be screened multiple times in one day or not at all. Workers selected for screening must comply with the directions of screening officers.
- Persons who refuse to be screened are not permitted to enter or remain in the SRA. This exclusion will apply for 24 hours.

Failure to comply with the conditions of entry means you could be investigated, prosecuted and fined. You could also lose your ASIC, VIC and/or access privileges and your right to work at the airport.
Tools of Trade in the Security Restricted Area (SRA)

Screening requirements at SRA screening points are different from passenger screening points. Items on the aviation prohibited items list are allowed in the SRA (but not on an aircraft), weapons are not. Weapons may only be brought into the SRA where they are legitimate tools of trade. Tools of trade must be monitored in the SRA at all times by the person carrying and using the item.

Example 1: Blow Torch  Example 2: Nail Gun  Example 3: Powder-Actuated Tool

Weapons are defined in the regulations under Section 9 of the Aviation Transport Security Act 2004 and Regulation 1.09.

Identifying and Reporting Airside Security Issues

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 IOC on (02) 9667 9673 or emergencies on (02) 9667 9090 or 000.

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, say something and report it. If someone approaches you with a security concern, say something and report it.

What to Do When You Suspect Suspicious Behaviour

People who work in the SRA are an important line of defence against insider attacks. Aviation workers should be alert to suspicious activity or behaviour. Reporting of suspicious activity can prevent a terrorist attack.

Suspicious behaviour and activity can take a number of forms. Aviation workers should have an awareness of behaviour or activity that is atypical for their work environment. Possible indicators may be:

- Unusual interest in security measures and routines, including over-inquisitive, unusual or persistent questions
- Making notes and sketches and taking footage or images of an area and its security measures
- Complying with security directives when challenged, but defying directives afterwards
- Avoiding uniformed security personnel and law enforcement
- Evidence of tampering or damage to security infrastructure
- No legitimate reason for being in a particular area

Aviation workers are expected to report these security matters immediately to the AFP on 131 AFP (237) or the IOC on (02) 9667 9673. Every report matters, and it helps keep Sydney Airport, passengers, visitors and you safe and secure.

Sample Test Questions

Here are samples of questions that you may be asked to correctly answer during your security awareness test relating to airside security.

- True or false?
  It is okay to politely ask someone to show their ASIC or tell you why they are in the Security Restricted Area if their ASIC is not properly displayed or they seem to be out of place.

- What are the new requirements to enter the Security Restricted Area?
  - Present your valid red ASIC for inspection
  - Comply with the security screening requirements
  - Have a lawful purpose to enter the area (perform duties)
  - All of the answers are correct
On 12 September 2014, Australia’s National Terrorism Public Alert Level was raised to HIGH. Raising the alert level to HIGH is designed to increase vigilance and raise awareness in the community.

It is important that everyone working at Sydney Airport is aware of the increased threat and continues to maintain the highest security standards in order to protect passengers, staff, visitors and the airport itself.

- Be alert to and report suspicious activity as well as unattended items or vehicles in and around the terminal
- DO NOT allow anyone to tailgate you into secure areas and challenge any person not displaying valid ID
- Ensure ASICs and VICs are being properly displayed at all times in a secure area
- Ensure all persons in secure areas are wearing current valid ASICs or VICs
- Ensure all VIC holders are being supervised by a valid ASIC holder

### Unattended items
(Security Awareness Guide – p.39)

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:

1. **DO NOT** approach, open, touch or move the item
2. **DO** attempt to identify the owner. If the owner cannot be established, contact the Airport Operations Coordination Centre first to report the matter on (02) 9667 9673
3. **If** the owner subsequently collects the item or is identified, call the Airport Operations Coordination Centre 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, Sydney Airport terminal services or security operations coordinators.

### Unattended or suspicious vehicles
(Security Awareness Guide – p.39-40)

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

**Unattended vehicles**: This means vehicles 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 the Airport Operations Coordination Centre on (02) 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 the AFP on 131 AFP (237) to report it.

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**See it, Hear it, Report it!**

An aware, responsive and informed airport community is the key to creating a more secure environment. The more information you provide the more likely police and other intelligence agencies will be able to identify and disrupt prospective terrorist attacks.

Report any activity or incident that is unusual enough to make you suspicious to Airport Watch via 131 AFP (237).
INTRODUCTION

Every person who works at Sydney Airport has an important role to play in security.

Sydney Airport is a critical part of Australian transport infrastructure as well as the economy. It also performs an integral role in Australia’s aviation industry as many businesses operate in and out of Sydney Airport and utilise it in various ways (such as freight, tourism, retail, hospitality and government just to name a few).

But Sydney Airport also plays an essential role in a person’s travel plans. No matter where people are going their trip starts or ends at the airport.

For these reasons, Sydney Airport is a unique environment with unique risks. The Australian public expects a high level of security from Sydney Airport (including from those employees who work here). Any threat and risk to Sydney Airport through terrorism or crime is a threat and risk to Australia. Therefore, we all need to work together to keep Sydney Airport safe and secure. You play a significant role in this.

As an airport employee, you have an obligation and a duty to maintain the safety and security of Sydney Airport. It is important that everyone maintains the highest security standards in order to protect passengers, staff, visitors and Sydney Airport itself. The purpose of this Security Awareness Guide (‘the Guide’) is to provide you with information on why and how you can contribute to keeping Sydney Airport safe and secure.

This Guide summarises your role and responsibility in aviation security and explains why certain procedures and requirements are a part of aviation security. Reading and understanding the Guide should prepare you for your day to day operations and what to do in the event of a security incident or criminal activity.

- Know your role in security and understand the role of others.
- Maintain security awareness and vigilance in the aviation workplace.
- Trust your instincts.
- Know your environment.
- Communicate concerns.

The information contained in the Guide provides you with a good reference to prepare for your Security Awareness Test and it is recommended that you keep this Guide for future reference.

Airport businesses must ensure that their employees are familiar with this Guide and receive the necessary information and training to comply with it.

SECURITY. ‘IF YOU SEE SOMETHING, SAY SOMETHING’... REPORT IT.
THE REASONS FOR SECURITY

Following the 9/11 attacks in the United States, the London and Madrid bombings and more recently the foiled liquid explosives plot in the United Kingdom and the attack on Glasgow Airport, there has been significant change in the global security environment under which the aviation industry now operates. Criminal elements have also shaped the security environment which we must also consider and treat as potential triggers for terrorism.

Terrorist and criminal threats and risks are constantly evolving and we need to evolve with them.

