



# Access Policy

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# Access policy

**Access Policy Eindhoven Airport N.V.**

## **Colophon**

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# Access Policy

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# Introduction

The access policy at Eindhoven Airport is founded on a statutory basis and is an elaboration of international and national regulations, such as those included in EU Regulation 300/2008, in Annex 17 of the 'International standards and recommended practices' of the International Civil Aviation Organisation (ICAO) and in Section 3A, Article 37a to i of the Aviation Act.

The objective of the access policy is to regulate and enforce access to the restricted areas of Eindhoven Airport in such a way that the airport operator is able to monitor (and continue to monitor) who is located in and is allowed to be in a restricted area, and why.

The access policy at Eindhoven Airport focuses on protecting access to the designated security restricted areas. Access to these areas is granted through a limited number of controlled entry points. Access control is aimed at preventing or detecting all forms of unlawful behaviour that is directed against airport security, civil aviation and all associated facilities. To that end, an automated access control system (ACS) is used in combination with Eindhoven Airport badges, with or without a biometrics procedure and physical checks by security staff, to grant access to staff at Eindhoven Airport.

The number of companies - and consequently the number of staff - that require access to the restricted areas has grown significantly in recent years. In order to maintain clear oversight of who is in a restricted areas and why, Eindhoven Airport has introduced the concept of 'functional necessity'. This means that persons may only be eligible for an Eindhoven Airport badge if they are employed by a company that has been contracted to carry out work that adds value to the primary or secondary processes within the restricted areas at Eindhoven Airport. The employer of the person for whom the Eindhoven Airport badge is requested holds full responsibility for demonstrating the above-mentioned 'functional necessity'.

Having an Eindhoven Airport badge in one's 'possession' is a condition for being granted access to the restricted areas. Applicants must be able to present a 'No Objection Statement' (VGB or *Verklaring van Geen Bezwaar*) in order to be eligible for an Eindhoven Airport badge. Furthermore, it is necessary to complete a so-called 'security awareness programme' and pass the test at the end before the badge is issued.

This access policy explains the main principles and discusses the content of the access policy, the different types of access passes and their allocation criteria, the different types of authorisation and the enforcement policy.

The access policy is limited to the policy's broader outlines; the underlying procedures and working instructions are laid down in separate operating procedures.

# Principles of the access policy

## 2.1 Legal basis

The access policy at Eindhoven Airport rests on a statutory basis and is an elaboration of international and national regulations, as included in EU Regulation 300/2008, in Annex 17 of the 'International standards and recommended practices' of the International Civil Aviation Organisation (ICAO) and in Section 3A, Article 37a to i of the Aviation Act.

- EU Regulation 300/2008 states the following: 'Security restricted areas shall be established at all airports'.
- Annex 17, paragraph 4.4 of the ICAO states that: 'Each contracting state shall establish procedures and identification systems to prevent unauthorized access by persons or vehicles to the airside of an airport serving international aviation and other areas important to the security of the airport.'
- In Section 3a, Article 37b of the Dutch Aviation Act it states that '... the operator shall designate areas that are not accessible to the public...' and '... that are accessible only to a limited number of the working staff ...'. These designated parts of the airport site are called the 'restricted areas'. The exact designation of restricted areas is laid down in the 'Eindhoven Airport Security Programme', which has been approved by the Ministry of Safety and Justice (Civil Aviation Security Directorate) and the Ministry of Infrastructure and the Environment. This security programme is reviewed annually to ensure it is up to date and adjusted where necessary.

Policy measures, as formulated in the underlying memorandum, have been included in the Eindhoven Airport Security Programme.

## 2.2 Restricted areas

The access policy is aimed at the designated security restricted areas of the aerodrome. These designated areas must be protected from adjacent areas.

Adjacent security restricted areas may be separated from one another by barriers and/or guarded passageways, as different security levels are in force.

## 2.3 Passageways and access control

Access to restricted areas is obtained through a limited number of controlled passageways. After the Eindhoven Airport badge has been checked, staff and visitors are required to undergo a security

check if they wish to enter a restricted area. The security check concerns: the person, any goods and possessions carried by the person, and vehicle check if applicable.

The purpose of the access control at the entry points is to prevent or detect all forms of unlawful conduct directed against civil aviation and the associated facilities.

The legal basis set out in EU Regulation 300/2008 and the Aviation Act allow security personnel to subject staff and items carried to a security inspection. These checks are not only carried out at the entry points to the restricted areas, but can also be conducted at random times and locations inside those areas.

