Regulations airport identification cards

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Definitions

Airport grounds: specific area on land or water (encompassing any buildings, facilities and material) intended to be used wholly or partly for the purposes of the arrival, departure and ground movements of aircraft.

Airside: manoeuvre zone of airport grounds and the entirety or a part of the adjacent grounds and buildings to which access is controlled.

Security check: measures taken to prevent weapons or goods being brought in that could be used for the purposes of committing unlawful acts.

Access control: control of access by means of airport identification cards, entry tickets, magnetic stripe cards or other electronically encoded cards.

Security: aggregate of measures and human and material resources intended to secure civil aviation against unlawful acts.

Platform: specific area of airport grounds, not accessible to the public and intended for the aircraft during passenger embarkation or disembarkation, loading or unloading post or cargo, refuelling, parking or carrying out maintenance work.

Purpose

The present Airport Identification Card Regulations encompass all provisions pertaining to the airport identification card and relevant regulations. All practical instructions, information and forms can be found in the appendices.

Scope

Limits

N/A

1. General principles

1.1. Personal data

The cardholder's personal data is managed by Brussels Airport Company nv in line with European and Belgian data protection regulations, in particular the 'General Data Protection Regulation (EU) 2016/679' (hereinafter: GDPR) and the Belgian Privacy Act of 30 July 2018.

The cardholder's personal data provided electronically and the information on usage of the airport identification card will be processed by the Airport Service Centre pursuant to:

- The statutory obligations set out in Appendix A, for the following purposes:
  - Monitoring compliance with the regulations on access to and the security and protection of Brussels Airport and the property of Brussels Airport Company nv as well as adherence to the current Airport identification card regulations;
  - Monitoring and improving the operations, processes, and structures at the airport as well as quality control of services;
  - Monitoring compliance with internal and external regulations applicable at Brussels Airport, including compliance with the rules of use set out in the Brussels Airport Handbook (hereinafter: BHB), including but not limited to the traffic regulations in force at the airport. Brussels Airport Company nv is entitled to amend the rules of use in the BHB for operational reasons and will communicate amendments made. This does not detract from the fact that the cardholder is obliged to keep abreast of these rules of use on the website of Brussels Airport Company nv. The cardholder confirms that he/she has consulted the BHB on the website Brussels Airport Handbook using a login and password requested on the website https://www.brusselsairport.be/en/passengers/contact/accessrequest/extranet and that he/she accepts the content of the BHB. Any questions on the BHB can always be e-mailed to documentationquality@brusselsairport.be.

- Legitimate interest for the following purposes:
  - To identify, detect and follow up on claims;
  - Staff, customer and supplier management, including managing access to printers, lockers, parking and granting staff discounts.

The responsible for collecting and managing the personal data is the airport's operator, Brussels Airport Company nv, with its registered office at Priester Cuypersstraat 3, 1040 Brussels and its operational office at Brussels Airport 1M, 1930 Zaventem.

The commissioner for the collection and management (for the necessary duration) of the personal data within the compass of the security verification referred to in the current airport identification card regulations is the Belgian Civil Aviation Authority (DGLV/DGTA), the Federal Public Service Mobility and Transport, with its registered office at City Atrium, Vooruitgangstraat 56, 1210 Brussels. Brussels Airport Company nv is acting as processor within this framework on behalf of the Belgian Civil Aviation Authority.

The body responsible for carrying out the security verifications referred to in these regulations is the Federal Police CG/Screening/Clearance Service, Luchtmachtlaan 10, 1040 Brussels.

The personal data will be processed by Brussels Airport Company nv and its staff wherever this is necessary for carrying out their roles and duties and solely for the aforementioned purposes. Brussels Airport Company nv is also entitled to transfer this personal data for the aforementioned purposes to third parties

with whom an agreement has been signed endorsing the principles enshrined in the GDPR or to government bodies authorised by law to request this data.

You have the right to view or request a copy of your personal data (file), to correct your data (or have it corrected) where this proves to be incorrect or incomplete and, in some cases, to restrict the processing (or have it restricted), to object to the processing, or to request erasure of your data. These rights are to be exercised in accordance with the provisions of the GDPR.