The Aviation Transport Security Act 2004 (ATSA) and Aviation Transport Security Regulations 2005 (ATSR) came into effect in order to strengthen Australia’s aviation transport security system, measures and responses. This legislation sets out Aviation Industry Participants’ legal responsibilities and reporting requirements to the Department of Infrastructure and other relevant law enforcement and intelligence agencies.

The ATSA requires Aviation Industry Participants (AIP) such as Sydney Airport to have a Transport Security Program (TSP). A TSP outlines the security risk environment and the measures and procedures an AIP does has in place to deter and detect unlawful interference (terrorism and crime) with aviation.

In accordance with the ATSA, the Sydney Airport Corporation Limited TSP outlines how it will detect and deter unlawful interference with aviation at Sydney Airport. 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; and to increase public confidence in aviation security arrangements.

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 under their control comply with the security obligations explained 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 TSP.
MANAGING SECURITY

Security at the airport is managed, monitored and enforced by a wide range of agencies including Sydney Airport Security, Sydney Airport’s contracted security provider (SNP), the Australian Federal Police (AFP), Australian Customs and Border Protection Service, airline security representatives and officers from the Department of Infrastructure. The role of each organisation is detailed below.

1 Sydney Airport Corporation Limited

Sydney Airport is responsible for overall security at Sydney Airport including:
- Development of the Transport Security Program for Sydney Airport
- Management of the airport Security Committee
- 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
- Ensuring tenants comply with the ATSR through Sydney Airport’s Quality Management Programs.

2 Department of Infrastructure and Regional Development

The Department of Infrastructure and Regional Development (DIRD) has overall responsibility for aviation security in Australia. In consultation with the aviation industry, DIRD develops and implements legislation and standards under the ATSA and ATSR.

The Office of Transport Security (OTS) is a division of DIRD 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 Customs and Border Protection Service (ACBPS)

The ACBPS is 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 ACBPS control are dealt with (refer to map on page 18).

Australian Federal Police

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.
NSW Police Force

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 (Botany Bay Local Area Command at Mascot) 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 Airport 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 Local Emergency Operations Centre.

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

- **Security Management**

  The NSW Police Force under the National Counter-Terrorism Plan, has primary operational responsibility 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.
6 Qantas Airways

Qantas operates domestic, regional and international services. Qantas has its own TSP and is responsible for the security of its passengers, staff and aircraft. This includes the passenger screening services at Terminal 3 (T3) (Qantas’ Domestic terminal). Under Qantas’ lease agreement with Sydney Airport, they are also responsible for access control to the Security Restricted Area through their leased buildings including the T3 and Qantas freight buildings and Jet base.

Qantas’ major fleet services are based at the Qantas Jet base on Sydney Airport. It is designated a Qantas Prohibited Area with access control provided by Qantas staff and security contractors. Qantas issues ASICs to their own staff and some contractors.

7 Virgin Australia

Virgin Australia operates international, domestic and regional services. Virgin Australia also has a TSP and is responsible for the safety and security of its passengers and aircraft. They presently operate out of Terminal 2 (T2). Virgin issues ASICs to their own staff.

8 Regional Airlines and General Aviation Operators

All regional airlines and general aviation operators 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 to the Airside Security Zone and other access points through their leased premises when conducting flight operations (including boarding and disembarkation).

9 International Airlines

All international airlines have a TSP and are responsible for the security of their passengers and aircraft as well as controlling access to the Security Restricted Area through any boarding gates they operate at T1 when conducting flight operations (including boarding and disembarkation).
The role of the Public in Aviation Security

The public has an important role to play in keeping Sydney Airport safe and secure. Persons who enter Sydney Airport are required to comply with the regulatory provisions brought to their attention by any means including public notices, signs, announcements, publications or oral messages or directions of security staff.

A joint AFP and Sydney Airport ‘Airport Watch’ program is an initiative which provides avenues for all airport users including the general public to identify and report suspicious and criminal activity.

Sydney Airport encourages all airport users, including the general public, to report all security incidents, even if they are unsure or hesitant. Just remember… If you see something, say something.

Report all security concerns to Sydney Airport AOCC by calling (02) 9667 9673 or for emergencies, call (02) 9667 9090.

Sydney Airport’s security awareness program helps remind the public as well as employees of their security role and responsibility. You will notice security posters in and around terminals and receive security awareness brochures and updates from time to time. (See back cover.)

SNP Roles and Responsibilities

Sydney Airport engages a private security service provider, under contract, which is responsible for providing the security officers to perform a range of services as specified below:

- Gate house access controls
- Terminal patrols
- Airside and landside perimeter patrols
- Enhanced airside inspection
- Control room security surveillance
- Airside vehicle escorts
- Security screening
- Off-site goods screening
- Checked bag screening.

Airport Service Providers

There is a large number of companies that provide services or operate on Sydney Airport who 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 TSP as well as the ATSR and ATSA.

Other Roles – Security Response Agencies/Organisations

There are a number of additional agencies/organisations that help to ensure the safety and security of Sydney Airport. Responding agencies/organisations which provide a response in support of an incident or emergency include, but are not limited to:

- Australian Federal Police
- NSW Police Force
- NSW Fire Brigade
- NSW Ambulance Service
- Aviation Rescue and Fire Fighting Service (ARFFS).
The Role of the Public in Aviation Security

The public has an important role to play in keeping Sydney Airport safe and secure. Persons who enter Sydney Airport are required to comply with the regulatory provisions brought to their attention by any means including public notices, signs, announcements, publications or oral messages or directions of security staff.

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Just remember... If you see something, say something.

Report all security concerns to Sydney Airport AOCC by calling (02) 9667 9673 or for emergencies, call (02) 9667 9090.

Sydney Airport’s security awareness program helps remind the public as well as employees of their security role and responsibility. You will notice security posters in and around terminals and receive security awareness brochures and updates from time to time. (See back cover.)
AIRPORT SECURITY ZONES

Under legislation, Sydney Airport is known as a security controlled airport. All security controlled airports must establish an airside and landside area. Under the ATSR, specific zones or areas may be established within the airside and landside areas with the purpose of subjecting those areas or zones to stricter and specialised controls.

Areas and Zones

Airside Area

The Airside Area generally operates the key functions of aviation operations and therefore security in the Airside Area is strictly regulated and monitored. Measures are in place to tightly control access to this area. The Airside Area also encompasses the Airside Security Zone (which encompasses the Security Restricted Area and Enhanced Inspection Area). These areas and zones are described on the following pages.

