

BANNING NOTICE POLICY

VERSION: 3.1

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1. INTRODUCTION

Sydney Market Limited's (SML's) mission

Providing a dynamic, safe and innovative environment that supports competitive trade, effective distribution and growth.

Conditions of Entry

The Conditions of Entry applies to all persons that enter the Markets. Rule 20 states:

"Your right to enter and use the Markets is a licence only and is revokable by SML for any reason and at any time without notice."

Sydney Markets Occupancy Agreement

Clause 6.2 of the Sydney Markets Occupancy Agreement states:

"SML may refuse entry to the Markets to your officers, partners, employees, agents, contractors, customers, invitees and all other persons, if for any reason SML considers their entry to the Markets to be undesirable."

Contravention of the Conditions of Entry or the Market Rules may also lead to the above.

1.1 Purpose

This policy aims to protect the health, safety, and security of all individuals within Sydney Markets by providing a structured approach to managing Unacceptable Behaviour. It ensures that SML can take decisive action to maintain a safe environment, uphold its Conditions of Entry, and protect its reputation and assets.

1.2 Scope

This policy applies to any person entering or present within the Markets, including:

- Tenants and their employees
- Contractors and subcontractors
- Visitors and customers
- SML employees
- Delivery drivers and service providers

It covers all areas of the Markets, including trading floors, warehouses, car parks, and common areas.

All Market users must familiarise themselves with the Market Rules (if applicable) and the Conditions of Entry.

1.3 Policy References

This policy was developed with references to the following documents or legislation:

Document Name	Link
Conditions of Entry (Rule 20)	Sydney Markets Conditions of Entry Schedule of Damages – Conditions of Entry
Occupancy Agreement (Clause 6.2)	Sydney Markets Occupancy Agreement
Sydney Markets Rules (Rule 23)	Market Rules Schedule of Damages – Market Rules
Incident Management Policy	In draft

1.4 Definitions

Term	Definition
Unacceptable Behaviour	<ul style="list-style-type: none">Includes theft, assault, harassment, threats, vandalism, environmental breaches, or any conduct deemed unacceptable by SML.Failure to comply with a prior Banning Notice or pay Damages within the required timeframe also constitutes Unacceptable Behaviour (Rule 23).
Banning Notice	A formal written notice prohibiting an individual from entering the Markets for a specified period or permanently.
Comply Notice	A written warning requiring compliance with Market Rules or Conditions of Entry.
Review Panel	A group comprising the CEO (or delegate), Head of Safety, and Head of People & Culture (for employee-related matters) responsible for approving bans.

2. POLICY STATEMENT

SML is committed to maintaining a safe, respectful, and compliant environment. The Company reserves the right to remove and ban individuals for Unacceptable Behaviour to protect staff, tenants, and visitors. Enforcement of this policy is critical to ensuring operational integrity and safety.

3. POLICY REQUIREMENTS

The key elements of this policy are as follows:

3.1 Guidelines for Issuing Banning Notice

Persons may be issued with a Banning Notice based on Unacceptable Behaviour.

Guidelines for bans arising from Unacceptable Behaviour include and is not limited to the following:

Occupier Relevant	All persons within the Markets	Banning Period Guide
<ul style="list-style-type: none"> Three consecutive Comply Notices issued to the same person within a three-month period. 	<ul style="list-style-type: none"> Unacceptable Behaviour 	One Week
<ul style="list-style-type: none"> If another Comply Notice is issued to the same person following a one-week ban. Failure of Responsible Occupier to uphold, remedy or enforce the Ban on Breaching Person. 	<ul style="list-style-type: none"> Second occurrence of Unacceptable Behaviour within a three-month period. 	Two Weeks
<ul style="list-style-type: none"> If another Comply Notice is issued to the same person following a two-week ban. 	<ul style="list-style-type: none"> Unacceptable Behaviour causing minor injury or damage. 	Three months
<ul style="list-style-type: none"> If another Comply Notice is issued to the same person following a three-month ban. 	<ul style="list-style-type: none"> Theft/Attempted Theft. 	Six months
<ul style="list-style-type: none"> If another Comply Notice is issued to the same person following a six-month ban. Counterfeiting or unauthorised copying of SML or another's property. 	<ul style="list-style-type: none"> Assault. Deliberate vandalism of SML property. Unacceptable Behaviour causing significant injury or damage. 	Twelve months
<ul style="list-style-type: none"> Forklift operator, deemed by SML as negligent, intentional and/or reckless, involved in an incident with pedestrian, forklift or other vehicle and/or damaging physical assets on SML premises. Severe breach of the Environmental Protection Act, such as pollution of waterways, air and environment. 	<ul style="list-style-type: none"> Any person convicted by a Court for any Criminal offence that has occurred on Market property. Second instance of Assault, deliberate vandalism of SML property. 	Life Ban

3.2 Process for Issuing Banning Notice

The Head of Safety (or their delegate) will investigate, assess, and recommend appropriate banning actions to the Review Panel. The Review Panel may amend, as they deem appropriate, any recommendation submitted. If approved, the ban will be implemented as amended/recommended.

