

Airport ID Badges Regulations

1 General principles

1.1 Regulations & appendices

These Airport ID Badge Regulations contain all provisions regarding the airport ID badge and the relevant regulations. All practical instructions, information and forms can be found in the appendices.

1.2 Personal data

The personal data of the badge user will be processed in accordance with the European and Belgian data privacy legislation (including the law of 8 December 1992) on the protection of privacy with regard to the processing of personal data, as amended from time to time.

The personal data of the badge user as provided on the application form, and the data concerning the use of the airport ID badge, are processed by the Badge Service for the following purposes:

- the access to and the security and protection of Brussels Airport and the properties of Brussels Airport Company nv; the monitoring of the observance of the internal and external regulations that apply to Brussels Airport, including the rules of the Brussels Airport Handbook, including but not limited to the traffic rules at the airport, which the badge user acknowledges to be aware of, accepts the content of and accepts being themselves responsible for adhering to any modifications thereto (the Brussels Airport Handbook is available on the Brussels Airport extranet; access to the extranet can be requested via the Brussels Airport website); the inspection and improvement of operations, processes and structures at the airport, and also for quality control;
- the identification, tracing and follow-up of claims for damages;
- personnel, customer and supplier management, including direct marketing.

Brussels Airport Company NV, with registered office at Diamant Building - August Reyerslaan 80, 1030 BRUSSELS and place of business at Luchthaven Brussel Nationaal, 1930 Zaventem, is responsible for processing the personal data and is also the receiver of the data.

The aforementioned personal data shall be processed by Brussels Airport Company nv and its members of staff when this is required for them to perform their tasks and job, and exclusively for the aforementioned purposes. Brussels Airport Company nv is also entitled to give this personal data, within the context of the aforementioned purposes, to third parties with whom an agreement has been concluded according to the principles of the Belgian privacy act of 8 December 1992.

Every person who has given proof of their identity, is entitled to consult their personal data and to request corrections. To do this, an e-mail must be sent to the data privacy officer at Brussels Airport Company nv via the e-mail address dataprivacy@brusselsairport.be. The data is reported and modified at the latest 45 days after receipt of the request.

Every person is entitled to oppose, free of charge, the intended processing of the personal data in question, if the processing is intended for direct marketing purposes.

By signing the application for the airport ID badge, the person in question agrees to the processing of the provided personal data as described above. The request for an airport ID badge cannot be complied with without this consent.

1.3 General terms and conditions for airport ID badges

Every airport ID badge:

- is strictly personal and may only be used for work purposes or during guided visits on the airport premises and appurtenances;
- must be worn clearly visible on their clothes at all times when the person is present on the airport premises and appurtenances;
- must never be left unattended;
- remains the property of the airport authorities;
- must be returned immediately and in its original state, at the latest on the expiry date, at the end of work activities or at the end of the visit, by the badge user, their company or the accompanying person, in exchange for a receipt.

The badge user is only allowed to be present in zones to which the airport ID badge grants access, and may only access these zones for the duration that is required from an operational point of view, and through the entrances provided for this purpose.

The airport ID badge user must observe the present airport ID badge regulations as well as any other rules and guidelines regarding good order and security at Brussels Airport. Every badge user shares in the responsibility of ensuring that all airport activities run smoothly and safely.

In the event that the terms and conditions for granting the airport ID badge are no longer complied with, the airport ID badge loses its validity and must be returned immediately to the Badge Service of Brussels Airport.

Every six months, the Badge Service of Brussels Airport shall send a registered letter to every company with a list of all badges still in use by the company. The persons mentioned on the list and whose badge has expired shall never again and under no circumstances ever be able to obtain a new airport ID badge.

2 Permanent airport ID badge

2.1. General terms and conditions of the airport ID badge and airport ID badge for diplomats

All persons who work on a regular basis on the airport premises and its appurtenances must hold a permanent airport ID badge.

There are two types of permanent airport ID badges:

- Airport ID badge;
- Airport ID badge for Diplomats.