Conditions of Entry

All entry points to each area and zone have the appropriate Conditions of Entry signage identifying the requirements for that area as well as your security responsibilities. All persons entering must comply with the relevant conditions of entry:

- Have a lawful purpose for being in that area
- Have duties to perform in the area
- Do not tailgate others
- Do not allow anyone to tailgate you
- Have authorisation to enter the area (properly display a Red or Grey ASIC. Visitor Identification Card (VIC) holders must be escorted by an ASIC holder at all times).

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 privileges and your right to work at the airport.
Areas and Zones: Airside Security Zone

The Airside Security Zone encompasses the Security Restricted Areas and the Enhanced Inspection Areas. The purpose of the Airside Security Zone is to subject these areas within the Airside Area to stricter or more specialised controls than those applying to the Airside Area.

Security Restricted Area (SRA)

The SRA is regarded as security sensitive with controlled or restricted access. The SRA is designated for aircraft movement on and off runways and taxiways to and from the ramp.

Conditions of Entry

If you access the SRA through Sydney Airport controlled points (such as through vehicle and pedestrian gates) or Qantas facilities on the jet base, 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 holders must be escorted by a Red ASIC holder at all times)
- Do not tailgate
- Do not allow anyone to tailgate you.

YOU MUST KNOW THE ZONES AND ENTER ONLY IF YOU ARE AUTHORISED AND HAVE A LAWFUL PURPOSE.
Enhanced Inspection Area (EIA)

The EIA is designated as the area surrounding aircraft operating a screened air service (for example, passenger airlines such as Qantas or Virgin Australia) around T1, T2 and T3 and this also includes areas surrounding cargo aircraft at Sydney Airport. Specifically, the EIA 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 in and out of the area from landside or SRA
- Carrying out maintenance on aircraft; but does not include hangars.

The purpose of the EIA is to promote additional security measures for persons and vehicles that are required to access this area. Security staff are required to inspect people, goods and vehicles to prevent the carriage of weapons which are not work related into the airside area immediately surrounding aircraft operating a screened air service.

Conditions of Entry

If you access the EIA through Sydney Airport controlled points (such as through vehicle, pedestrian gates or T1 staff entry points) or Qantas facilities on the jet base and T3, you will be required to comply with Airside Security Zone Conditions of Entry in addition to the following inspection security measures and methods:

- Checking your Red ASIC and ensuring it is properly displayed
- Inspecting your bags (you must open the bag for visual inspection)
- If you are in a vehicle, the interior of the vehicle must be visually inspected. You must get out of the vehicle, show your ASIC, and open any compartments used for transporting goods (such as in boots or cargo areas).

Note: The conditions of entry to the EIA may change in accordance with legislative amendments.
Areas and Zones: Landside Area

The Landside Area is the part of the airport that does not form part of the Airside Area. The Landside Area also includes the Sterile Area (or the Landside Security Zone), Controlled Areas 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 (Landside Security Zone)

The Sterile Area is sometimes 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

All entry points to each area and zone have the appropriate Conditions of Entry signage identifying the requirements for that area as well as your security responsibilities. All persons entering must comply with the relevant 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
• Challenge any person not displaying a valid ASIC, VIC or other approved valid ID.

Failure to comply with the conditions of entry means you could be investigated, prosecuted and fined. You could also lose your ASIC, VIC and/or access privileges and your right to work at the airport.
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 meet and greet, check-in Departure areas and car parks. These areas are also regulated by 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.

Areas and Zones

Secure Areas

You may hear the term ‘Secure Area’ being used at times. The Secure Area includes the Airside Area [including the Airside Security Zone (SRA and EIA)] and the Sterile Area (Landside Security Zone).

Conditions of Entry

You will know that you are entering a Secure Area because you will have to pass through a turnstile, locked door or gate using your ASIC or access card. To enter you must:

• Do not allow anyone to tailgate you
• 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 at all times).
Areas and Zones: Controlled Areas

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:

- Baggage halls
- All airside areas within the International terminal airside of the baggage halls
- All areas from the outwards primary line 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 and do not allow anyone to tailgate you
- 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 approved valid ID
- Comply with the provisions of the Customs Act 1901.

An ASIC or other approved ID does not permit you to enter the Customs Controlled Areas at your leisure. There are penalties under the Customs Act 1901 for those who offend. 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 privileges and your right to work at the airport.
Sydney Airport Security Controlled areas are the non-public areas of T1 and T2. These areas are regulated under the authority of the *Inclosed Lands Protection Act 1901 (NSW)*. They are not defined by the ATSA 2004 or ATSR 2005.

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.

**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 Sydney Airport Security Controlled 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, Landside Terminal Card at all times)
- Do not tailgate others
- Do not allow anyone to tailgate you.

The map on page 18 describes Sydney Airport zone and area boundaries.
Sample Test Questions

Here are samples of questions that you may be asked to correctly answer during your security awareness test relating to this part of the Guide.

• 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.

• What are the requirements to enter and remain in a Sydney Airport Security Controlled Area?
  – To be a valid ASIC holder or other approved ID holder.
  – To be on duty.
  – Have authorisation to be there and have duties to perform.
  – All of the answers are correct.

• True or false?
  All goods being taken into the Landside Security Zone (sterile area) must be presented for X-ray screening.

• What are the requirements to enter a Landside Security Zone (sterile area)?
  – Present your valid grey ASIC for inspection.
  – Comply with all the security screening regulations.
  – Have a lawful purpose to enter the area (perform duties).
  – All of the answers are correct.

SECURITY CONTROLS ARE IN PLACE FOR THESE AREAS TO LIMIT ACCESS TO THOSE PERSONS WHO HAVE AN AUTHORISED REQUIREMENT.
Airside/Landside Areas and Security Zones
ASIC AND ACCESS CARDS

Know all the different identification cards, what they mean and where they allow entry.

The purpose of identification cards at Sydney Airport is to identify you and your company of employment whilst in a Secure Area. However, the identification cards do not give you automatic access to secure areas or controlled areas. Only Sydney Airport can give authorisation to access secure areas of the airport.

The identification card simply indicates that the holder has had a background check and that the check revealed that they are of suitable character to be in a secure area if Sydney Airport authorises them to be there. The following information details the various types of identification and access cards Sydney Airport issues.