Insofar as the processing is being done with your consent, you are entitled to withdraw that consent at any time. Such withdrawal of consent will have no retroactive effect.

BAC does not make decisions that would entail legal consequences on individuals based solely on automated processing.

You are entitled to exercise your rights – and the employer shall comply with your request insofar as it fulfils the conditions set out in the applicable legislation (GDPR) – by contacting our Data Protection Officer (DPO) by sending a letter to Brussels Airport Company nv, attn Data Protection Officer, Compass Building, Brussels Airport, 1930 Zaventem or by sending an e-mail to privacy@brusselsairport.be.

If you believe that your rights have been violated, you are entitled at all times to submit a complaint to the Belgian Data Protection Authority, which you can contact by sending a letter to Gegevensbeschermingsautoriteit, Drukpersstraat 35, 1000 Brussels or by sending an e-mail to contact@apd-gba.be.

Further information on complaints and legal means can be found on the website of the Data Protection Authority: https://www.dataprotectionauthority.be/citizen.

Submitting a request for an airport identification card means that the data subject is aware that the personal data provided will be processed in line with the above description. It will not be possible to grant a request for an airport identification card if this personal data is not provided.

The personal data will be stored in the access control system belonging to Brussels Airport Company nv for a retention period of 5 years.

1.2. General terms and conditions airport identification cards

Each and every airport identification card:

- Is strictly personal and can only be used for the purposes of carrying out one's duties or during guided visits on airport grounds and appurtenances;
- Should be worn visibly on clothing throughout the time of being present on airport grounds and appurtenances;
- May never be left unattended;
- Remains the property of the airport;
- Is to be handed in by the cardholder or his/her firm or supervisor, in its original condition and without delay, by no later than the expiry date, upon termination of employment or at the end of the visit.
- Is strictly reserved for carrying out work or assignments for the company to which the airport identification card is linked.

The cardholder is only allowed in those zones to which the airport identification card grants access and may only enter these zones for the duration of the operational necessity via the passageways provided to this end.

The cardholder is obliged to properly adhere to the airport identification card regulations and all other rules of use and instructions at Brussels Airport for the sake of good order and security. All cardholders are jointly responsible for ensuring that all airport activities run smoothly and securely.

In the event of the cardholder failing to meet the conditions set for issuance of the airport identification card, the card will lose its validity and is to be surrendered to the Airport Service Centre of Brussels Airport Company nv immediately.

2. Permanent airport identification card

2.1. General terms and conditions airport identification card and airport identification card for diplomats

Anyone regularly working on the airport grounds and appurtenances will need to hold a permanent airport identification card.

Two types of permanent airport identification card exist:

- Airport identification card;
- Airport identification card for Diplomats.

These are valid for a maximum of **five years** as standard but will have to be requested by Brussels Airport Company nv or by a firm registered with Brussels Airport Company nv for a shorter, **fixed term** where the duration of the work or contract will be less than 5 years.

The invitation to collect the airport identification card is valid for **3 months**. If the cardholder does not present themselves within this period, the application approval will expire and a new application must be submitted.

Once the term of validity expires, the airport identification card is to be handed in to the Airport Service Centre of Brussels Airport Company nv without this having to be requested. It is the responsibility of the cardholder to return the airport identification card to the Airport Service Centre of Brussels Airport Company nv **without delay**.

If the reasons that justify issuance of an airport identification card cease to be valid, then the card must be returned to the Airport Service Centre of Brussels Airport Company nv without this having to be requested. It is the responsibility of the authorised badge requester to report this via the Portal **without delay** so that the airport identification card can be deactivated for all forms of usage promptly.

The authorised badge requester is responsible for keeping the data and cardholder activities up to date in the Portal.

Authorised badge requesters and cardholders are responsible for reporting loss or theft of airport identification cards immediately.[1]

Airport identification cards granting Airside access will require following checks, in accordance with applicable regulations to ensure civil aviation security[2]:

- A security verification[3] performed by the government;
- An identity check by Brussels Airport Company nv;
- A check by the company where the cardholder is employed, of the criminal record and any interruptions in the education, training and career of the cardholder over the past 5 years, as well as any interruptions (exceeding 28 days) in this education, training and career.