These have a standard maximum validity of **five years**, but they can also be requested for a shorter, **fixed term** by Brussels Airport Company or by a company which is registered with Brussels Airport Company. All applications must be motivated via the application form which must be signed by the badge holder and an authorised requestor, and accompanied by a copy of a valid identity document.

Applications which are not signed by an authorised requestor, or which are incomplete or incorrect, will not be handled.

If, for any reason whatsoever, the security verification is only approved for a limited period, then the badge can only be provided for this period of validity.

The beneficiaries must present valid identity papers for the photo session and when collecting the badge.

Changes to personal details (address, ID number or job title) must be reported in writing to the Badge Service.

When the validity expires, the badge must be returned spontaneously to the Badge Service of Brussels Airport Company. It is the responsibility of the beneficiary that this is reported **immediately** in writing to the Badge Service of Brussels Airport Company, so the badge can be de-activated for all uses.

When the reasons that justify the granting of the badge no longer apply, the badge must be returned spontaneously to the Badge Service of Brussels Airport Company. It is the responsibility of the person in charge of badge applications that this is reported **immediately** in writing to the Badge Service of Brussels Airport Company, so the badge can be de-activated for all uses.

The holder is prohibited from accessing any non-public zones other than the zones for which the badge has been granted.

Badge users must, in principle, take receipt of the permanent airport ID badge themselves because a photo must be taken.

A security verification will be carried out for airport ID badges that grant access to airside, in accordance with the statutory provisions and with the intention of safeguarding the security of the civil aviation:

- a security verification by the public authorities;
- a verification of possible interruptions of the training and career by the authorised requestor of the airport ID badge.

The badge user gives their explicit permission by signing the application form for the airport ID badge. The application for an airport ID badge cannot be accepted without this consent.

The waiting time for this security verification is 5 weeks. Badge request forms must therefore be submitted on time.

The authorised badge requestors are notified by e-mail as soon as the result of this security verification is known. The invitation to collect the airport ID badge is valid for **three months**. If the badge user does not collect the badge within this period, the approval of the application lapses and a new application form must be submitted.

Persons who are only employed landside are exempt from the security verification by the public authorities. This airport ID badge is available 2 working days after submitting a fully and correctly completed application form.

A candidate badge user for a permanent airport ID badge must also follow a security awareness training and pass the test before an airport ID badge can be granted. The test proves that the badge user has sufficient knowledge of all elements as provided in the security awareness training.

The holder of a permanent airport ID badge is entitled to use their airport ID badge to obtain an extra 15% discount in certain IDF stores at Brussels Airport. The maximum annual purchase limit is 3,500 euros (net amount with discount deducted) per badge holder.”

2.2 Special terms and conditions for the airport ID badge

The electronic part of the badge becomes invalid automatically if the badge was not presented to a badge reader for a period of 90 calendar days. The badge can only be re-activated following a written application by one of the authorised requestors.

Change of name or transfer of employee(s)

The contractor must notify BAC pro-actively in the event that their name and/or VAT number changes, by sending an e-mail to badgedienst@brusselsairport.be.

The exact procedures for a change of name and acquisition can be found in the manual.

The exact costs are described in the chapter “costs”.

2.3 Special terms and conditions for the airport ID badge for diplomats

The electronic part of the badge becomes invalid automatically if the badge is not presented to a badge reader within a period of 1 year. The badge can only be re-activated following a request in writing or by phone by the diplomatic mission or consular mission or international organisation in question, addressed directly to the Badge Service of Brussels Airport Company

Period of validity of the airport ID badges for diplomats:

- the permanent badges are valid for maximum 5 years just like the airport ID badges;
- the badges for the country with EU presidency are valid for maximum the duration of the presidency; and
- the visitor badges for the arrival and the departure in the VIP Lounges are valid for maximum 1 day and are granted exclusively for the VIP Lounges of Brussels Airport Company.

All applications for permanent/visitor badges by the diplomatic missions or international organisation in question must first be made to the Federal Public Service of Foreign Affairs for their recommendation concerning the grounds for the application.

