

Procedure visitor badges from 20/06/2016 as of 8 am

Visitors

A visitor badge can be requested for every person who needs to visit the Brussels Airport site **for operational reasons** without having to carry out tasks there on a regular basis. This request has to be made by one of the authorised requesters of Brussels Airport Company or a (sub) contractor registered with Brussels Airport Company. In the absence of an authorised badge requester, a head of a department or manager may exceptionally request a visitor airport ID badge. In that case, the person requesting the badge will be registered as the person responsible.

Landside area: this is a public area accessible without a visitor badge. Employees however must wear a Brussels Airport ID badge).
The departures hall is accessible through the pre-check tents.

Landside non - public area: these are the areas where an access control is mandatory, including the baggage reclaim hall.

Airside: security controlled area. This is a sterile zone.

Layout visitor badge landside restricted + airside:



Guidelines for visitor badge landside restricted + airside

- Visitor is escorted by an employee holding a **permanent badge with the date marked in red**
- Max. 5 visitors per escort
- Max. 7 (individual or consecutive) days; after that a permanent employee badge is required

Employees

Permanent badge = airport identification badge (white) with date marked in green (landside) or red (airside) valid for a period of 1 day to 5 years, depending on the operational need.

1. Landside



- Access Landside + Landside non-public
- No escort required
- E-learning compulsory
- Administrative processing time of 2 working days

2. Airside



- Access Landside + Landside non-public + Airside
- No escort required
- Security verification necessary (delay of 30 calendar days)
- E-learning compulsory

Practical information on how to obtain a visitor badge:

1. The applicant request via the following link
<http://www.brusselsairport.be/en/contact/visitorbadge/>
2. The requester receives an automatic confirmation e-mail
3. BAC Security checks if the application is duly motivated and if the maximum validity is respected
4. Requests for landside restricted and airside must be made the day before access is needed and before 12 noon. Requests that were submitted too late will only be dealt with the day after.
5. If a request is refused, the refusal will also be motivated by phone or mail.
6. Only refusals will be communicated in writing.
7. The Badges service will **only** deliver a visitor badge if the visitor is registered in the system and accepted by Security. **Requests that are sent directly to the badges service or to BAC Security will not be treated.** All requests have to be made online using the link above.
8. The Badges service (or duty officer – planton outside the opening hours) **verifies the visitor's identity card** on collection of the badge and hands the badge to the escorting employee.
9. If a visitor cannot be present to collect their badge, the escort has to present a **copy** of the visitor's identity card to allow their identity to be checked.
10. At the end of the visit the visitor badge is handed to the escort who will immediately return the badge to the Badges service
11. If a visitor badge is not returned within 48 hours, it will be considered as lost and the cost will be charged in conformity with the badge regulations.
12. Outside the opening hours of the Badges service, **urgent** visitor badges will be delivered by or returned to the duty officer (planton).
13. Urgent requests procedure: For requests that due to their urgency do not allow the above procedure to be applied, BAC Security needs to be contacted. This service will decide which requests may be treated as urgent and may be accepted as such.

Additional important information

The escorting employee is responsible for the visitor for the whole duration of their presence on the airport site, from the moment the visitor badge is collected to the moment the badge is returned.

The escort may never leave the visitor alone and has to make sure that they do not violate any rules or jeopardise the good order or safety at the airport. The visitor is informed of the badge regulations by the authorised requester or the escort.

Random spot checks will be carried out on a regular basis by the Security service regarding the appropriate use of the visitor badge. When the escorting employee does not appropriately escort the visitor they may lose their authority to act as escort, in conformity with the badge regulations.

Change of visitor escort form

More specifically, this form can be used in case of a change of visitor escort during the visitor's stay at the airport.

This can e.g. occur at the end of the escort's shift.

The use of this form is at your discretion and under your own responsibility. You should look after the forms yourself, i.e. the

Brussels Airport Security service and the Badges services will not keep the completed forms.

You can download the form in question on our website, using this link:

<https://www.brusselsairport.be/en/corporate/securitymain/aptbadges/forms-1>

Definition of an Urgent visitor ID badge request

Conditions to use the Urgent Visitor Procedure

1. This procedure is applied in **acute** situations in which care must be provided that cannot be postponed.
2. "Unpostponable care" should be read to mean that the non-provision of it within 24 to 48 hours will lead to unacceptable operational problems.
3. If the badges service is closed (evening, weekend, holidays and long weekends) there is no standard delivery and the provision of emergency care is allowed if the conditions in points 1 & 2 above are met.
4. A request for urgent access shall be addressed to BAC Security: 02/753 70 07.

For any further questions, please call 02/753.7001 or send your questions to visitorbadge@brusselsairport.be

Thank you for your cooperation!