  This overview can be obtained by the firm via mycareer.be. The cardholder shall explain to the firm any interruptions to education, training and career in excess of twenty-eight (28) days and provide the firm with the requisite documentary evidence. If no documentary evidence is available, then the cardholder can submit a statement clarifying the interruption. The cardholder should submit

[1] See appendix B4 (Reporting loss of airport identification card & B5 Reporting theft of airport identification card)
[2] See appendix A
[3] By signing the consent form for performing a security verification, the cardholder is expressly providing his/her consent to this security verification (Appendix to Royal Decree 03/06/2005 – available in FR & NL). It will not be possible to grant a request for an airport identification card in the absence of this consent.

this clarificatory statement to the firm too. In the absence of a justification or when the justification appears suspicious, an airport identification card cannot be requested for the cardholder in question. The overview and documentary evidence are to be retained for as long as the cardholder is employed. The firm shall destroy them thereafter.

Once the outcome of the security verification is known, the authorised badge requesters who submitted the application and the cardholder will be informed via a notification from the portal.

The cardholder will be subjected to periodic security verifications during the term of validity of an airport identification card granting Airside access. These periodic security verifications will be invoiced.

All persons for whom a permanent airport identification card granting Airside access is being requested will have to follow and pass security awareness training prior to an airport identification card being issued. The test will demonstrate that the prospective cardholder is adequately acquainted with all elements that the security awareness training encompasses.[4]

If the electronic part of the card is not presented to a badge reader within 90 calendar days, then the card will automatically be deactivated.[5]

The competent authorities, including the Belgian Civil Aviation Authority, and Brussels Airport Company nv are entitled to audit the firm at any time to ensure compliance with all applicable obligations. The competent authorities are also entitled to request specific documentation. The cardholder and firm shall extend their cooperation for the purposes of such an audit.

2.2. Special terms and conditions airport identification card and visitor badge for diplomats

All requests for permanent airport identification cards for diplomats must be submitted digitally in the portal by the authorised badge applicant of the diplomatic mission, consular mission or international organisation concerned.

The delegates of the FPS Foreign Affairs will assess the application internally, after which approval will be granted digitally.

All applications for visitor badges (VIP Protocol) must be submitted to the FPS Foreign Affairs.

The following parties from the Federal Public Service of Foreign Affairs are authorised to request and/or approve permanent airport identification badges for diplomats and visitor badges:

- The Protocol Director of the Federal Public Service of Foreign Affairs;
- The Deputy Protocol Director, authorised by the Federal Public Service of Foreign Affairs' Visits and Security Service; and
- Those officials at the Federal Public Service of Foreign Affairs authorised by the aforementioned parties, falling under the Protocol and Security Directorate and whose identity will be provided to Brussels Airport Company nv in written correspondence by post.

All requests for airport identification cards for diplomats must be accompanied by the security verification consent form, except in the case of bilateral diplomats[6].

[4] See appendix B1 (Permanent airport identification card request)
[5] See appendix B7 (Reactivating an airport identification card)
[6] A bilateral ambassador is exempt from security verifications, meaning there will be no waiting time. The permanent airport identification card will be available 2 working days after receipt of the completed request.

Term of validity of airport identification cards and visitor badges for diplomats:

- Permanent airport identification cards for diplomats are valid for a maximum of 5 years, the same as the airport identification cards;
- Permanent airport identification cards for diplomats for the country holding the presidency of the Council of the EU are valid for no longer than the term of the presidency; and
- Visitor badges for visitors arriving at and leaving the VIP Salons are valid for no more than 1 day and are issued solely by the VIP Salons of Brussels Airport Company nv.

If the electronic part of the airport identification card for diplomats is not presented to a badge reader within **1 year**, then the electronic part will automatically become invalid. It will only be possible to reactivate the card after a digital request in the portal by the authorised badge requester of the diplomatic mission, consular mission or international organisation concerned.

3. Visitor access

3.1. General terms and conditions

The visitor badge is limited in use to access to the critical part of the security restricted area (CPSRA). Only requests with a legitimate reason or an operational, safety, security, technical or crisis management necessity to access the CPSRA will be approved for use of a visitor badge.

The terms and conditions of use are included in: ToU Request visitor badges

A visitor badge is requested by the authorised badge requesters registered with Brussels Airport Company nv.