## 2.4 Granting access

Eindhoven Airport is required (under Article 37b, paragraphs 3 and 6 of the Airport Act) to ensure that everyone who has access to a restricted area:

- Has an access badge that has been issued or is recognised by the operator and that displays which sections/zones of the restricted area the bearer is permitted to enter and, in addition:
  - That he/she carries the access badge visibly when inside the restricted area.
  - That he/she shall present the badge to security personnel for inspection upon request.
  - That persons, goods carried and vehicles are subjected to security screening.
  - That he/she will be denied access to these areas if he/she does not meet one of these conditions.

Once admitted to a security restricted area, persons must comply with the established rules of conduct as laid down in the 'Conditions for Airport Identification Card'.

Any violations are registered and dealt with in accordance with the applicable procedures.

## 2.5 Access badges

The following access badges are recognised by Eindhoven Airport as valid access passes:

- Permanent airport identification card of Eindhoven Airport
- Permanent Eindhoven Airport day badge
- Eindhoven Airport visitor badge
- Eindhoven Airport office badge
- Crew Member Certificate (only if the crew member is dressed in the corresponding airline uniform)

The access badge must always be worn visibly when the person is inside the restricted area and must be shown for inspection at the request of an authorised official. If the badge holder is found not to have authorised access to the restricted area where he/she is at the time of the check, the access badge will be confiscated and the offence dealt with in accordance with the applicable procedure.

Different authorisations can be issued for each type of access badge. The types of access badges are described in more detail in chapter 3.

## 2.6 Eligibility for obtaining access badges

The criteria for issuing access badges are shown in chapter 3. The procedure for issuing and returning access badges is further detailed in the implementation regulation 'Issue and return of access badges'.

Only organisations that provide added value within the aerodrome are eligible for an Eindhoven Airport N.V. airport identification card for their staff. Eindhoven Airport N.V. recognises that an organisation provides added value on the airport site if:

- It contributes to the primary process of Eindhoven Airport N.V., whereby a distinction is made between aircraft handling and flight handling, passenger and baggage handling as primary services, and retail and catering as added value.
- It contributes to the secondary processes (supporting processes) such as technical management, ICT and facility services.

The organisation must also:

- Be registered in compliance with the applicable registration procedure;
- Have signed an agreement with Eindhoven Airport N.V. for the use of the airport identification card.
- Comply with the sanctions that Eindhoven Airport N.V. may impose (such as suspending or revoking access badges) and cooperate with the registration and reporting procedures that may be introduced by Eindhoven Airport N.V. for reasons of security, order and safety with regard to personal data of persons who are employed by organisations.

**In all other cases, companies that are not registered with Eindhoven Airport N.V. will not be issued an airport identification card or other access badge.**

# Access badge types and criteria

Eindhoven Airport N.V. has the following access badges to gain access to security restricted areas:

- Permanent airport identification card
- Permanent Eindhoven Airport day badge
- Eindhoven Airport visitor badge
- Crew Member Certificate (only if the crew member is dressed in uniform and part of the 'working crew').

## 3.1 Permanent Eindhoven Airport badge

The number of people who have access to a restricted area is limited as far as possible. Only persons who regularly work in a restricted area and who fulfil the statutory and Eindhoven Airport requirements receive a permanent badge.

The colour and letter coding of the badge indicates the areas authorised persons have access to, as shown in the overview below:

Access to the restricted areas of the terminal
Access to airside
Access to the restricted areas Terminal, Airside and Demarcated Area

There may also be letters on the badge:

- The B stands for baggage hall;
- The P stands for the platform + perimeter roads;
- The D stands for day badge;
- CU stands for *Controle Uitgezonderd*, a special authorisation badge for certain government services, etc.

**To be eligible for a permanent airport identification card, the following requirements must be met:**

- The person provides a necessary added value to the primary or secondary processes
- The person enters the restricted area at least once a week in order to carry out these activities
- The work of the person in question can in no way be performed outside the restricted area, or the work must take place at a location made available by Eindhoven Airport within the restricted area

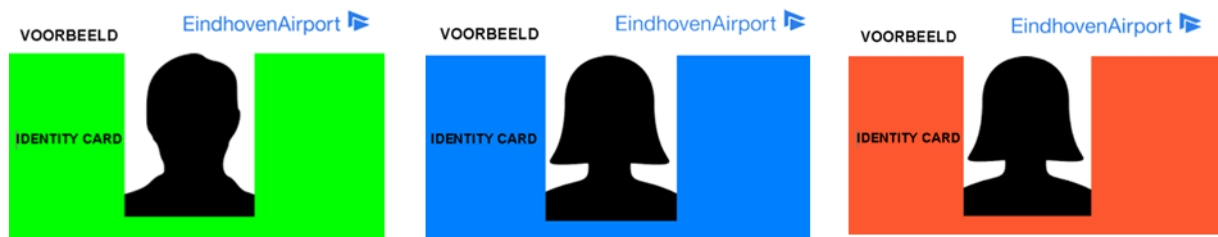
**Application procedure for a permanent airport identification card:**