Aviation Security Identification Card (ASIC)

An ASIC is a nationally consistent identification card that must be held by anyone who needs frequent access to a secure area for the operation of the airport or an aircraft. To be eligible to hold an ASIC, an applicant must undergo a background check conducted by AusCheck. The background checking process includes:

- A criminal records check undertaken by the AFP, which is used to determine if an applicant has an adverse criminal record
- A security assessment conducted by the Australian Security Intelligence Organisation (ASIO)
- An unlawful non-citizen check conducted by the Department of Immigration and Border Protection (DIBP) (where applicable).

Sydney Airport also recognises ASIC applicants who have resided overseas in the past 10 years for a period of six months or longer. They are required to provide a criminal history certificate from that country(s). There are three types of ASICs.

Types of ASICs

Red ASIC

Red ASICs are issued when access to the Airside Security Zone (SRA and EIA) is required. This also includes access to Sterile Areas, Sydney Airport Security Controlled and Customs Controlled Areas. A red ASIC is issued for up to two years.
Grey ASIC

Grey ASICs are issued when access to the Sterile Area (or Landside Security Zone) is required. This also includes Sydney Airport Security Controlled and Customs Controlled Areas. If access to the Airside Security Zone is required, a grey ASIC holder must be supervised by a red ASIC holder at all times. A grey ASIC is issued for up to two years.

Temporary ASIC (Red or Grey)

A temporary ASIC is issued in the following circumstances:

- A person who lives and normally works outside Australia and is a Station Manager or Duty Manager of an aircraft operator
- An engineer employed by an airline and is contracted to Australia to carry out maintenance on an aircraft and he or she has a security identification card (the equivalent of an ASIC) from his or her overseas employment.

Note: If you leave your ASIC at home, we encourage you to return home to pick up the card. If that is not possible, you may be issued with a VIC depending on your company’s operational requirements.

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.

Landside Terminal Cards (LTC)

LTCs are issued to those people employed to work in a landside public area of T1 or T2 and have a requirement to access Sydney Airport Security Controlled Areas (such as loading docks) for the purpose of receiving deliveries or disposing of waste.
Visitor Identification Cards (VIC)

VICs are issued to visitors who require access to Secure or Controlled Areas. A VIC purely identifies 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 one-day VICs
- one 28-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.

Visitor Identification Cards (VIC)

Red VIC

Red VICs are issued when access to the Airside Security Zone (SRA/EIA) is required. These cards also permit access to the Sterile Areas, Sydney Airport Security Controlled and Customs Controlled Areas if authorised and for a lawful purpose. A red VIC holder must be supervised by a valid red ASIC holder.

Grey VIC

Grey VICs are issued when access to a Sterile Area is required. These also entitle access to Sydney Airport Security Controlled Areas if authorised and for a lawful purpose. A grey VIC holder can be supervised by either a red or grey ASIC holder. A grey VIC holder cannot access the Airside Security Zone (SRA/EIA) at any time.

Note: In the Sterile Area, supervision is only required in those areas generally not accessible to the public. These generally not accessible areas include but are not limited to store rooms, waste rooms, behind closed shop counters and back offices. Areas defined as accessible to the public include but are not limited to concourses, toilets and eateries.
Displaying your ASIC, VIC or Landside Terminal Card

The ATSR states you must properly display your ASIC or VIC at all times whilst in a Secure Area. A Secure Area is the Airside Area, the Airside Security Zone (SRA and EIA) and the Sterile Area (Landside Security Zone). You also must properly display your ASIC at all times when you are facilitating passenger check-in or the handling of checked baggage in Landside Public Areas (such as behind check-in counters). Properly displaying your ASIC means:

• Above waist height
• On the front side of the outer clothing or on a Sydney Airport armband (for baggage handlers or construction workers for instance)
• With the front of the card clearly visible.

Loading Dock Access

All staff requiring access to Sydney Airport Security Controlled Areas, including loading docks, are also required to display valid identification such as a Landside Terminal Card. You must be under supervision by an ASIC or Landside Terminal Card holder at all times if you’re making deliveries to the dock/storage cage. Only persons making deliveries to the dock are excluded from the ID display requirements.

Note: It is an offence under the ATSR if you do not display or use your ASIC correctly. You could lose your ASIC and your right to work at the airport. You could also receive a fine from the Office of Transport Security of up to $550.

Terms and Conditions of your ASIC, and/or Access Card, VIC and LTC

All entry points to each area and zone have the appropriate Conditions of Entry signage identifying the requirements for that area as well as your security responsibilities such as:

• 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
• ‘Badging’ your card on the card reader before you access a door or turnstile
• 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.

Please cooperate with the requests and directions of security staff at all times. They are here to ensure you comply with the ATSR but they are also here to ensure the airport is safe and secure for you to work.

All persons entering secure areas or controlled areas must comply with the relevant conditions of entry. Failure to comply with the conditions of entry means you could be investigated, prosecuted and fined. You could also lose your ASIC and access privileges and your right to work at the airport.
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 Terms and Conditions of issue or a breach of the ATSRs occurs.

Suspensions and Cancellations

Sydney Airport may cancel or suspend your ASIC and/or access control card or privileges if you fail to comply with the Conditions of Issue and Use associated with that identification/access control card or the requirements under the Sydney Airport ASIC Program or the ATSR. Some of these include, but are not limited to:

- Failing to supervise a VIC holder whilst they are in a secure area (where supervision is required)
- Giving your identification or access control card to someone else to use to gain entry into a secure area
- 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, and gender and/or contact details.
- Failing to notify Sydney Airport if:
  - the ASIC has been lost, stolen or destroyed
- Providing information in the application which Sydney Airport discovers was false or misleading
- Failing to display a valid identification card
- Failing to surrender identification cards to airport security guards or law enforcement officers for the purpose of verifying identity and validity of ID (spot checking)
- Being found in a secure area, other than for an operational purpose (for example he/she is not on duty and farewelling and greeting people). Meeting, greeting or farewelling family, friends or colleagues in secure areas or Customs Controlled Areas of T1 and airside is NOT permitted when on or off duty. These situations may lead to investigation and potential prosecution by Customs and Border Protection. You could lose your ASIC and/or other approved ID. This means you could lose your right to work at the airport.

Barring Notice

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

- Vandalism
- Theft
- Abusive or offensive language
- Anti-social behaviour
- 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 (or work) at 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.

ASIC and Access Card Application Processes

Persons requiring lawful access should complete appropriate application forms and submit the forms to ID and Access Services.

ID and Access Services is responsible for the issue of ASIC and Access Control Cards and privileges to the employees of approximately 900 companies that provide services on Sydney Airport. ID and Access Services is located at T1, Level 1, Southern End. Hours of operation: Monday – Friday, 7am to 5pm (closed public holidays). The contact details are on the front of this Guide.