Only FPS Foreign Affairs is entitled to submit the applications in writing to the Airport Operator once they have been processed internally.

The following persons at FPS Foreign Affairs are authorised to apply for permanent and visitor badges:

- the Director of the Protocol of the FPS Foreign Affairs;
- the Deputy Director of the Protocol, in charge of the Security and Visits Service of FPS Foreign Affairs; and
- the civil servants of FPS Foreign Affairs who are authorised by the above persons and belong to the Protocol and Security Department, and whose identity is communicated in writing to the Airport Operator.

Applications which are not signed by one of the above-mentioned persons shall be considered invalid and will not be handled.

Every application for a badge must be made with the appropriate application form and must be accompanied by a copy of the identity card or passport of the beneficiary and also a copy of their diplomatic ID card.

Every application must be signed by both

- the applicant
- the person in charge of badge applications of the diplomatic or consular mission or international organisation concerned

Bilateral ambassadors are exempt from the security verification which means there is no waiting period. The administrative processing is the same as for a landside badge and the badge is ready after 2 working days.

3 Visitor airport ID badge

3.1 General terms and conditions

A visitor airport ID badge can be requested by the authorised badge requestors of Brussels Airport Company or a (sub-) contractor who is registered with Brussels Airport Company, for any person who wants to visit the airport premises and appurtenances without having to perform tasks on a regular basis.

In the absence of an authorised badge requestor, a head of department or manager may exceptionally request a visitor airport ID badge for which they will then be registered as person in charge.

All applications must be motivated using the application form which must be signed by the badge holder and the authorised requestor. An application for a visitor badge does not require a copy of a valid identity document. The requestor is responsible for the identification of the visitor.

An airport ID badge for a visitor is referred to as a 'Visitor badge'.

A visitor badge:

- must be collected by the authorised badge requestor or the person who will be accompanying the visitor, and not by the visitor themselves.
- A visitor badge has a maximum validity of seven days.

A request to extend the maximum validity of seven days must be motivated by the authorised badge requestor in writing and with a new application.

A visitor badge can only be extended once; a permanent airport ID badge must subsequently be requested.

Every visitor who wants to obtain access to security restricted areas must:

- have an active visitor badge;
- be accompanied at all times by a badge user who has a valid permanent airport ID badge.

The visitor badge as such does not grant access to security restricted areas. The access level of the accompanying person determines the access level of the visitor. The visitor is only allowed access to the same zones to which the accompanying person's airport ID badge grants access.

A visitor is not required to follow security awareness training and no security verification is started.

The accompanying person is responsible for the visitor for the entire duration of their presence on the airport premises and appurtenances, from the moment the visitor badge is collected to the moment it is returned.

The accompanying person must never leave the visitor alone and must ensure that the visitor does not breach the rules and guidelines of good order and security.

The visitor is informed about the badge regulations by the authorised requestor or the accompanying person.

3.2 Special terms and conditions

A simplified procedure called '**Visitor frequent user**' exists for authorised requestors of airport ID badges who need to apply for visitor badges on a frequent basis. On a frequent basis means the use of 5 to 25 visitor badges simultaneously and/or at least once or several times a week.

An authorised badge requestor who is registered as a frequent user can manage visitor badges themselves. Frequent user badges come with the same characteristics, obligations and finalities as other visitor badges.

The frequent user is fully responsible for the correct and proper management.

The correct management of these badges consists of:

- Registration of badge use in a log book
- Keeping badges securely locked away

If this is not the case, this simplified procedure may be discontinued following quality checks and a written warning.

The visitor is informed about the badge regulations by the frequent user.

4 Contractors & sub-contractors

4.1 New (sub-) contractors

New companies, organisations or entities that want to request airport ID badges must complete the 'New (sub-) contractor' application form once to be acknowledged by Brussels Airport Company. The processing time for this is 2 working days.