In the absence of an authorised badge requester, a departmental head or supervisor will, as an exception, be able to request a visitor badge, with him/her being registered as the party responsible.

A visitor badge has a maximum term of validity of seven days per calendar year.

Any request to extend the maximum term of validity of seven days is to be justified by the authorised badge requester in writing in a new request.

All visitors wishing to enter zones that have restricted access for security reasons will have to:

- Be in possession of an active visitor badge;
- Be supervised at all times by a holder of a valid permanent airport identification card granting Airside access.

Visitor badges do not in themselves grant access to zones that have restricted access for security reasons. It is the access authorisation of the supervisor that determines the scope of the visitor's access. Areas accessible to the supervisor will be accessible to the visitor too, and the supervisor will be granting this access by means of his/her permanent airport identification card.

The supervisor is responsible for the visitor throughout the duration of the latter's presence on the airport grounds or its appurtenances, from the time at which the visitor badge is collected to the time at which it is handed in.

The supervisor must never leave the visitor unattended and shall ensure that the visitor does not infringe the rules and instructions for the sake of good order and security. The authorised badge requester or supervisor will draw the visitor's attention to the airport identification card regulations.[7]

If the visitor badge application is denied, a permanent airport identification card with access to the CPSRA is required to carry out the activities. All planned activities must be scheduled to allow sufficient time for an enhanced background screening and the issuance of permanent airport identification cards.

Requests for activities in landside zones based on a visitor badge will be denied and require a permanent airport identification card with landside access.

[7] See appendix B2 (Visitor badge request & see also visitor badge regulations)

3.2. Special terms and conditions

In the case of authorised requesters of airport identification cards who need to request visitor badges with a high degree of frequency, the simplified '**Decentralised visitor badge management**' procedure can be requested. Brussels Airport Company nv reserves the right to reject these requests in order to limit the use of this type of badge. A 'high degree of frequency' should be taken to mean the simultaneous use of 5-25 visitor badges and/or a level of use ranging from weekly as a minimum to several times a week or daily.

The authorised badge requester registered as the party responsible for the decentralised visitor badge management will have a limited number of visitor badges at his/her disposal. Furthermore, decentralised visitor badge management will have all the same properties, obligations and finalities as any other visitor badge.

The responsible party registered shall ensure proper, correct management. Correct management of these badges will entail:

- Keeping badge usage records in a logbook;
- Safely stored in a locked and secured place

Shortcomings in this regard could lead to permission to use this simplified procedure being revoked following quality checks and a written warning.

Visitors' attention will be drawn to the airport identification card regulations and the visitor badge regulations by the party responsible for the decentralised visitor badge management[8].

[8] See appendix B9 (Decentralised visitor badge management request)

4. Contractors and subcontractors

Each permanent airport identification card is linked to a single (sub)contractor and accompanying functionality and access permissions. If a cardholder switches to working for another (sub)contractor, or is working for multiple (sub)contractors, then an airport identification card will need to be requested by each (sub)contractor.

The name of the contractor and the subcontractor (where applicable) will be stated on the permanent airport identification card. An airport identification card should always mention the current name of the organisation. If the name and/or VAT number change, or a (sub)contractor is involved in a merger or takeover, then the Airport Service Centre is to be proactively notified of this by sending an e-mail to: badge@brusselsairport.be[9].

4.1. Contractors

A contractor is:

- A firm holding office on the airport grounds of Brussels Airport Company nv; or
- An airline that has an active contract in place with Brussels Airport Company nv.

The contractor is responsible for submitting the registration application of its subcontractors in the portal.

4.2. Subcontractors

A subcontractor works for one or more contractors but is not itself established on the grounds of Brussels Airport.

Each request for an airport identification card will only be complete once it has been approved in the Portal by one of the contractor's authorised badge requesters. After all, the contractor is jointly responsible for its subcontractor(s)' correct use and proper management of its airport identification cards.

Brussels Airport Company nv will invoice the contractor for the costs associated with the issuance of these airport identification cards to the subcontractor. Whether or not the contractor will pass on these costs to the subcontractor is down to the contractor.

