



The number one priority of Sydney Markets Limited is to provide a safe, secure and enjoyable environment for our customers and staff.

Our security procedures include:

- Security guards continuously patrol Sydney Markets (Flemington) and Paddy's Markets (Haymarket) during all operating hours.
- Additional security staff are present during peak periods, such as Christmas and school holidays.
- Security staff are marked in high visibility uniform - performing both security roles and general customer service functions.
- All security guards hold a current Security License.
- The standard response time to an incident within Sydney Markets or Paddy's Markets is 3 minutes or under.
- Any incident that requires further action, or Police intervention, is reported immediately.

Sydney Markets security staff are trained to respond immediately to suspiciously or disorderly behavior. This includes, but is not limited to:

- Intoxicated behaviour
- Disorderly conduct
- Violent or aggressive behaviour
- Obscene or offensive behaviour
- Health and safety risks
- Medical incidents
- Breaches of venue regulations
- Suspicious or antisocial behaviour

TIPS FOR PARENTS – SAFETY IN CROWDS

To complement our safety and security procedures, there are a few simple things you can do to ensure the safety of your family in busy public areas.

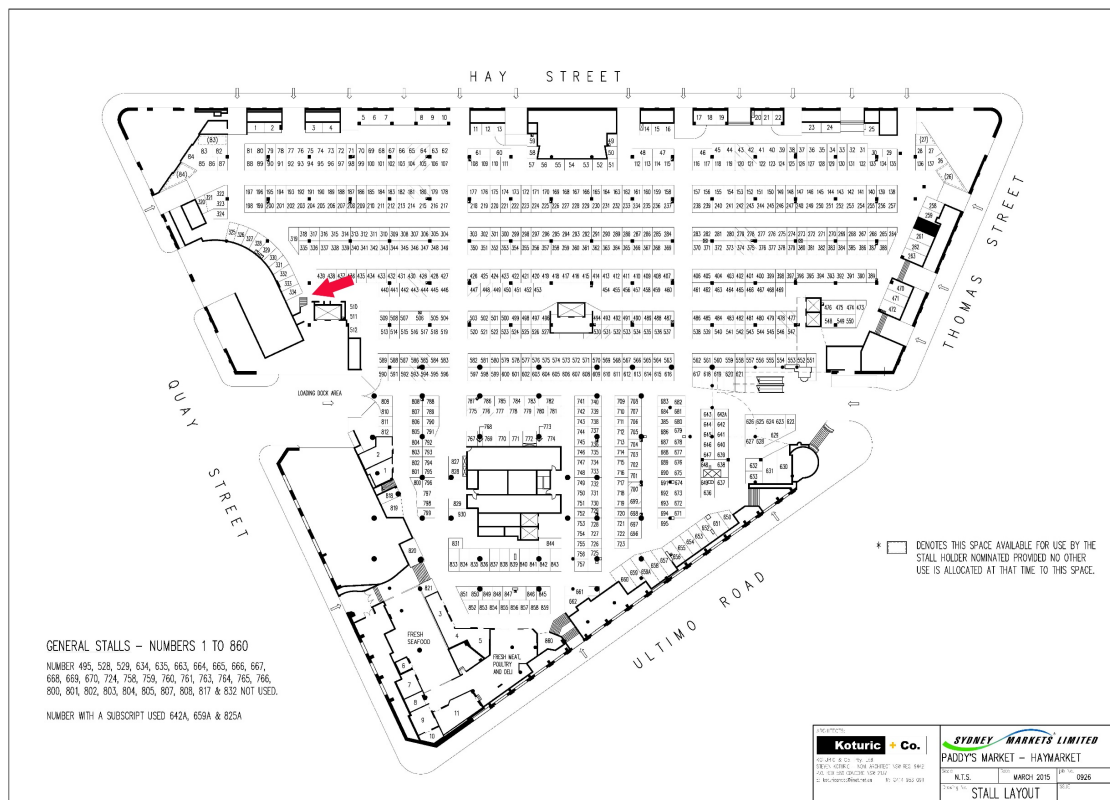
- Remind your children about what to do if they ever get lost – point out security guards and management staff, so they know what to look for.
- Practice your 'safety plan' – routinely ask your children to point out security and staff members as they walk through crowded places.
- If a stranger approaches your child and they feel unsafe, teach them to shout "You're not my mummy/daddy!". This will alert other shoppers/staff that something is wrong.

- Always keep a recent photograph of your child on hand.
- Always have a detailed description of your child in mind – what they are wearing that day, their hairstyle, their shoes etc.
- Get an ID bracelet for your child, listing your contact details.
- Hold hands and always keep an eye on your child in crowded spaces.
- Talk about ‘stranger danger’.

IF YOUR CHILD GOES MISSING











- Immediately go to security or a staff member.
- Although security guards continuously roam Sydney Markets and Paddy’s Markets, you can also report to the following locations to access assistance:

Paddy’s Markets Haymarket – Market Office (refer to RED ARROW below)



Sydney Markets Flemington – Market Office (refer to RED ARROWS below)

MAP KEY:

-  ATMS & BANKS
-  BUS PARKING
-  ENTRY/GATES POINTS
-  FIRST AID
-  GREEN POINT
-  INFORMATION / DIRECTORY BOARD
-  PASSENGER LIFT
-  MARKET'S HOTEL
-  PARKING
-  POST OFFICE
-  TOILETS
-  TRAIN STATION



www.sydneymarkets.com.au
Security Office - phone 9325 6232