- The person must complete and submit a signed and stamped Eindhoven Airport identification card application form (via the Eindhoven Airport website).
- The person must present a valid identity document (**Note: a driving licence is not accepted as a valid identity document for the issue of Eindhoven Airport badges**)
- The person must submit a No Objection Statement (VGB or *Verklaring van Geen Bezwaar*)
- The person must attend the 'Security Awareness Programme'
- The person must pass the final test

The validity period of the permanent airport identification card depends on the nature and duration of the person's employment or contract and is a maximum of 5 years, after which the badge can be renewed.

Examples of permanent Eindhoven Airport badges:



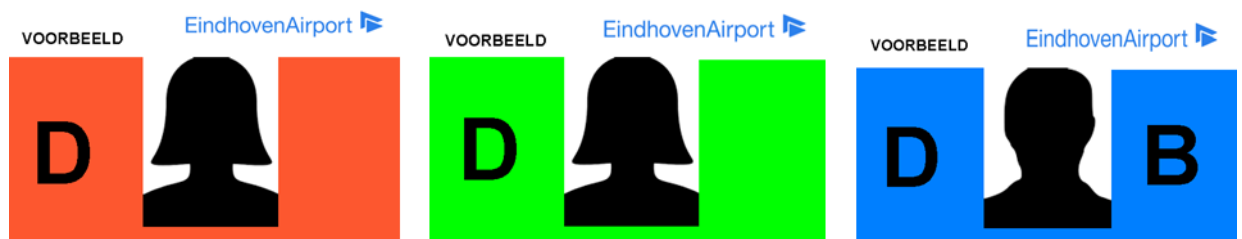
### 3.2 Eindhoven Airport day badge

The Eindhoven Airport day badge is issued to staff working at a company recognised by Eindhoven Airport on the basis of the following criteria:

- The person concerned provides a necessary added value to the primary or the secondary process at the airport
- The person concerned enters the airport less than once a week and is required to submit a fully completed, signed and stamped application form for the Eindhoven Airport day badge
- The person is obliged to present an identity document (**Note: a driving licence is not accepted as a valid identity document for the issue of Eindhoven Airport day badges**)
- The person must submit a No Objection Statement (VGB or *Verklaring van Geen Bezwaar*)
- The person must complete the 'Security Awareness Programme'
- The person must pass the final test
- People with an Eindhoven Airport day badge are not permitted to accompany visitors

The validity period of the permanent Eindhoven Airport badge depends on the nature and duration of the person's employment or contract and is a maximum of 5 years, after which the badge can be renewed.

Examples of Eindhoven Airport day badges:



### 3.3 Eindhoven Airport visitor badge

There are also access badges for visitors. A photograph is not displayed on the badge, only specific personal details. These badges must always be worn visibly, just like the permanent badges. People with visitor badges should always be escorted by an Eindhoven Airport badge holder with a permanent badge. Visitors have access to the same areas as the person accompanying them.

**Visitors must meet the following criteria:**

- The escort must be employed by a company registered at Eindhoven Airport and have a permanent Eindhoven Airport badge.
- Visitors must have a valid QR code as proof that the visit request has been approved by Airport Operations.
- It is compulsory for visitors to identify themselves by means of a valid identity document. **(A driving licence is accepted as valid proof of identity for the issue of visitor badges).**
- Visitors must be accompanied by an authorised staff member at all times.
- The Eindhoven Airport visitor badge has a maximum period of validity of 18 hours.

The Eindhoven Airport visitor badge must be collected from the issuing desk (main entry gate or information desk) on the day of the visit. Issuing visitor badges should be kept to a minimum. Every use of visitor badges at Eindhoven Airport must be reported to the Ministry of Security and Justice, Dutch Counter Terrorism Unit (NCTV) and the General Intelligence and Security Service (AIVD).

### 3.4 Crew Member Certificate

In order for airline crews to have access to restricted areas, they can make use of the so-called 'crew member certificate'. This is an identity document issued by the airline that employs them and is recognised by Eindhoven Airport as a valid access document.