Each (sub-) contractor appoints two authorised badge requestors on this form. Only these persons with an acknowledged (sub-) contractor may apply for permanent airport ID badges. If two authorised requestors is not sufficient to ensure operational continuity, you can ask the Badge Service to make an exception by providing sufficient motivation in writing.

Every permanent airport ID badge is linked to one (sub-) contractor and associated job(s) and entrances. When a badge user starts working for a different (sub-) contractor or works for several (sub-) contractors, an airport ID badge must be requested by each (sub-) contractor.

The name of the contractor and the sub-contractor, if applicable, are mentioned on the permanent airport ID badge. The Badge Service must be notified in writing if a (sub-) contractor's name changes, and in the event of a merger or acquisition.

4.2 Contractors

A contractor is based on the airport premises of Brussels Airport Company.

Every application form for an airport ID badge must be signed by:

- the badge user;
- and an authorised badge requestor of the contractor.

The costs related to issuing the airport ID badges will be invoiced by Brussels Airport Company to the contractor.

4.3 Sub-contractors

A sub-contractor works for one or more contractors, but is not based on the airport premises of Brussels Airport.

Every application form for an airport ID badge must be signed by:

- the badge user;
- an authorised badge requestor of the sub-contractor;
- and an authorised badge requestor of the contractor.

The contractor is indeed jointly responsible for the correct use and care by his (sub-) contractors of the latter's airport ID badges.

The costs related to issuing these airport ID badges will be invoiced by Brussels Airport Company to the contractor. Whether or not these costs are claimed back from the sub-contractor is at the contractor's discretion.

4.4 Brussels Airport Company

The application for an airport ID badge for badge users of Brussels Airport Company must be made by an authorised badge requestor from the department the badge user works at. The head of department assigns two authorised badge requestors per department for this purpose.

The name of the department and the job title, if required from an operational point of view, are mentioned on the application form for the permanent airport ID badge.

5 Costs

5.1. Permanent badge

The costs for creating the airport ID badge are invoiced by Brussels Airport Company to the contractor who makes the request.

A Permanent Airport ID Badge costs EUR 49.59 plus EUR 10.41 VAT for parties subject to VAT, plus EUR 100.00 deposit. These deposits do not generate interest.

Expired permanent badges must be returned to the Badge Service at the latest one month after the expiry date.

If a permanent badge is not returned within the specified period, the deposit of EUR 100.00 will be withheld and a fine of EUR 100.00 will be charged.

When a new badge is applied for, a cost will be charged and a new deposit must be paid.

Loss, theft or damage of the permanent airport ID badge must be reported immediately to the Badge Service of Brussels Airport. A new airport ID badge can only be created when the Badge Service is in the possession of a renewal application which is signed by the employer (i.e. signed by one of the two authorised requestors).

Damage

The creation of a new airport ID badge must be requested in writing by the person(s) in charge of badges in the company. No costs will be invoiced for the creation of a new badge in the case of damage caused by normal wear and tear, and the existing deposit will be transferred to the new badge. The deposit of EUR 100 will be withheld for all other damage, the cost of a new badge will be charged, and a new deposit must be paid.

Loss

The loss of a badge must be reported immediately to the Badge Service of Brussels Airport, so the badge can be deactivated for all use immediately. Outside of the Badge Service's opening hours, the loss of a badge must be reported to the Brussels Airport Company Security service.

The creation of a new airport ID badge (with the same accesses and validity as previously) must be requested in writing by the person(s) in charge of badges in the company. The official form must be signed by the applicant as well as by the person in charge at the employer, and sent to the Badge Service. The paid deposit will be withheld, the cost of a new badge will be charged, and a new deposit must be paid.

Theft

Theft must be reported immediately to the Badge Service of Brussels Airport, so the badge can be deactivated for all use immediately. Outside of the Badge Service's opening hours, the theft of a badge must be reported to the Brussels Airport Company Security service.

The creation of a new airport ID badge (with the same accesses and validity as previously) must be requested in writing by the person(s) in charge of badges in the company. The official form must be signed by the applicant as well as by the person in charge at the employer, and sent to the Badge Service. A copy of the police report for theft must be included with the form. No costs will be invoiced for the creation of a new badge and the existing deposit will be transferred to the new badge. The procedure for a lost badge applies if theft is reported more than 1 month after the expiry date.