4.3. Brussels Airport Company nv

A request for an airport identification card for a Brussels Airport Company nv cardholder will be made by an authorised badge requester from the department for which the prospective cardholder works. To this end, the departmental head shall appoint authorised badge requesters for each department.

[9] See appendix B3 (Registering new contractor/subcontractor) & see appendix B11 (Business name change)

5. Costs

5.1. Permanent airport identification card

Brussels Airport Company nv will invoice the requesting contractor for the costs of creating the airport identification card. The cost of creating airport identification cards for a subcontractor is also invoiced by Brussels Airport Company nv to the contractor.

The cost for a permanent airport identification card is €49.59 plus €10.41 VAT for VAT taxable parties, + €100 deposit. No interest will be payable on these deposits.

In the case of permanent airport identification cards for diplomats, the diplomat will have to pay a €100 deposit by debit/credit card at the Airport Service Centre's payment terminal when collecting the badge. When handing in an airport identification card for diplomats on time, Brussels Airport Company nv shall issue a refund of the deposit to the cardholder to the bank account specified on the relevant form.

Expired permanent airport identification cards are to be returned to the Airport Service Centre within one month of expiry. Failure to return the permanent airport identification card within the set time frame will result in the €100 deposit being retained and a fine of €100 being issued. A new cost price and deposit will be charged upon requesting a new airport identification card.

The government will also charge the (sub)contractor directly for costs. The current (December 2025) estimate for this charge is €63,67 per security verification[10].

Damage

In the event of damage arising due to normal wear and tear, no charge will be made for creating a new airport identification card and the deposit already collected will be transferred over to the new card. In the event of other damage, the €100 deposit collected will be retained and the cost of a new airport identification card will be charged, and a new deposit collected.

Loss

The €100 deposit collected will be retained and the cost of a new airport identification card will be charged, and a new deposit collected[11].

Theft

No charge will be made for creating a new airport identification card and the deposit already collected will be transferred over to the new card. The loss procedure will be followed in the case of thefts that occurred more than 1 month subsequent to the expiry date[12].

Business name change

If a name is being changed and the VAT number will be staying the same, then the visual part of each airport identification card will need to be changed. A material cost of €5 per card will be charged for this.

If a name and the VAT number are changing, then an entirely new airport identification card will have to be created. The prevailing material and handling charges will be invoiced to the contractor in the same way as for the original airport identification cards[13].

[10] Royal Decree of 08 May 2018 establishing the level of the fees chargeable for the security clearances, security certificates and security advice provided by the National Security Authority.

[11] See appendix B4 (Reporting loss of airport identification card)

[12] See appendix B5 (Reporting theft of airport identification card)

[13] See appendix B11 (Business name change)

5.2. Visitor badge

No charge will be made, and no deposit will be collected for visitor badge requests.

Where a visitor badge is requested and this is not collected on the requested date, an administrative charge of €20 will be invoiced to the contractor.

Expired visitor badges are to be returned to the Airport Service Centre during the week subsequent to their expiry. Failure to return a visitor badge within the set time frame will result in a charge of €100 being invoiced to the contractor[14].

Damage

In the event of damage due to normal wear and tear, no additional charges will be made. In the event of other damage, a cost of €100 will be charged.

Loss

A cost of €100 will be charged in the event of loss[15].

Theft

No charges will be made. The loss procedure will be followed in the case of thefts that occurred more than 1 month subsequent to the expiry date[16].

[14] See appendix B2 (Visitor badge request)
[15] See appendix B4 (Reporting loss of airport identification card)
[16] See appendix B5 (Reporting theft of airport identification card)

6. Measures

The cardholder is obliged to correctly adhere to all other rules of use and instructions at Brussels Airport for the sake of good order and security. If the cardholder acts in violation of these rules and instructions, the airport identification card and/or access authorization may be immediately revoked by Brussels Airport Security, with notification to the Belgian Civil Aviation Authority for further follow-up.

Brussels Airport Company nv reserves the right to retain and deactivate expired airport identification cards and visitor badges.

Minor infringements may result in the cardholder being required to retake the security awareness training.

Where a supervisor fails to appropriately supervise a visitor, he/she could lose his/her authorisation to act in a supervisory capacity. No appeals will be allowed against the measures in this chapter.