Crews may only use the designated access points for passage to and from restricted areas and must be dressed in the uniform of the airline concerned. Crew members will also be screened and any goods they carry with them may be subjected to a security inspection.

### 3.5 Eindhoven Airport identification card is strictly personal

The airport identification card is a strictly personal access pass. Only the person stated on the badge may be granted access with this badge.

- **Never** lend your badge to another person.
- Do **not give access** to persons who do not have a valid access badge with them.
- Do **not** use the badge outside working hours or for private purposes, for instance to pick up friends or family at the gate.
- Do **not** use the parking facilities outside working hours (unless you have explicit permission to do so).

**Employers must make sure their employees have an airport identification card for the areas where they have to carry out work.**

In case of inappropriate use of the airport identification card, the airport identification card may be confiscated and blocked immediately without stating the reason for doing so.



# Types of authorisations

## 4.1 Authorisation codes

Various authorisation levels can be assigned to an airport identification card that are linked to specific security restricted areas at the airport. The authorisations are assigned on the basis of the so-called 'functional necessity' to gain access to these demarcated areas (see 2.6).

Each demarcated area has its own authorisation code. The colour of the badge is linked to this authorisation code.



# Enforcement policy

Proper compliance with and enforcement of the rules and procedures in relation to obtaining and using the airport identification card is an essential condition for ensuring a responsible business operation at Eindhoven Airport. Eindhoven Airport, customers, shareholders and co-makers have the same common interest in this respect.

Stimulating proper compliance is attained, among other things, by closely monitoring the use and possible misuse of the airport identification card within security restricted areas. Furthermore, a strict sanctions policy is applied towards both the badge holder and his or her employer in the event of a violation.

The most important rules to be observed with regard to the enforcement policy:

### **With regard to the badge holder:**

In the event of loss or theft of the airport identification card, failure to return the badge at the end of employment or contract period, or in case of visible mechanical damage to the badge so that it no longer functions, the costs of replacing the badge will be charged to the badge holder or his/her employer (for costs see the 'Issue and return of access badges' regulation).

A repeat occurrence of the above within a specified period will lead to sanctions, such as temporarily suspending the issuance of airport identification cards. In case of a third repeat within one year, the airport identification card will not be issued to the employee in question for an indefinite period.

**The badge holder is obliged to report any lost or misplaced badge immediately to the Operations Department (AOM/AOO on duty).**

If the airport identification card is not worn according to requirements and/or used outside the set rules, the initial sanction is an official warning. In the event of a repeat violation within a specified period of time, use of the airport identification card will be temporarily or permanently suspended (the latter in the event of a third violation within one year). Such decisions depend on the quantity and seriousness of the violation(s).

Misuse in the form of transferring the airport identification card to a third person will always result in the (temporary) surrender of the airport identification card and the reimbursement of the costs incurred, as well as a monetary penalty.

Misuse of the airport identification card for criminal purposes, such as smuggling goods or people, will at all times result in the permanent confiscation of the airport identification card. Eindhoven Airport NV reports all criminal offences to the Royal Netherlands Marechaussee.

**With regard to the employer:**

If incorrect information is supplied on the application form for an airport identification card, whether deliberately or not, the airport identification card concerned will not be issued. If this fact is repeated within a specified period, no more airport identification cards will be issued to employees of the employer in question. After a third repetition of the above within a year, Eindhoven Airport reserves the right not to issue any airport identification cards at all to employees of the employer in question.

The employer is expected to provide adequate information with regard to the employee and employment details of all persons who have been issued with an airport identification card. Failure to do so will result in sanctions that may vary from limiting the period of validity of the airport identification card to blocking airport identification cards that have already been issued to employees of that employer.

## A. Appendix

### Definitions

(explanation of terms and words used in this document)

#### **Airport identification card**

An access badge that is issued by the airport operator giving authorised persons access to the designated security restricted areas at Eindhoven Airport.

#### **Airside**

The area of Eindhoven Airport/Eindhoven Air Base that is used for taxiing, towing, parking and handling aircraft, passengers and cargo.

#### **AOM: Airport Operations Manager**

This person is responsible for the day-to-day operations at Eindhoven Airport.

#### **AOO: Airport Operations Officer**

This person supports the AOM in carrying out the day-to-day operations at Eindhoven Airport.

#### **Authorisation**

Authority level assigned to an access badge to gain entry to demarcated rooms and areas, the passages or access points of which are connected to the access control system.

#### **Baggage handling**

This is the sub-process of aircraft handling, aimed at loading and unloading hold baggage of passengers, between the aircraft on the platform and the arrival or departure point located inside the airport.