ASIC Applications

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.

Renewing an ASIC and Access Card

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

• Submit an application form to ID and Access Services (don’t be caught out with an expired ASIC. Allow up to two months for a renewal to be processed)
• If the card expires and the new application has not been processed you will be required to obtain a VIC pass until such time as the application is processed/approved and you collect your new ASIC. Remember, VIC holders do not have the same access control privileges as an ASIC holder and holders must be escorted in Secure Areas
• Renew your Sydney Airport Access Control 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.

Return of ASIC and Access Cards

You are required to return your identification and/or Access Control Card (excluding VICS as they self-expire) immediately to Sydney Airport ID and Access Services if:

• Your ASIC has expired
• Sydney Airport notifies you that your ASIC has been cancelled
• Your ASIC has been damaged, altered or defaced, permanently or temporarily
• 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.
Lost/Stolen ASIC and Access Cards

It is an offence under the ATSR if you fail to notify Sydney Airport that your ID has been lost, stolen or destroyed. You must immediately notify Sydney Airport ID and Access Services if your ASIC has been lost, stolen or destroyed. Regulations require you to report the loss, theft or destruction to the NSW Police Force who will then provide you with an event number.

The event number must be reported to Sydney Airport ID and Access Services within seven days of becoming aware that the card has been lost, stolen or destroyed and you also must provide a statutory declaration that the card has been lost, stolen or destroyed.

Bond

The ATSR provides that an ASIC may be issued subject to a condition imposed by Sydney Airport. In addition to the conditions of issue and use, your ASIC is also 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. No bond refunds will be given on card payments. The bond will be refundable only when the card is returned to ID and Access Services. There is no bond refund for lost or stolen cards.

Key Points

You must:

• Appropriately display your valid ASIC or VIC
• Deny access to anyone without correct identification
• Do not meet and greet, farewell family, friends or colleagues in secure areas or Customs Controlled Areas of T1 and airside when on or off duty
• Contact Sydney Airport Security if you see someone without identification, or with an incorrect or expired identification
• Do not tailgate or allow someone to tailgate you
• Only access the areas in which you have a lawful purpose and are authorised.
Sample Test Questions

Here are samples of questions that you may be asked to correctly answer during your security awareness test relating to this part of the Guide.

• Where must your ASIC be displayed while on duty?

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

• 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?

• 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?

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

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

• What are the Conditions of Entry for a VIC holder?
  – Be a valid VIC holder.
  – Be on duty.
  – Be under the supervision of an ASIC holder in areas not generally accessible to the public.
  – All of the answers are correct.
SECURITY ACCESS CONTROL

Know how access control operates and your responsibilities.

Entering a Secure Area

All entry points to a secure area are controlled by a turnstile, speedstile, locked door or gate. Access to these areas is controlled by a 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 other approved valid identification card.

Turnstiles, Staff Access Points and Doors

When entering secure areas through a turnstile, all persons must display a valid ASIC or VIC and must be subject to screening and/or a security inspection. Under the enhanced access arrangements you will be subject to a security inspection at all entry points to the Enhanced Inspection Area (see page 12).

Please cooperate with the requests and directions of security screening staff at all times. They are here to ensure you comply with the ATSR but they are also here to ensure the airport is safe and secure for you to work.

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.

Tailgating

Tailgating is the practice of a person going through an access point with an authorised user without ‘badging’ their own access card to gain entry. 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. Examples of access systems include turnstiles/speedstiles. These are designed for single person access each time a card is ‘badged’/swiped.

Access Controlled Doors

The design of these 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 ‘badged’/swiped open the door to ensure only authorised persons (appropriate card holders) enter through the door.
Sterile Area Exit – Anti Passback Doors in T1

These doors are set up for staff 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 T1 Sterile Area without being screened and cleared and passengers cleared to depart the country cannot leave the Sterile Area without being detected. All staff must ‘badge’ their cards when departing the T1 Sterile Area.

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 and quote the door number (located above the door) and location.

Misusing and Forcing Doors

Most doors at Sydney Airport are equipped with either an emergency crash 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 crash 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 wasting 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 crash bar
• Many doors have a hand print sign installed to indicate where people should push after swiping. Ensure you only open such doors by pushing on these hand print signs.

Note: 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.
Access Privileges

An access privilege enables you to access certain areas of the airport. 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 in the airport!

Enhanced Inspection Area Access Points

The federal government requires major airports to increase scrutiny of airside access through intensifying the inspection of all persons, vehicles and their goods entering the Airside Area of airports. This includes airline and airport staff, contractors and their possessions. Sydney Airport’s security services contractor provides aviation security guards to screen persons, goods and vehicles going airside.

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

• ASIC checks – when staff are entering the airside 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.

• Continuous visual inspections of staff possessions to ensure that Weapons (as defined and prohibited in the ATSR) are not being carried into the EIA. Tools of Trade are not prohibited.

• Persons entering the EIA are required to open their bags or possessions for inspection by guards. If necessary, persons may be asked to remove items from their bag to ensure that the entire bag may be inspected. Guards are not to physically remove or handle the person’s property.

• Persons entering the EIA in a vehicle must step outside of the vehicle and undergo an ASIC or ID check. Vehicles will also be inspected including the requirement to open the boot of cars or the back of unsealed trucks except where persons, goods and vehicles are exempted as defined in the ATSR.

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**RANDOM AND CONTINUOUS INSPECTIONS**

**OF ALL ASICS, PERSONS, GOODS AND VEHICLES IN THE EIA WILL ALSO BE CARRIED OUT BY THE AFP, SYDNEY AIRPORT CONTRACTED SECURITY SERVICES AND STAFF FROM OTS.**
Vehicle Controlled Access through Airside Gates

Vehicle access to the EIA is also controlled by Sydney Airport in terms of the driver producing an Airside Driving Authority (ADA) and vehicle Authority to Use Airside (AUA) along with their ASIC. Vehicles entering airside must be checked/inspected in accordance with the requirements of the current security threat level.

Vehicle access to the EIA is controlled by virtue of the provisions of 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).

Conditions of Entry are posted adjacent to all gates and on the back of Vehicle parking cards. All people entering must confirm that they have read this notice to the Gate Guard. Sydney Airport’s security service contractor undertakes staffed control of the gate on Sydney Airport’s behalf.