7. Appendices

A Statutory provisions

A1 Statutory framework airport identification cards

- Regulation (EC) No. 300/2008 of the European Parliament and of the Council of 11 March 2008 on common rules in the field of civil aviation security and repealing Regulation (EC) No. 2320/2002 and its amendments.
- Commission Implementing Regulation (EU) 2015/1998 of 5 November 2015 laying down detailed measures for the implementation of the common basic standards on aviation security and its amendments (inc. EU 2019/103)
- Royal Decree of 03 May 1991 regulating civil aviation security.
- The Act of 11 December 1998 on the classification and the security clearances, security certificates, security advice.
- The Act of 11 December 1998 establishing an appeal body vis-à-vis security clearances, security certificates, security advice.
- Royal Decree of 08 May 2018 establishing the level of the fees chargeable for the security clearances, security certificates and security advice provided by the National Security Authority.
- Royal Decree of 24 March 2000 implementing the Act of 11 December 1998 on the classification and the security clearances.
- Royal Decree of 24 March 2000 regulating the administration of justice regarding security clearances, security certificates and security advices.

A2 Statutory framework quality control and process optimisation

- Regulation (EC) No. 300/2008 of the European Parliament and of the Council of 11 March 2008 on common rules in the field of civil aviation security and repealing Regulation (EC) No. 2320/2002 and its amendments.
- Commission Implementing Regulation (EU) 2015/1998 of 5 November 2015 laying down detailed measures for the implementation of the common basic standards on aviation security and its amendments (inc. EU 2019/103)
- Royal Decree of 21 June 2004 on granting the operating licence for Brussels Airport.

A3 Statutory framework for the rules of use at the airport

- Royal Decree of 21 June 2004 on granting the operating licence for Brussels Airport.
- Royal Decree of 27 May 2004 on converting Brussels International Airport Company (B.I.A.C.) to a limited company in private law and on the airport facilities.
- Decree of 31 March 2006 on the railway transport regulation service and on the operation of Brussels Airport to establish the content and more detailed regulations for publication of the terms and conditions of use of Brussels Airport's facilities.

A4 Statutory framework personal data processing

- EU 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data.
- Belgian Privacy Act of 30 July 2018

B Practical guide

All forms are available:

- Internal: ask! intranet – Department Security
- External: https://www.brusselsairport.be/en/airport-operations/access-mobility/access/airport-badges /forms

B1 Permanent airport identification card request

Every request for a permanent airport identification card must be submitted electronically in the Portal by the authorised badge requester. Incorrect or incomplete requests will be refused.

Requests for a permanent airport identification card with airside access must be accompanied by a completed consent form for security verification and a copy of the front and back of your identity card to the digital application.

This form contains the (electronic eID) signature of the prospective cardholder. The cardholder will collect his/her airport identification card in person after verification against a valid identity document.

In exceptional cases, airport identification cards may be collected by a firm's authorised badge requester where written confirmation has been obtained by the Airport Service Centre of Brussels Airport Company nv.

Landside access:

- Green date on badge;
- Administrative processing time of 2 working days;
- No security verification.

Airside access:

- Red date on badge;
- Security verification required;
- A check on any interruptions in the education, training, and career of the relevant cardholder over the past 5 years, as well as any interruptions (exceeding 28 days) in this education, training and career;
- Waiting time for outcome of the security verification is approximately 5 weeks;
- Following and passing the security awareness training and accompanying test;
- An airport identification card granting Landside access may be issued whilst awaiting the outcome.

The results of the security verification will be communicated via a notification from the portal to the cardholder and the authorised badge applicant who submitted the application on behalf of the

company/department. Individual telephone or email enquiries about this security verification from persons who are not authorised badge applicants will not be dealt with.

The airport identification card can be handed in:

- Via the Drop Off Box next to the entrance of the JSOC (no confirmation of receipt issued);
- Airport Service Centre desk: By appointment. Upon your request the operator will give you a confirmation of receipt slip.

B2 Visitor badge request

Every visitor badge request is to be made using the online form https://www.brusselsairport.be/en/airport-operations/access-mobility/access/airport-badges/visitor-badges

The visitor badge is to be collected by a member of staff who holds a permanent airport identification card granting Airside access.