Persons who are employed by two or more companies at the airport must apply for an airport ID badge per company. They will consequently be in possession of two or more airport ID badges, and the costs will be charged per airport ID badge to the company in question.

The beneficiary of a permanent airport ID badge **for diplomats** must pay a deposit of EUR 100 on collecting their badge, by debit or credit card with payment terminal. When the beneficiary returns their badge, they are refunded this deposit by the Airport Operator; the amount is transferred into their bank account which they can specify on the relevant form.

Name change

A badge must always state the correct current name of the organisation.

When a name change occurs and the VAT number is the same, the visual part must be changed for every badge. The material cost of 5 euros per badge is charged for this. In addition, a handling fee (interim rate) is charged from 100 pieces.

A completely new badge must be created when a name change occurs and the VAT number changes. This is done at the current material and handling cost, and invoiced to the contractor in the same way as for the original permanent badges.

Transfer of employees

When employees are transferred from one organisation to another organisation and the security regulations require that the badges must be modified in part or in full, then this is done at the current material and handling cost, and invoiced to the contractor in the same way as for the original permanent badges.

5.2 Visitor badge

No costs are charged for a visitor badge application and no deposit is required.

An administrative fee of 20.00 euros will be invoiced to the contractor if the visitor badge applied for is not collected on the requested day.

Expired visitor badges must be returned to the Badge Service at the latest one week after the expiry date. If it is not returned within the specified term of a visitor badge, an administrative cost of 100.00 euros will be invoiced to the contractor.

Loss, theft or damage of the visitor badge must be reported immediately to the Badge Service of Brussels Airport. A new badge can only be created when the Badge Service has received an application for a renewal which is signed by the authorised requestors.

Damage

No extra costs will be charged for damage caused by normal wear and tear. A new visitor badge must be requested in writing by the authorised applicants in the event of all other damage. The application must include a declaration of damage. A fee of 100.00 euros will be charged.

Loss

The loss of a badge must be reported immediately to the Badge Service of Brussels Airport, so the badge can be deactivated for all use immediately. Outside of the Badge Service's opening hours, the loss of a badge must be reported to the Brussels Airport Company Security service.

The creation of a new airport ID badge must be requested in writing by the person(s) in charge of badges in the company. The application must include a declaration of loss, and both documents must be signed by both the applicant and the person in charge at the employer. A fee of 100.00 euros will be charged for a lost card.

Theft

Theft must be reported immediately to the Badge Service of Brussels Airport, so the badge can be deactivated for all use immediately. Outside of the Badge Service's opening hours, the theft of a badge must be reported to the Brussels Airport Company Security service.

The creation of a new airport ID badge must be requested in writing by the person(s) in charge of badges in the company. A copy of the police report for theft must be included with the application.

The procedure for a lost badge applies if the theft of a badge is reported more than 1 month after the expiry date.

6 Measures

The badge user must follow all other rules and guidelines regarding good order and security at Brussels Airport. If the badge user breaches these rules and guidelines, the airport ID badge and/or the access authority may be revoked with immediate effect by Brussels Airport Security, and the incident shall be reported to the Belgian aviation authorities DGLV (*Directoraat Generaal der Luchtvaart*).

BAC reserves the right to withhold and deactivate expired badges.

The badge user may be required to follow the security awareness training again in the event of a minor infringement.

An accompanying person who fails to accompany a visitor in the correct manner may lose his authority to act as an accompanying person.

An appeal procedure is not possible for the last two measures.

7 Appendices

A. Statutory provisions

The Royal Decree of 3 May 1991 governing civil aviation security. The decree explains the following concepts:

Apron:

A defined area, on a land aerodrome, not accessible to the public and intended to accommodate aircraft for purposes of loading and unloading passengers, mail or cargo, fueling, parking and maintenance.

