Request of visitor badges

DOCUMENT INFORMATION	
INFORMATION CLASSIFICATION	Internal
PROCESS REFERENCE	N/A
DOCUMENT TYPE	Terms of Use
AREA EXPERT	Security Services & Intelligence Manager
APPROVED BY	Chief Operations Officer
DATE OF APPROVAL	8/12/2025
OTHER REFERENCE	BHB

Purpose

This Terms of Use outlines the framework within which Brussels Airport Company handles requests for visitor badges. By adhering to this Terms of Use Brussels Airport Company and all involved parties comply with the EU legislation on the distribution and use of visitor badges.

Scope

Limits

This Terms of Use is applicable to all requests made for visitor badges with access to the Critical Part of the Security Restricted Area (CPSRA) at Brussels Airport. Only requests with a legitimate reason or operational, safety, security, technical or crisis management necessity to access CPSRA will be approved.

If the request is denied, a permanent airport identification card with CPSRA access is required to perform the activities. All planned activities must be scheduled to allow sufficient time for enhanced background checks and the issuance of permanent airport identification cards. The current lead time to obtain a permanent airport identification card with CPSRA access is 30 calendar days.

Requests for activities on landside areas will be denied and require a permanent airport identification card with landside access. The current lead time to obtain a permanent airport identification card with landside access is 2 working days.

Compliance

- 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:
  - §1.2. Access Control;
- Regulations airport identification cards.

Terms of Use

Activities on CPSRA with a legitimate reason

Requests with a legitimate reason allow accompanied access to CPSRA. These types of visits will be limited to one-time access for the specific purpose and for achieving the target, cannot be organised outside the CPSRA. These activities will be evaluated on duration, recurrency and frequency before approval.

The following motivations are considered acceptable and must be demonstrated upon request:

- Accompanied groups who wish to gain an insight into airport activities;
- External expert invited by a company for activities such as a presentation, one-off training, awareness campaigns, a visit for tender or quotation purposes, peer reviews etc.;
- Candidate applying for a vacancy who is invited to visit their future workplace before deciding whether to accept the job;
- Organizers and staff of one-off commercial, hospitality and experience events pre-approved by a safety and security risk assessment;
- Official visit by a representative of a recognised organisation or authority (ex. European Commission; representatives of federal, regional and local government institutions; EASA; IATA; ICAO; ACI; auditing, inspection, calibration or commissioning companies; representatives of Unions etc.);
- Non based management of companies that operate at the airport;
- Paramedics assisting an arriving or departing passenger who needs assistance.

Activities on CPSRA with an operational, safety, security, technical or crisis management necessity

Requests based on an operational, safety, security, technical or crisis management necessity allow accompanied access to CPSRA. The delivery of a visitor badge for such interventions is justified in the case where no holder of a permanent airport identification card with the essential knowledge and/or skills to perform the required unplanned, unexpected and urgent and tasks, is available.

The following motivations are considered acceptable and must be demonstrated upon request:

- A maintenance service (plumbing, electrical, technical, etc.) called in to perform unplanned, unexpected and urgent maintenance or repair work;
- An aviation engineer called in to carry out unplanned, unexpected and urgent maintenance or repair work;
- Other persons with specialist skills required for unplanned, unexpected and urgent interventions.

Activities on CPSRA with an alternative motivation

Request based on motivations that fall outside the conditions of legitimate reason and/or operational, safety, security, technical or crisis management necessity will be evaluated by following criteria before approval may be granted:

- Location
  - *Can the activity (meeting, training, work, etc.) take place outside the CPSRA?*
- Urgency
  - *Can the task/intervention be postponed until a holder of a permanent airport identification card with the necessary skills is available?*
  - *Or, alternatively, until a permanent airport identification card can be issued in accordance with the rules?*
- Predictability:
  - *Is the visit related to an activity/situation that has been, or could have been, planned of foreseen?*
- Expertise:
  - *Are there available holders of permanent airport identification cards who have the knowledge and skills required to carry out the task?*
- Duration:
  - *How long will the activity last (amount of days, weeks, months, etc.)?*
- Recurrence:
  - *Does the activity require an one-time access, or is the operational need recurring in nature?*
- Frequency:
  - *How frequently will the activity be performed (daily, weekly, monthly, etc.)?*

Any decision is based on a performed evaluation by the Brussels Airport Security department and marked as permanent.

Non-eligible activities for visitor badge access

Request for activities that are strictly non-eligible for visitor badge access will be refused without exception.

The following activities are considered non-eligible:

- Use of a visitor badge as a substitute while an individual is awaiting completion of their enhanced background check, delivery of security awareness training, and/or issuance of a permanent airport identification card;
- Seasonal or permanent hiring processes organized by airlines, ground and passenger handling companies, maintenance firms, commercial service providers or other entities;
- Planned construction and infrastructure projects, including repairs and maintenance;
- Facility and ground services like waste collection, grass mowing, and other routine upkeep tasks;
- Commercial and service operations like replacement of advertising materials, restocking of commercial areas and vending machines, or similar service deliveries.

Even if some of these activities occur infrequently, they remain predictable and recurrent. Contracts with construction and service/goods delivery companies must ensure that the same employees are assigned to airport work for the entire duration of the contract.

Follow-up / Quality Assurance

A system monitors the high frequent use of a visitor badge over a short period of time and triggers any abuse. In addition regular inspections on the adherence of these Terms of Use will be performed by BAC Airport Inspection.

The requestor, visitor supervisor and visitor must be able to demonstrate at all times the motivation and necessity for working with a visitor badge. If the conditions under which the visitor badge was issued are no longer met, the visitor badge loses its validity and must be returned immediately to the Airport Service Centre of Brussels Airport Company.

If BAC Airport Inspection detects any abuse of these Terms of Use, actions will be taken such as, but not limited to, blocking the use of the visitor badge and suspending the permanent airport identification card of the assigned guide and/or requestor.

The Belgian Civil Aviation Authority always reserves the right to take additional measures if it is determined that the current Terms of Use are not adequate.

Key Performance Indicator

N/A

Safety & Risks

Failure to comply with the terms of use may result in delays for the activities planned by the requestor and/or (temporary) withdrawal of the permanent airport identification card of the requestor and/or visitor supervisor upon detection of misuse.

Tools and references

- Visitor pass request form

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 & 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
ALL	New Term of Use – Use of visitor badges

REVISION HISTORY		
DATE OF REVISION	SUMMARY OF CHANGES	AUTHOR
27/11/2025	New version	Aviation Security Expert Jurgen Degryse
04/12/2025	Formal initial approval for publication ToU by COO	Chief Operations Officer Thomas Romig

Document distribution

DOCUMENT DISTRIBUTION	
GROUP / ROLE	NAME
Airport Community	Readers Brussels Airport Handbook