

Sydney Ports

Sydney Ports award-winning new visitor management solution

The obstacles facing Sydney Ports

Sydney Ports employs a large number of contractors at various port facilities around Sydney Harbour. To meet Office of Transport Security requirements, Sydney Ports Corporation needs to verify the identity of all contractors and track who is on site at all times.

In the past Sydney Ports used a manual sign-in register to capture contractor information and distributed generic plastic visitor passes.

While photo identification was required to enter sites, there was no visitor audit trail. As a result, contractors could potentially sign-in as ad-hoc visitors multiple times without needing to present a Maritime Security Identification Card (MSIC) or have an MSIC accredited sponsor.

It was also difficult to know how many contractors were on site at any given time since they could leave the grounds without signing out or returning their badges, potentially enabling badges to be re-used without authorisation.

In an effort to streamline the process, Sydney Ports consulted ID Warehouse to investigate options to:

- enforce MSIC accreditation requirements
- track all contractors on-site
- efficiently identify unauthorised individuals

Solution

ID Warehouse worked closely with Sydney Ports to address the unique scenario and select the best possible solution. It was determined that Sydney Ports required a fast registration system with a strong audit trail because of the high-visitor traffic flow into the Ports, and the strict security requirements. A highly visible badging system was also needed to ensure that security staff could reliably identify intruders.

An integrated electronic PassagePoint visitor management and colour-coded, time-expiry badging system was implemented into Sydney Ports.

On a contractor's first visit, their photo ID-verified personal information and MSIC details are recorded in the system. These details can be recorded in advance, to save time on their first registration. Every visit thereafter, the contractor simply presents their photo ID and is signed in using details stored within PassagePoint.

Upon sign-in, a unique Sydney Ports barcoded time-expiry badge is issued to the contractor. Every time the contractor enters or leaves the Sydney Ports site, they are required to scan in and out using PassagePoint.

The time-expiry badges are perfect for temporary use at Sydney Ports because they gradually react to render the badge visibly void after 24 hours. In addition, all badges are colour-coded so that security staff can easily identify whether a contractor is authorised to be in various security zones.

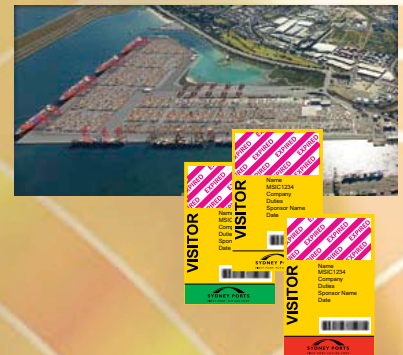
The Results

Sydney Port's new visitor management system has created greater efficiency and security.

The sign-in procedure is easier to use and faster than the old system, so is less labour-intensive for security staff. Not only does this free up security staff's time, but it promotes easier traffic flow in and out of the ports.

The security benefits are three-fold:

- All contractors must be MSIC accredited or have an MSIC accredited sponsor, reducing the chance of port access to unverified individuals
- There is a live record of all contractors on site at any given time in case a security issue arises, or management need to create an emergency evacuation list
- Security staff can immediately and effectively determine on sight whether a contractor is authorised to be at Sydney Ports on a certain day and in a specific security area, making breaches obvious.



Benefits

- Contractor Maritime Security Identification is enforceable
- A live record of all contractors and visitors on site is available at all times
- Security can immediately identify unauthorised individuals
- Saves money on visitor books and staff time

“ ID Warehouse designed a solution that fitted our strict security requirements perfectly. ”

Australian Shipping & Transport Awards 2009

Winner - Innovation in Security



Sydney Ports has won the Australian Shipping & Transport Innovation in Security Award 2009, with their ID Warehouse-implemented visitor management solution.

The award was given to Sydney Ports because of its innovative use of outside technology in achieving a major improvement in security and operations.