3.2.1 Disputing a Banning Notice (Rule 25)

- (a) In the event a person is issued with a banning notice for any period and the person disputes the Notice, the person may, within 14 days of being issued with the Notice, give notice in writing to SML that it disputes the Notice (Dispute of Banning Notice).
- (b) The Dispute of Banning Notice must set out the basis on which the person disputes the Notice with sufficient supporting details (the "details") to enable SML to decide as to whether it will accept the Dispute of Banning Notice and withdraw or amend the Banning Notice.
- (c) Within 14 days of receiving the Dispute of Banning Notice and details, SML will notify the person and advise whether:
 - (i) SML requires additional time to consider the Dispute of Banning Notice; or
 - (ii) the Notice is withdrawn; or
 - (iii) the Notice is amended from the original Banning Notice but not withdrawn; or
 - (iv) the Banning Notice is not withdrawn by SML, and the banned person is immediately banned from the Markets as per terms of the Banning Notice
- (d) A person who enters the Market whilst serving either a Banning Notice period and or Life Ban will be subject to trespassing with the Police immediately notified.

3.3 Review and Appeals

Individuals subject to a banning notice may request a review in writing within 14 days of receiving the notice.

The Review Panel will reassess the decision based on the information in the review request and provide a written outcome.

4. ROLES AND RESPONSIBILITIES

Role	Responsibilities
Head of Safety	Investigates reported incidents and recommends banning decisions.
Review Panel	Reviews, approves, or amends recommended bans to ensure fairness and compliance.
SML Authorised Officers	Enforces approved bans and monitors compliance across Sydney Markets premises.
Tenants	Ensure that banned individuals do not access their leased premises.
All Staff	Promptly report incidents or breaches of banning notices to the Head of Safety.

5. NON-COMPLIANCE AND CONSEQUENCE

Failure to comply with this policy may result in disciplinary action for employees, including but not limited to verbal warnings, written warnings, or termination of employment.

For tenants, contractors and market participants, non-compliance may lead to penalties for termination of their occupancy agreements with SML.

5.1 Escalation

Immediate escalation to CEO and Head of Safety for:

- Assault or violence
- Theft or fraud
- Environmental breaches
- Criminal activity

6. POLICY IMPLEMENTATION

6.1 Policy Distribution & Training

- Policy distributed to all staff, tenants, and contractors.
- Training for Security, Safety, and Operations teams.
- Awareness campaigns for Market users.

7. REVIEW AND AMENDMENT

This policy will be reviewed by the Policy Owner at least every two (2) years or sooner if there are changes in legislation, operational practices, or significant incidents.

Any amendments to this policy must be approved by the Chief Executive Officer.

8. REPORTING REQUIREMENTS

8.1 Banning Notice Register

- SML shall maintain a secure Banning Notice Register that records:
 - Name and identification details of the banned person
 - Reason for the ban
 - Banning period and start/end dates
 - Review Panel decision and supporting documentation
- The register will be confidential and accessible only to authorised personnel (Head of Safety, Legal, and CEO).

9. CONFIDENTIALITY

- All investigations and decisions regarding bans are strictly confidential and will not be disclosed to unauthorised parties.
- All personal and sensitive information collected or processed during investigations will be managed in accordance with SML's Privacy Policy and applicable privacy laws.

DOCUMENT ADMINISTRATION INFORMATION

Document Title	Banning Notice Policy
Policy Category	Management Medium Risk Rating
Version	3.1
Approval Authority	Chief Executive Officer
Approval Date	28 August 2025
Effective Date	1 February 2026
Policy Owner	Head of Operations
Issuing Department	Operations
Review Date	28 August 2027

DOCUMENT REVISION HISTORY

Version	Date	Author	Description of changes
1.0	01 Mar 2003	Head of Operations	Document Creation
2.0	01 Dec 2020	Head of Operations	Revision to include banning periods for breach of no smoking rules
3.0	28 Aug 2025	General Counsel	Full revision - Board Approval
3.0	16 Sep 2025	Risk & Compliance	Converted the Policy document into new format for consistency, inclusion of Banning Register for reporting requirements for completeness.
3.1	7 Oct 2025	EA to the CEO	Amendments to refine document formatting (no changes to content).
3.1	28 Jan 2025	EA to the CEO	Updated Effective Date to 1 February 2026.