If the visitor will not be present when the visitor badge is collected, scanned copies of both sides of the visitor's/visitors' valid identity documents are to be brought along for verification purposes.

In exceptional cases, it may be possible to collect the visitor badge at the Airport Inspection Security Service on appointment – outside of the Airport Service Centre's opening hours – on the provision that the requesting firm submitted the request to the Airport Service Centre of Brussels Airport Company nv two working days prior to the intended appointment.

Once the visit is over, the visitor badge is to be returned to the Airport Service Centre:

- Via the Drop Off Box next to the entrance of the JSOC (no confirmation of receipt issued);
- Airport Service Centre desk: By appointment. Upon your request the operator will give you a confirmation of receipt slip.

More detailed information can be obtained on our website: https://www.brusselsairport.be/en/airport-operations/access-mobility/access/airport-badges/visitor-badges

B3 Registering new contractor/subcontractor

(New) businesses, organisations or entities with an office address at Brussels Airport will be regarded as contractors, as will airlines with an active contract in place with Brussels Airport Company nv. If they wish to request airport identification cards, they will need to register using the "new (sub)contractor & designation of authorised applicant" form https://www.brusselsairport.be/en/airport-operations/access-mobility/access/airport-badges/forms.

Every (sub)contractor is to use this form to nominate authorised badge requesters. Only these people from recognised (sub)contractors will be able to request permanent airport identification cards.

The application for registration of a new subcontractor is submitted digitally together with this form in the portal via the request "User and company registration > new company" by the authorised badge applicant of the contractor. Registration of a new contractor must be submitted via the email address onlinebadgeportal@brussselsairport.be.

B4 Reporting loss of airport identification card

The authorised badge requester immediately reports loss digitally in the portal via the request “Deactivate Airport ID card”. Outside of the Airport Service Centre's opening hours, please also contact the Brussels Airport Company's Security Service on telephone number 02/753.7000. The badge will be deactivated immediately.

After submitting the request to deactivate the airport identification card, a new application for an airport identification card must be submitted via the portal.

A replacement card will be issued for a period of 1-5 days.

If the airport identification card is found, then the cardholder is to return to the Airport Service Centre with both cards, whereupon the replacement card will be cancelled and the found airport identification card will be reactivated.

B5 Reporting theft of airport identification card

The authorised badge requester immediately reports theft digitally in the portal via the request “Deactivate Airport ID card”. Outside of the Airport Service Centre's opening hours, please also contact the Brussels Airport Company's Security Service on telephone number 02/753.7000. The airport identification card will be deactivated immediately.

When requesting to deactivate an airport Identification card, it is mandatory to attach the declaration form issued by the police.

After submitting the request to deactivate the airport ID card, a new application for an airport identification card must be submitted via the portal.

A replacement card will be issued for a period of 1-5 days.

B6 Function change

The function will be changed when:

- Different access authorisations than those granted as standard are required (additional doors/lifts);
- A different role (within the same company) calls for different access authorisations too.

Way of working:

- The authorised badge requester shall adapt the role in the cardholder's file in the Portal. (Can select from the roles available for his/her firm)
- The Airport Service Centre will make the necessary changes to the access authorisations accompanying the newly allotted role. The authorised badge applicant will receive an automatic notification from the portal.

To create a new function, a request to “Report a physical access problem” must be submitted in the portal. Pending the adjustment, the form ‘opening of secured doors’ can still be used via the Control Room of Brussels Airport Company nv.

NB : Different access authorisations sometimes require a different visual section on the airport identification card, meaning the cardholder will have to report to the Airport Service Centre again.

B7 Reactivating an airport identification card

If an airport identification card is not presented to a badge reader within 90 calendar days, then it will automatically be deactivated.

The authorised badge requester requests reactivation digitally in the portal via the "Reactivate Airport ID card" request.

Outside the opening hours of the Airport Service Centre and in urgent cases, send an email to 7000@brusselsairport.be with badge@brusselsairport.be in cc, requesting reactivation. This email must contain the cardholder's first name and surname, the card number and the date of reactivation.