Key Points

You must not:

• Force any door or access point which your card does not grant you access through. This will activate an alarm in the Sydney Airport AOCC and prompt a security response and review of CCTV footage. All doors entering a secure area are monitored.
• Allow people to tailgate you. The only exception to this is if you are the ASIC holder supervising a VIC holder.
• Ignore suspicious persons. Report them to Sydney Airport Security.
• Use EXIT doors with emergency crash bars as an easy way to enter or exit an area. Crash bars are for emergency use only. These doors are monitored and alarmed.
• Attempt to use your ASIC or other approved identification at locations you do not need access to for a lawful purpose. The access control system detects these unauthorised attempts.

Persons found undertaking any of the above may have their ASIC or other approved identification and/or any access privileges suspended or cancelled. This could mean you could lose your right to work at the airport.

Sample Test Questions

Here are samples of questions that you may be asked to correctly answer during your security awareness test relating to this part of the Security Awareness Guide.

• When is forcing open a monitored or alarmed door using a push bar or break glass acceptable practice?
• If you see a security door wedged open what do you do?
• If you attempt to enter an area using your ASIC and the indicator on the card reader remains red, what does it mean? Are you authorised to enter or not?
Physiological Security Measures

Know the airport security infrastructure and what it is for. Physical security measures are provided to enhance the layered approach to protective security.

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 SRA 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.

Fences and Access Points Maintenance

Damaged fences and access points make it easy for people to gain unauthorised access to the SRA/EIA. If you see a damaged fence or access point, report it to Sydney Airport Security on (02) 9667 9673.

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 Airport Operations Coordination Centre 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 respond.

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.

Signage is used to alert airport users to the presence of CCTV surveillance and security measures that are in place such as the unauthorised carriage of prohibited items and weapons through passenger screening points, the use of Checked Baggage Screening or the fact that security inspections could be carried out at any time if you access the EIA.

Public announcements alert terminal users not to leave their luggage unattended or not to carry liquid, aerosols or gels over 100 millilitres through passenger screening points.
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 and aviation security requirements.

The departures and arrivals roadways in front of T1 and T2 are signposted and enforced by traffic management officers to ensure that no unattended vehicles, unless specifically authorised by Sydney Airport, are permitted. Qantas is responsible for unattended vehicles at T3.

Unattended vehicles may pose a security risk. Unattended vehicles, like unattended items, must be managed appropriately and in a timely manner. The section on Security and Crime Events and Reporting explains what you should do in the event you see an unattended or suspicious vehicle.

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 disclosed to law enforcement agencies, airlines and other operators at the airport.

Sample Test Questions

Here are samples of questions that you may be asked to correctly answer during your security awareness test relating to this part of the Security Awareness Guide.

• What should you do if you see a hole in a fence or if you see a fence damaged?
  – Call (02) 9667 9673.
  – Ignore it.
  – Use it as an access point.

• When is pushing on an emergency push bar of a monitored/alarm door or breaking the emergency break glass acceptable?
  – Only in the case of an emergency.
  – When you need to use it as a short cut to get to your destination.
  – When my ASIC does not work.
  – When I don’t have my ASIC with me to get in.
SCREENING AND CLEARING

Know about screening rules and what is not allowed.

Entry to the Sterile Area (Landside Security Zone)

Security screening occurs at entry points to Sterile Areas at terminals on Sydney Airport. Additional screening points may be located at boarding gates and other areas as deemed necessary. Screening points are designed to ensure that any people or goods are screened and cleared of carrying weapons or prohibited items before entering a Sterile Area.

This screening process involves a combination of the following measures:

• The X-ray of goods/items
• People walking through a metal detector
• May include explosive trace detection (ETD) on persons and goods
• Frisk searching (pat down) of people and the physical inspection of goods/items.

Persons who refuse to be screened, and unscreened goods, will not be permitted in to the Sterile Area.

Please cooperate with the requests and directions of security screening staff at all times. They are here to ensure you comply with the ATSR but they are also here to ensure the airport is safe and secure for you to work.

The following list provides an example of the types of prohibited items and weapons that are not permitted into the Sterile Area:

1. Sporting goods, kitchen utensils, tools and other things with sharp edges or points capable of injuring a person
   Examples: Crampons; knives; ice axes and ice picks; rock climbing equipment such as pitons, hooks, hammers and bolts; ice skates; meat cleavers; axes, hatchets and similar things; open razors; scalpels; ski poles; darts; drills; box cutters; utility knives; saws; screwdrivers, crowbars, hammers, pliers and wrenches.

2. Sharp things that are not weapons, but are capable (with or without modification) of causing harm by penetration
   Examples: Letter openers; bodkins; pointed metal scissors; razor blades.

3. Blunt things able to be used to bludgeon or threaten to bludgeon a person
   Examples: Baseball, softball and cricket bats and any similar thing used in sport; hockey and lacrosse sticks and any similar thing used in sport; billiard, pool or snooker cues; golf clubs; any other piece of wood, metal or any other substance big enough to threaten a person.
4. Dangerous goods as indicated by IATA Regulations
   Examples: Corrosives, ammunition, sparklers, matches, spray cans, pepper sprays.

5. Things capable of being used to restrain a person and not otherwise permitted under the ATSA and ATSR
   Examples: Cable ties; handcuffs. Retailers must ensure that prohibited items are not offered for sale or displayed in the Sterile Area. It is recommended that these items not be sold anywhere on the airport (T1 and T2) as departing passengers may try to enter the Sterile Area with those items.

6. Liquids, Aerosols and Gels (LAGs)
   Restrictions on the carriage of LAGs are in place and apply to all persons passing through an international screening point (this includes airline and airport staff). These rules are needed to protect people from the threat of liquid explosives. A LAG product is defined as:
   • Any substance that is a liquid when at room temperature
   • An aerosol
   • A gel
   • A cream
   • A paste
   • Any substance that can be poured, smeared or sprayed.

   The core feature of the LAGs measures is a restriction on the maximum container size that can be carried through an international screening point.

   The maximum container size is 100ml (which is broadly equivalent to 100 grams). All 100ml containers presented for inspection must fit comfortably within a one (1) litre transparent resealable plastic bag, for example, 20cm x 20cm or 15cm x 25cm.

   There is a limit of one bag per passenger. This bag is to be presented to the screener for visual inspection. The bag will also be X-rayed.

   Any personal LAG item being taken through the screening point will be subject to these restrictions (drinks, lunches, makeup, perfume etc.). Exceptions will apply for medicines/medical products and for baby products.