Access control:

Control measures using airport ID badges, access permits, magnetic cards or other electronically coded cards.

Aerodrome:

A defined area on land or water (including any buildings, installations and equipment) intended to be used either wholly or in part for the arrival, departure and surface movement of aircraft.

Airside:

The movement area of an airport adjacent terrain or portions thereof and buildings to which access is tightly controlled.

Screening:

The application of technical or other means which are intended to detect weapons, explosives or other dangerous devices which may be used to commit an act of unlawful interference.

Security:

A combination of measures and human and material resources intended to safeguard international civil aviation against acts of unlawful interference.

Sterile area:

An airside area in an airport building for passengers, which may only be accessed by departing passengers, transfer and transit passengers and authorised persons who have passed security screening.

EU 300/2008 – 09/04/2008

EU 1998/2015 – 05/11/2015

Law of 11 December 1998 on the classifications and security clearances and the decision of the Belgian Aviation Authority DGLV of 23 June 2009

Data privacy act of 8 December 1992

B. Practical manual:

All forms are available on:

- ask! intranet – Security Department (for BAC staff)
- <http://www.brusselsairport.be/nl/corporate/securitymain/aptbadges/>
- at the Badge Service

Application for a Permanent airport ID badg

Every airport ID badge application must include:

- either a front and back copy of the valid identity card;
- or a copy of a valid passport;
- or a print-out of the valid identity card from an eID reader;

of the badge user.

The fully completed form with original signature of an authorised requestor can be sent to the Badge Service:

- via the Drop Off Box in the waiting room of the Badge Service: if the form is incomplete, the expected delivery time will be exceeded;
- Counter: take a ticket; you will be served when your ticket number is called;
- Via (internal) mail: Brussels Airport Company 1930 Zaventem – t.a.v. Badgedienst – gebouw 56 – niveau vertrek

The badge user must collect their airport ID badge personally because a photo must be taken after:

- passing the Security Awareness Training test;
- identification using a valid identity document.

Airport ID badges may exceptionally be collected by an authorised badge requestor of a company, after written confirmation by the Badge Service of Brussels Airport.

The application form must state the zones for which access is required:

Landside access:

- Green date on badge = zones before security check
- Administrative handling: 24 hours
- the airport ID badge is issued after following Security Awareness Training (30 min)
- no security verification

Airside access:

- Red date on badge = access to sterile zones
- security verification required
- waiting time for investigation results is 5 weeks
- A visitor badge or landside badge can be issued in the meantime.

Results of the security investigation are reported by the Badge Service to the 2 persons in charge for the organisation/department. Individual questions by phone or questions by e-mail concerning this security verification are not answered.

Visitor badge application

All applications for a visitor badge must be made using the airport ID badge application form (see permanent airport ID badge)

Every application for an airport ID badge must include:

- either a front and back copy of the valid identity card;
- or a copy of a valid passport;
- or a print-out of the valid identity card from an eID reader;

of the badge user.

The signed form with details completed for a visitor badge must be sent to the Badge Service:

- via the Drop Off Box in the waiting room of the Badge Service: if the form is incomplete, the expected delivery time will be exceeded;
- Counter: take a ticket; you will be served when your ticket number is called; ;
- Via (internal) mail: Brussels Airport Company 1930 Zaventem – t.a.v. Badgedienst – gebouw 56 – niveau vertrek
- Via e-mail badge@brusselsairport.be

The application is submitted by the authorised requestors or an authorised person of Brussels Airport Company or an authorised person of a company registered with Brussels Airport Company.

The visitor badge may be collected by the applicant and/or the accompanying person whose name and badge number are stated on the application. The stated accompanying person is responsible for the visitor as stipulated in Chapter 3.1 of the badge regulations.

The visitor badge does not require a photo. The visitor badge can be obtained immediately if the authorised requestor or accompanying person present themselves together with the visitor at the Badge Service, with a completed and signed application form and a copy of the visitor's identity card or passport.