B8 Changing authorised badge requester(s)

- The authorised badge requester is appointed by a legal representative (for companies with a Belgian VAT number. These are listed in the CBE).
- The form "New (sub)contractor & designation of authorised applicant" must be signed for approval with name and signature by the legal representative + the newly designated authorised badge requester.
- The form should be forwarded to onlinebadgeportal@brusselsairport.be.
- Once all the formalities are complete, the authorised requester being appointed will be able to obtain the required login credentials from the portal: https://www.brusselsairport.be/en/airport-operations/access-mobility/access/airport-badges/forms.

Only these authorised badge requesters will be notified of the outcome of security verifications and will be authorised to submit badge requests.

B9 Decentralised visitor badge management request

Requests for visitor badges under decentralised management are to be e-mailed to badge@brusselsairport.be along with the following information:

- Desired number of decentralised visitor badges to manage;
- Name + card number + contact details of the person who will be bearing responsibility for correct management of these badges.

Visitor badges under decentralised management will be created with specific serial numbers. The requester will be notified by e-mail once the visitor badges under decentralised management are ready. He/she will be able to collect the visitor badges under decentralised management from the Airport Service Centre by appointment. The exact way of working for this will be clarified and issued electronically too. Spot checks will be carried out by Brussels Airport Company nv for quality control purposes.

B10 Large groups

The following procedures will apply in the case of events and groups:

Way of working group <25 visitors:

The list of invitees is to be forwarded to the Airport Service Centre as soon as it is known by sending an e-mail to badge@brusselsairport.be. Visitor badges are issued to named individuals and can be collected from

the Airport Service Centre (visitors do not need to be present, both sides of the visitor's/visitors' valid identity documents are to be brought along for verification purposes.). Please factor in an administrative processing time of 2 working days. Once the visit is over, the visitor badge is to be returned to the Airport Service Centre:

- Via the Drop Off Box next to the entrance of the JSOC (no confirmation of receipt issued);
- Airport Service Centre desk: By appointment. Upon your request the operator will give you a confirmation of receipt slip.

Way of working >25 visitors = large group:

A group will be considered to be large once it contains more than 25 people. The registered organisation is to provide its own identifying emblem (sticker, pin, …) and a list of attendees.

This information is to be submitted to the Duty Managers (secdutymanager@brusselsairport.be) and to the Airport Service Centre (badge@brusselsairport.be).

B11 Business name change

Business name changing, VAT number staying the same:

When a name change is made and the VAT is staying the same, only the visual section of the airport identification card will need to be modified.

The company name will be changed in the Portal. New visual sections on airport identification cards will be printed with the same date of validity, driving licence, etc. The authorised badge requesters will be notified once these visual sections are ready.

The authorised badge requesters will be able to collect these visual sections from the Airport Service Centre and switch these internally, removing the old ones and sticking on the new ones. The old visual sections are to be returned to the Airport Service Centre for destruction.

Business name changing, VAT number changing:

- **In the case of Airside access:**

  The previous security verification is non-transferable. A new request for an airport identification card with accompanying security verification will need to be submitted.

- **General:**

  A new business will be created in the Portal. Staff files containing their personal data will be transferred over to the new business in the Portal. Staff will be provided with a new airport identification card with the same driving licence, etc.

Responsibilities

Terms of Use Accountable

The Head of Security is the Terms of Use Accountable and as thus in charge of the approval of this document. Also, the Security Services and Intelligence Manager is responsible for the development, management, and updates of the Terms of Use, as well as communicating on, providing training on, supplying the necessary resources for, and ensuring compliance of the Terms of Use.

Delegated authorities

Employees must inform their superior or the Terms of Use accountable when they suspect or detect a breach on the Terms of Use.

Revision history

CHANGES SINCE LAST REVISION	
CHAPTER	CHANGE

REVISION HISTORY		
DATE OF REVISION	SUMMARY OF CHANGES	AUTHOR
14/06/2024	Full review	T. De Bruyne
01/11/2024	Change of Brussels Airport Company's registered office	T. De Bruyne
19/05/2025	Change of Building 56 and Badge service into Airport Service Centre	T. De Bruyne
20/11/2025	Update link BHB and Extranet	E. Dedobbeleer
05/12/2025	General revision + modification visitor badges	V. Wils, E. Van Helleputte

Document distribution

DOCUMENT DISTRIBUTION	
GROUP / ROLE	NAME
BHB	