#### **Restricted area**

The part of Eindhoven Airport that is not accessible to all persons. E.g.: clean areas, baggage handling areas and plant rooms.

#### **Head of Airport Operations & Security (HAOS)**

The official appointed by Eindhoven Airport whose responsibilities include overseeing the issue and use of Eindhoven Airport badges, and who is also authorised to take measures when misuse of the Eindhoven Airport badge is detected or incorrect information is provided in order to obtain an Eindhoven Airport badge.

#### **Passenger handling**

This is the sub-process of aircraft handling, aimed at the smooth arrival and departure of passengers, between the aircraft on the platform and the arrival or departure point located inside the airport.

#### **Primary processes**

These are the processes that give the airport its reason for existence. Primary airside processes that have been defined are: Aircraft and flight handling. Passenger and baggage handling is defined as landside primary processes.

### **Secondary processes**

Secondary processes are directly related to the primary process. They guarantee the continuity of services in the longer term or make the passengers' airport experience more pleasant and/or commercially interesting.

### **Technical aircraft handling**

These are the sub-processes of aircraft handling, aimed at preparing the aircraft for the next flight. The following technical handling processes have been defined:

- Aircraft docking
- Placing/removing chocks
- Connecting/disconnecting Ground Power Unit
- Connecting/disconnecting preconditioned air
- Technical inspection
- Refuelling kerosene
- De-icing
- Water service
- Toilet service
- Cleaning
- Catering
- Cabin service
- Pushback

### **Terminal**

The passenger building of Eindhoven Airport with, among other things, the arrival and departure hall, lounge, restaurants and baggage area.

### **Access badge**

An ID card that gives its holder authorised access to specific security restricted areas, the access points of which are connected to the automated access control system.

### **Access control system**

Automated system to ensure the security of restricted areas at Eindhoven Airport.

### **Badge Centre Eindhoven Airport**

Department at Eindhoven Airport responsible for managing the access control system for the issue and return of Eindhoven Airport badges.

### **Aircraft handling**

This is the total set of procedures relating to the aircraft when parked, between placing and taking away the aircraft chocks.

### **Flight handling**

This is the total set of procedures relating to the approaching aircraft up to and including the moment the chocks are placed, and the departing aircraft from the moment the chocks are removed.

### **Employer**

Company that carries out activities in the restricted area.



### **Employee**

Employees whose employer has applied for Eindhoven Airport badges to carry out work within the Eindhoven Airport restricted area.

## **B. Appendix**

### **Summary of relevant legislation**

Eindhoven Airport Security Programme;
National Security Programme for Civil Aviation
Doc 30 ECAC Policy Statement in the Field of Civil Aviation Security, European Civil Aviation Committee (ECAC);
Aviation Act, the State of the Netherlands;
Security Manual, Safeguarding International Civil Aviation against Acts of Unlawful interference, Annex 17 to the Convention on International Civil Aviation, International Civil Aviation Organization (ICAO);
EU Regulation 300/2008;
Aviation Regulations of Eindhoven Airport;
Operating procedure 'Issue and Return of Eindhoven Airport Badges'
Terms and Conditions Eindhoven Airport badge

## **C. Appendix**

### **Organisation of access policy: Tasks, responsibilities and powers of parties involved within Eindhoven Airport N.V.**

#### **Security company**

The security company appointed by the operator that is responsible for implementing access control and security screening when granting access from unrestricted to restricted areas.

#### **Principal**

The principal (the company registered at Eindhoven Airport on whose instructions work is carried out) must be involved in the access application procedure and approve or reject all applications.

This ensures that the registration of a (new) company is always known to the responsible principal within Eindhoven Airport.

The principals also ensure that the security requirements that the requesting company needs to meet are included in the relevant (concession) agreement.

### **Airport Operations**

The Airport Operations department, and in particular the Airport Operations Manager, is responsible for order and safety on the airport grounds and, within this context, supervises compliance with the access policy.

### **Head of Airport Operations & Security (HAOS)**

The HAOS bears responsibility, under the final responsibility of the COO, for establishing and monitoring the operational concept with regard to area security. This comprises the integral security of restricted areas and includes:

- Determining the functional requirements that access points, passageways, demarcated areas and the access management system need to meet from a security point of view, taking into account existing national and international guidelines and regulations;
- Determining the quality level that access control and security screening must meet, taking into account existing national and international guidelines and regulations;
- Determining the categories of staff that have access to security restricted areas;
- The daily implementation of the access policy and, if necessary, the interpretation of this policy.