Exceptionally, the visitor badge can be collected – outside the opening hours of the Badge Service – at the Airport Inspection Security Service after making an appointment with officer on duty insofar as the requesting company submitted the application to the Badge Service two working days prior.

The visitor badge must be returned to the Badge Service after the visit:

- Via the Drop Off Box in the waiting room of the Badge Service (without receipt);
- Counter: take a ticket; you will be served when your ticket number is called. The operator will give you a receipt.
- Outside the opening hours of the Badge Service at the SEC reception.

Register new contractor/sub-contractor

The fully completed form with original signatures of the 2 authorised requestors can be sent to the Badge Service:

- via the Drop Off Box in the waiting room of the Badge Service: if the form is incomplete, the expected delivery time will be exceeded;
- Counter: take a ticket; you will be served when your ticket number is called;
- Via (internal) mail: Brussels Airport Company 1930 Zaventem – t.a.v. Badgedienst – gebouw 56 – niveau vertrek

An application to register a new sub-contractor requires 3 signatures:

- signatures of the 2 authorised requestors of the sub-contractor
- signature of 1 of the 2 authorised requestors of the contractor

The application is handled by the Security Services Co-ordinator and verified with the invoicing department.

The new company is created in our system after the approval of the Security Services Co-ordinator.

The administrative handling is maximum 1 week.

Badge application forms may be sent to the Badge Service in accordance with the procedure for 'applying for an airport ID badge'.

Reporting the loss of a badge

The loss of a badge must be reported immediately to the Badge Service at Brussels Airport. Outside the opening hours of the Badge Service, contact SECURITY 02/753 70 00.

The badge is blocked immediately.

A replacement badge is issued for a period of 1 to 5 days: this time is necessary to have the required document 'AIRPORT ID BADGE in the event of loss, theft, job change and re-activation' signed by an authorised requestor or to find the badge.

If the badge is found, the badge holder must return to the Badge Service with both badges: the replacement badge is cancelled and the found badge is re-activated.

When the completed form, signed by 1 or 2 authorised requestors, is submitted to the Badge Service, a new badge is created with the same access permissions and validity.

The costs are charged and the deposit is not transferred when a new badge needs to be made. See Chapter 5 of the badge regulations.

Reporting a stolen badge

The theft of a badge must be reported immediately to the Badge Service at Brussels Airport. Outside the opening hours of the Badge Service, contact SECURITY 02/753 70 00.

The badge is blocked immediately.

A replacement badge is issued for a period of 1 to 5 days: this time is necessary to have the required document 'AIRPORT ID BADGE in the event of loss, theft, job change and re-activation' signed by an authorised requestor, to find the badge, or to report the theft to the police.

A new badge is created with the same access permissions and validity when:

- the completed form, signed by 1 of the 2 authorised requestors, is submitted to the Badge Service,
- a police report is provided together with the form

No costs are charged. See Chapter 5 of the badge regulations.

Change of job

This form is submitted when:

- other access permissions are required than the standard assigned accesses (additional doors/lifts)
- another job requires other accesses

The completed form with the signature of 1 of the 2 authorised requestors can be sent to the Badge Service:

- via the Drop Off Box in the waiting room of the Badge Service: if the form is incomplete, the expected delivery time will be exceeded;
- Counter: take a ticket, you will be served when your ticket number is called; ;
- Via (internal) mail: Brussels Airport Company 1930 Zaventem – t.a.v. Badgedienst – gebouw 56 – niveau vertrek
- Via e-mail badge@brusselsairport.be

The administrative handling is maximum 1 week. In the meantime, you can always use the 'open secured doors' form via the Control Room of Brussels Airport.

Note:

Other accesses may imply a change in the visible part of the badge. In this case, the badge holder needs to report to the Badge Service.

Reactivating an airport ID badge

An airport ID badge is deactivated automatically if it is not presented to a badge reader for 90 calendar days.

