

MEDIA RELEASE

www.sydneyairport.com



SYDNEY AIRPORT'S SECURITY TEAM WIN INNOVATION AND SERVICE DELIVERY AWARD

Sydney Airport congratulates SNP Security on winning a major NSW Business Chamber award for innovation and service delivery.

"Security, safety and high quality service are our airport's highest priority and this award recognises the fantastic job SNP is doing for passengers and all other airport users," said Sydney Airport CEO Kerrie Mather.

"Australia is a world leader on aviation security and with Sydney Airport receiving 45 per cent of Australia's international arrivals, clear and consistent communication on our stringent safety and security requirements is key to continually improving the passenger experience.

"Sydney Airport welcomes more than 35 million passengers a year from all over the world and security is one of the frontline roles. Aviation security is highly complicated and conducted in a challenging environment and SNP do an outstanding job given the cultural diversity and differing needs of our passengers.

"It is particularly pleasing that the NSW Business Chamber paid special recognition to cultural awareness training given to SNP staff to assist with communicating and facilitating passengers of all nationalities through Sydney Airport," Ms Mather said.

SNP Security won the NSW Business Chamber's Roger Pysden Business Innovation Award and a \$6000 grant at a gala awards ceremony in Sydney on November 18. The award recognises companies that implement changes that meet a market or customer need in a superior way.

SNP has provided security services to Sydney Airport over the past 40 years and has more recently entered into an innovative, performance and values-based, security culture change program with Sydney Airport to change the way people see and experience aviation security.

Managing director of SNP Security, Tom Roche, said the award was underpinned by people management initiatives undertaken by the company over the past three years, including a growth and development program, a behavioural competency framework, a reward and recognition program and a substantial leadership program.

The NSW Business Chamber also recognised SNP's expertise in electronic security and the provision of innovative and integrated security solutions across the marketplace.

"We want to be seen as a leader in the industry. We want to be seen to be doing the best for our people, using the best technology available and having an integration of both of these to drive the best outcomes for our customers," Mr Roche said.

Sydney Airport is leading the way in industry best practice as evidenced by this award.

Contact:

25 November 2011

Tracy Ong
Manager, Media and Communications
(02) 9667 6470 or 0437 033 479