ANY PERSON THAT PRESENTS THEMSELVES TO THE SCREENING POINT WITH LAGS THAT DO NOT MEET THE ABOVE CRITERIA WILL BE REQUIRED TO SURRENDER THE ITEM/S BEFORE ENTRY WILL BE PERMITTED.
Tools of Trade

The ATSRs allow 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 (construction, maintenance, operations of retail outlet). A Security Direction form will need to be completed at the Screening Point for ad hoc or temporary requirements or through your company if they have Sydney Airport approved permanent Tools of Trade Direction cards.

Tools of Trade items 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 (such as securely chained to a bench or inside a drawer).

It is recognised there may be occasion to bring LAGs into the T1 Sterile Area as a Tools of Trade. A LAG is considered Tools of Trade if the person in possession requires it for the purpose for which he or she is in the Sterile Area: and the purpose is lawful. 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 100ml) are not considered a Tool of Trade and are subject to LAGs restrictions.

Retail Goods Deliveries

All retail goods and deliveries being taken into a Sterile Area must be screened 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 the Sydney Airport Retail Department.

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 X-ray equipment at the airport unless authorised screening and clearing is conducted elsewhere.

Checked Bag Screening (CBS)

CBS at Sydney Airport is operated in accordance with the ATSA and ATSRs. Sydney Airport is required to screen 100 per cent of all checked baggage.

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 and T2 and Qantas is the Screening Authority for CBS at T3.
Control and Carriage of Firearms at an Airport

Carriage of a firearm at an airport is prohibited except as prescribed under the ATSA and ATSRs or any written notices issued by the Department of Infrastructure. Generally, only law enforcement agencies 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.

Signs may appear in either grey as shown below or blue.

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 are required to apply in writing to the Manager Airport Security 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 on (02) 9667 9993.

Sample Test Questions

Here are samples of questions that you may be asked to correctly answer during your security awareness test relating to this part of the Security Awareness Guide.

• What are the rules for carrying Tools of Trade (prohibited items) into the Sterile Area?
• Persons who refuse to be security screened into the Sterile Area will or will not be permitted into the area?
• Should goods being taken into the Sterile Area be presented for X-ray screening?
• When using Tools of Trade (prohibited items) in the Sterile Area, the ASIC holder must ensure the items are not visible or accessible to the public and be under visible and physical control of the Tools at all times. Is this true or false?
• As a red or grey ASIC holder you may carry prohibited items into the Sterile Area as a Tools of Trade under strict conditions. Is this true or false?
SECURITY AND CRIME EVENTS AND REPORTING

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 Airport Operations Coordination Centre on (02) 9667 9673 or emergencies on (02) 9667 9090 or 000.

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

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, say something and report it. If someone approaches you with a security concern, say something and report it.
What to do in these Security Events

You are expected to report any incidents, security threats or security matters as follows.

1. Unattended 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:

i. DO NOT approach, open, touch or move the item

ii. Attempt to identify the owner. If the owner cannot be established, contact the Airport Operations Coordination Centre first to report the matter on (02) 9667 9673

iii. If the owner subsequently collects the item or is identified, call the Airport Operations Coordination Centre 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, Sydney Airport Terminal Services or Security Operations Coordinators.

2. Unattended or Suspicious Vehicles

Unattended or suspicious vehicles are a security risk and they pose a potential terrorist or criminal threat to the airport. The definition of an unattended and suspicious vehicle is as follows.

• Unattended Vehicles: This means vehicles left unattended without a driver and/or occupants in unauthorised parking locations, in front of terminals or airport infrastructure.

• 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
  – Wires protruding from parts of the vehicle that are deemed unusual
  – Written or other indication of threat to damage Sydney Airport property or infrastructure
  – Signs of explosive devices or material
  – No keys in ignition and door locks appear tampered with.
Just being unattended itself is not usually suspicious unless combined with some other evidence of suspicion.

Vehicles are not permitted to use the terminal kerbside for longer than two minutes. If the vehicle is left unattended for a longer period and in close proximity of terminal buildings and the driver cannot be located, the car could be towed away or the incident could become a matter for the AFP to investigate.

Unattended vehicles, like unattended items, must be managed appropriately and in a timely manner. In the event that an unattended or suspicious vehicle is detected the following procedure should be followed:

• If the vehicle is unattended, take down vehicle description details and location and contact the Airport Operations Coordination Centre on (02) 9667 9673 to report it
• If the vehicle is suspicious, take down vehicle description details and location and contact the AFP to report it.

3. Security Breach or Concern

Do not hesitate to report a security breach or concern to Airport Operations Coordination Centre.

So, if you observe the following contact the Airport Operations Coordination Centre on (02) 9667 9673:

• Security breach or access control breach
• ASIC misuse or non-display.

The Airport Operations Coordination Centre will contact the AFP or NSW Police Force as necessary.
What to Do in these Emergency Events

1. Crime and Emergency in Progress
   If there is an emergency in progress, call the Airport Operations Coordination Centre emergency line on (02) 9667 9090. They will coordinate and provide the correct directions for the emergency response with the AFP, state fire department and/or ambulance. If there is a serious crime in progress, call 000.

2. 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.

   Listed below is a basic procedure to follow if a suspicious package or envelope is received:
   • Remain calm and if available, place the item into a plastic bag or similar and seal it
   • Do not shake or empty the contents or handle the item more than necessary (do not allow others to handle it)
   • Stay in your immediate environment. Co-workers remain in the same environment
   • Prevent others from entering the area
   • Take notes, including time and date you received the item and from whom
   • Call the Airport Operations Coordination Centre emergency line on (02) 9667 9090
   • 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
   • As a precaution keep your hands away from your face
   • If possible (without leaving your immediate environment/work area) wash your hands
   • If there is a strong/overpowering odour move to an adjoining room or area closing all doors
   • For packages omitting strong odours, request that the air conditioning be shut down as a precautionary measure. Turn off all fans
   • Wait for assistance to arrive.

3. Bomb or Security Threats
   Strictly follow your company’s procedures:
   • Notify the Airport Operations Coordination Centre emergency line on (02) 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.
What to Do when You Suspect Suspicious Behaviour

Airport staff should be alert to suspicious activity or behaviour as well as suspicious items (such as unattended bags) in and around the terminal.

Airport staff may also be approached by passengers or visitors reporting suspicious activity and suspicious items. Airport staff are expected to report these security matters immediately to the AFP on 131 AFP (237) or the Airport Operations Coordination Centre on (02) 9667 9673.

Every report matters and it helps keep Sydney Airport passengers, visitors and you safe and secure.