The completed form with the signature of 1 of the 2 authorised requestors can be sent to the Badge Service:

- via the Drop Off Box in the waiting room of the Badge Service: if the form is incomplete, the expected delivery time will be exceeded;
- Counter: take a ticket; you will be served when your ticket number is called;
- Via (internal) mail: Brussels Airport Company 1930 Zaventem – t.a.v. Badgedienst – gebouw 56 – niveau vertrek
- Via e-mail badge@brusselsairport.be

In the absence of the authorised badge requestor and for urgent cases, another person in charge at the company may submit this application for re-activation by e-mail on the condition that if 1 of the 2 authorised requestors is included as recipient of the e-mail.

The badge must be presented to a badge reader on the day of re-activation to activate it; the badge will be de-activated again for security reasons if no valid scan occurs before midnight.

Changing authorised requestor(s)

The completed form with the signature of one of the authorised requestors and one original signature of the new authorised requestor can be sent to the Badge Service:

- via the Drop Off Box in the waiting room of the Badge Service: if the form is incomplete, the expected delivery time will be exceeded;
- Counter: take a ticket; you will be served when your ticket number is called;
- Via (internal) mail: Brussels Airport Company 1930 Zaventem – t.a.v. Badgedienst.-gebouw 56 – niveau vertrek

The authorised requestors are changed in our system. The administrative handling is maximum 1 week. Only these 2 persons in charge of badges receive the results of the security verifications and are authorised to sign badge applications (for [permanent](#) and [visitor badges](#)).

Application for frequent user badges

Applications for frequent user badges by e-mail: badge@brusselsairport.be with the following information:

- Required number of badges
- Name + badge number + contact details of the person in charge of managing these badges correctly.

The badges are created with specific sequence numbers. The applicant is notified by e-mail when the badges are ready. They can collect the frequent user badges after making an appointment with the Badge Service. The precise procedure for this is explained and provided in a digital format.

Random quality checks are carried out by Brussels Airport Company. See Chapter 3.2.

Large groups

The following procedures apply for events and groups:

Procedure for groups < 25 visitors:

As soon as you have the list of guests, send it to the Badge Service by e-mail badge@brusselsairport.be. Badges are issued per name and can be collected at the Badge Service (visitors do not have to be present). You should take an administrative handling of 2 working days into account.

The visitor badge(s) must be returned to the Badge Service after the visit:

- Via the Drop Off Box in the waiting room of the Badge Service (without receipt);
- Counter: take a ticket; you will be served when your ticket number is called. The operator will give you a receipt.
- Outside the opening hours of the Badge Service at the SEC reception.

See Chapter 3.1.

Procedure for groups > 25 visitors = large group:

A group consisting of more than 25 visitors is a large group.

The registered organisation provides an identification sign its own (adhesive name tag, label, pin, etc.) and an attendance list.

This information must be sent to the Duty Managers (secdutymanager@brusselsairport.be) and the Badge Service (badge@brusselsairport.be).

Name change

The completed form with notification (name change) and with the signature of 1 of the 2 authorised requestors can be sent to the Badge Service:

- via the Drop Off Box in the waiting room of the Badge Service: if the form is incomplete, the expected delivery time will be exceeded;
- Counter: take a ticket; you will be served when your ticket number is called;
- Via (internal) mail: Brussels Airport Company 1930 Zaventem – t.a.v. Badgedienst – gebouw 56 – niveau vertrek
- Via e-mail badge@brusselsairport.be

Company name changes, VAT number is the same:

The company name is changed in our system. New visual parts of the badges are printed with the same validity date, driver's licence, etc. The authorised requestors are informed as soon as these visual parts are ready.

The authorised requestors can collect these visuals at the Badge Service and make the switch in-house: remove the old visuals and stick the new ones on.

The old visuals are returned to the Badge Service to be destroyed.

See Chapter 2.2 Special terms and conditions for the airport ID badge and 5.1 Costs for permanent badges

Company name changes, VAT number changes:

A new company is created. The employees receive a new file and a new badge with the same validity date, driver's licence, etc.

Only the company name changes on the visual part of the badge.

See Chapter 2.2 Special terms and conditions for the airport ID badge and 5.1 Costs for permanent badges