Small pieces of information from members of the public can help keep Australia safe from terrorism. The AFP and Sydney Airport are working hard but you could help us complete the picture. If you see something that is not right – report it.
An Easy 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 TRAVELLING 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.
Terrorists rely on surprise, so there's no definitive list, however local and overseas experience has given us some possible warning signs to look out for.

Examples include:

- Unusual surveillance, videotaping or photography of official buildings, energy installations and important sites
- Vehicles parked near significant buildings or in busy public places for long periods of time
- Packages or bags abandoned in public places such as malls, buildings or train stations
- Suspicious purchases or possession of large quantities of fertiliser, chemicals or explosives
- Unusual uses of accommodation such as garages being used at odd times of the day or night.

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. Crime not requiring NSW Police Force attendance can be reported to the Police Assistance Line (PAL) – 131 444.

National Security Hotline – 1800 123 400

The National Security Hotline is the single point of contact for the public to report possible signs of terrorism. It also provides information to callers on a wide range of national security matters. Every piece of information received from members of the public today could be invaluable in keeping Australia safe from terrorism tomorrow. Australia’s national security agencies are working hard but members of the public can help them complete the picture.

So if you see or hear something that just doesn’t feel right, please call the National Security Hotline and keep the information flowing. If you see or have knowledge of behaviour that concerns you, take note of as many details as you can and call the National Security Hotline. Details that can help authorities include: street addresses, dates, times, phone numbers, number plates and descriptions.

THE NATIONAL SECURITY HOTLINE IS A FREE PHONE NUMBER THAT OPERATES 24 HOURS A DAY, SEVEN DAYS A WEEK.
CRIME WATCH AND PREVENTION

Some points to consider:

1. Airport tenants and employers are responsible for their own staff, premises and stock throughout Sydney Airport.

2. Ensure that your new staff are aware of your company’s internal procedures and relevant airport procedures on crime prevention.

3. Keep an eye out for suspicious persons and unattended items. Report anything ‘out of the ordinary’, of concern or unlawful to the Airport Operations Coordination Centre on (02) 9667 9673, the Sydney Airport AOCC emergency line on (02) 9667 9090, or 131 AFP (131 237).

4. Inform the AFP on 131 AFP (131 237) if you are suspicious of a person using a credit card unlawfully. Report all potential fraud related activity to AFP.

5. Theft, bag snatching and pickpocketing may occur in congested public areas of the terminal. Keep valuables and personal effects with you and secure at all times. Your customers should be reminded to do the same.

6. Thieves target car parks. Do not leave any items of value visible within the vehicle and remember to lock your doors.

7. In order to promote safety and security, and to protect property and systems, Sydney Airport Security uses closed circuit television (CCTV) and other devices to monitor a range of activities conducted at or in connection with the airport.

8. Sydney Airport and its terminals are under 24 hour security surveillance by CCTV. This footage is only supplied to law enforcement agencies in accordance with state and federal law and applicable privacy legislation.

Sample Test Questions

Here are samples of questions that you may be asked to correctly answer during your security awareness test relating to this part of the Security Awareness Guide.

• What should you do if you see an unattended or suspicious item or unknown substance that looks out of place?
• Who should you notify if you witness a security incident, security threat or security matter?
• Being an ASIC holder, you have the responsibility to keep all parts of the airport safe and secure and to encourage security compliance. Is this true or false?
SECURITY TRAINING AND AWARENESS RAISING

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 have 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 of all identification and access control card holders at Sydney Airport (excluding VICS).

All persons who apply for an identification card or access control 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 Terms and Conditions of issue and use attached to the application form.
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.
If you see something, say something.

Security is your responsibility.
EMERGENCY CONTACTS

IN AN EMERGENCY PLEASE CONTACT: 24 hour Emergency Line: (02) 9667 9090

For information or assistance, please contact:

Security Assistance
T1 Security Airport Operations Coordination Centre (AOCC) (24 hours)
P: (02) 9667 9673
T2 Security Building Control Room (24 hours)
P: (02) 9352 7286
T1 and T2 Emergency Line (24 hours)
P: (02) 9667 9090
Duty Manager
P: (02) 9667 6097
E: duty.manager@syd.com.au

Security Operations Coordinators
P: (02) 9667 6509 E: soc@syd.com.au

Terminal Services
T1 Terminal Services Coordinator
P: (02) 9667 9893
E: dutytermcoord@syd.com.au
T2 Terminal Services Coordinator
P: (02) 9352 7475
E: dutytermcoord@syd.com.au

Sydney Airport ID and Access Services
Identification and Access Cards T1 and T2
P: (02) 9667 9301 F: (02) 8338 4991
E: id&access@syd.com.au

Airfield Security Gates
Gate 4 24 hours P: (02) 9352 7145
Gate 27 05:00 – 23:00 P: (02) 9667 6392
Gate M9 24 hours P: (02) 9667 9774

Airfield
Car 2 P: (02) 9667 9824 E: car2@syd.com.au
Car 10 P: (02) 9667 9805

Escort Vehicles
International: Contact Gate 27
Domestic: Contact Gate 4

Sydney Airport (Domestic) T3 – Qantas Airways
Qantas Duty Security Controller
P: (02) 9691 1818 E: security@qantas.com.au

Airport Operations Coordinator
P: 0418 468 144

Police Assistance
Australian Federal Police
P: 131 AFP (237)
NSW Police Mascot Police Station
P: (02) 8388 7399
IF YOU SEE SOMETHING, SAY SOMETHING.
AVIATION SECURITY IS EVERYONE’S RESPONSIBILITY

Play your part in the airport community. If something doesn’t look right or is out of place – report it!

Security (02) 9667 9673 | Emergency (02) 9667 9090
Airport Watch 131 AFP (331)

DISPLAY YOUR ID AT ALL TIMES IN SECURE AREAS.
AVIATION SECURITY IS EVERYONE’S RESPONSIBILITY

Did you know not properly displaying your ASIC or VIC could result in a fine or losing your right to work at the airport?

Security (02) 9667 9673 | Emergency (02) 9667 9090

SECURITY CHECKS ARE THE LAW. YOU MUST COMPLY TO ENTER SECURE AREAS.
AVIATION SECURITY IS EVERYONE’S RESPONSIBILITY

Every person who works at Sydney Airport has an important role to play in security. Please comply with all security directives and report any security concerns.

Security (02) 9667 9673 | Emergency (02) 9667 9090

See it, Hear it, Report it!

YOU ARE THE EYES AND EARS OF THE AIRPORT

Call 131 AFP in an emergency call 000

Proudly supported by the aviation community