

The Emergency Phase

Emergency Phase

Quick and efficient reactions

Within **15 minutes** after the attacks:

- First aid given to victims by Brussels Airport firemen, medical/security services & volunteers
- Evacuation of the arrivals hall (meeters & greeters zone)
- Release of the access road in front of the departures hall for rescue vehicles
- First ambulances on the site
- All main airport rescue and operational services on site
- Opening of the airport crisis centre
- Alert of 140+ stakeholders (through an automatic call generator)
- Closing of the airport for inbound/outbound traffic

Emergency Phase

Professional and agile teams

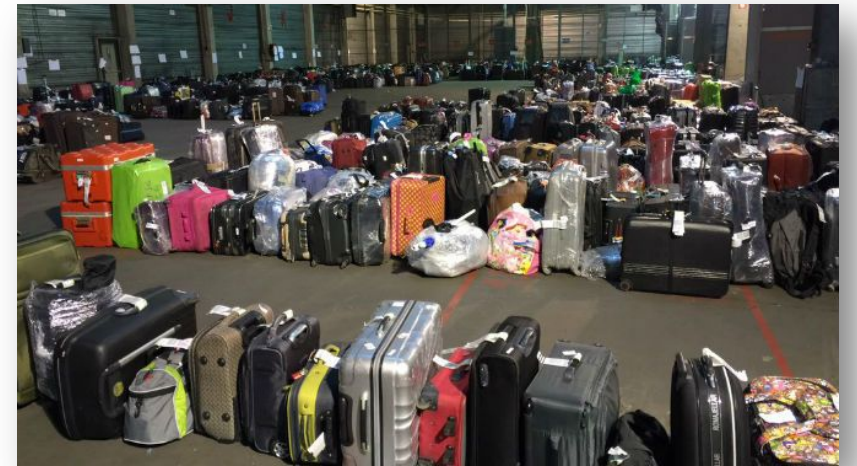
- **Coordination of rescue and operational services**
 - First aid
 - Advanced medical centre
 - Evacuation to more than 40 hospitals
- **Detection of third bomb**
 - Thanks to rapid analysis of security cameras by security airport staff
 - Saved lives !
- **Communication problems**
 - Telecom's mobile networks down after 2nd attack in Brussels
 - Use of WhatsApp to communicate !



Emergency Phase

Taking care of Passengers & Relatives

- **Airlines**
 - 500+ flights diverted to regional and foreign airports during the day
- **Passengers**
 - 5,000+ stranded passengers accommodated
 - 3 reception centres: assistance, food, drinks, beds, ...
- **Baggage**
 - 10,000+ baggage from aircraft, baggage system, gates, waiting areas, shops, departure halls
 - Evacuated to nearby hangars
- **Cars**
 - 6,000+ cars in the parkings (within security perimeter !)
- **Friends & Relatives Reception Centre**



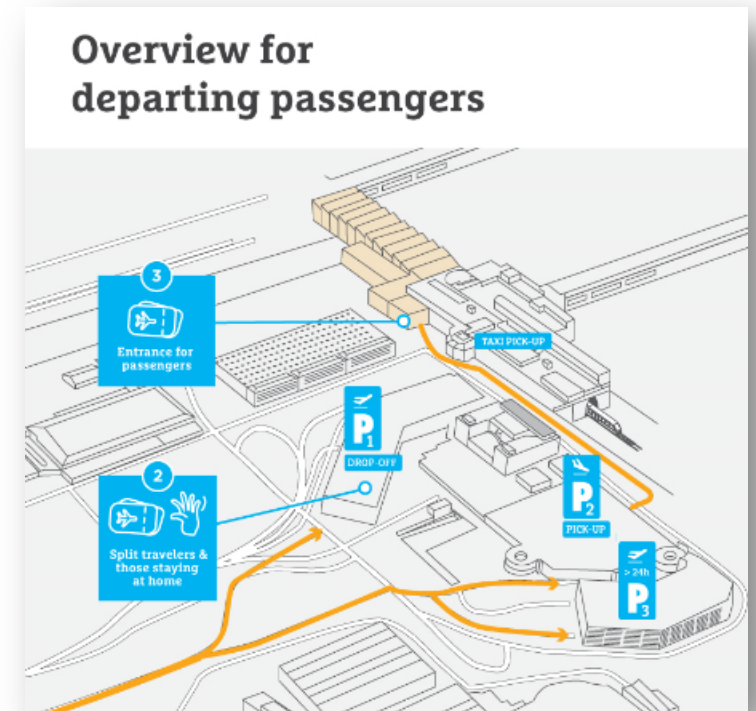
The Recovery ...

... from 0% up to 100% capacity in 72 days

Recovery Phase

March 23: Immediate launch of the restart plan

- Terminal unavailable for 4 days due to crime scene investigations
- Plans for temporary check-in facilities ready:
 - Tents on tarmac to access screening platform, bypassing the terminal
 - Tents for newly imposed pre-check security measures
 - 36 check-in desks on Connector ground level
 - Infrastructure for ticketing, self-checking, PRM, luggage



Recovery Phase

Temporary check-in facilities built in only one week

- March 22 Attacks
- March 24-25 Building of the tents
- March 26-28 Installation of equipment & facilities
- March 29 Real-life trial (800 volunteers)
=> Tents operationally ready
- April 2 Authorities agree on restart
- April 3 Restart



Recovery Phase

April 3: symbolic first flight

- Symbolic first flight on April 3, only 12 days after terrorist attacks
- “We are back!”



Recovery Phase

April 3: reopening with temporary structure

- Capacity of 8 million departing passengers/year
- Adapted security measures (checkpoint, pre-check, ...)
- Gradual ramp-up : more airlines, more flights, more passengers



Recovery Phase

April 3: reopening with temporary structure

- Explosive detection dogs
- Access control : only passengers and staff
- 100% x-ray screening of baggage
- 100% passenger screening
walk through metal detector



Recovery phase

May 1: partial re-opening of Departure Hall

- Very emotional milestone 40 days after the attack
- Reopening of 111 check-in desks in the Departure Hall 1
- 36 counters still used in the temporary structure
- Belgium's Prime Minister: "Brussels is back. Welcome to Brussels Airport !"



Recovery phase

June 2: Return to full capacity in Departure Hall 1

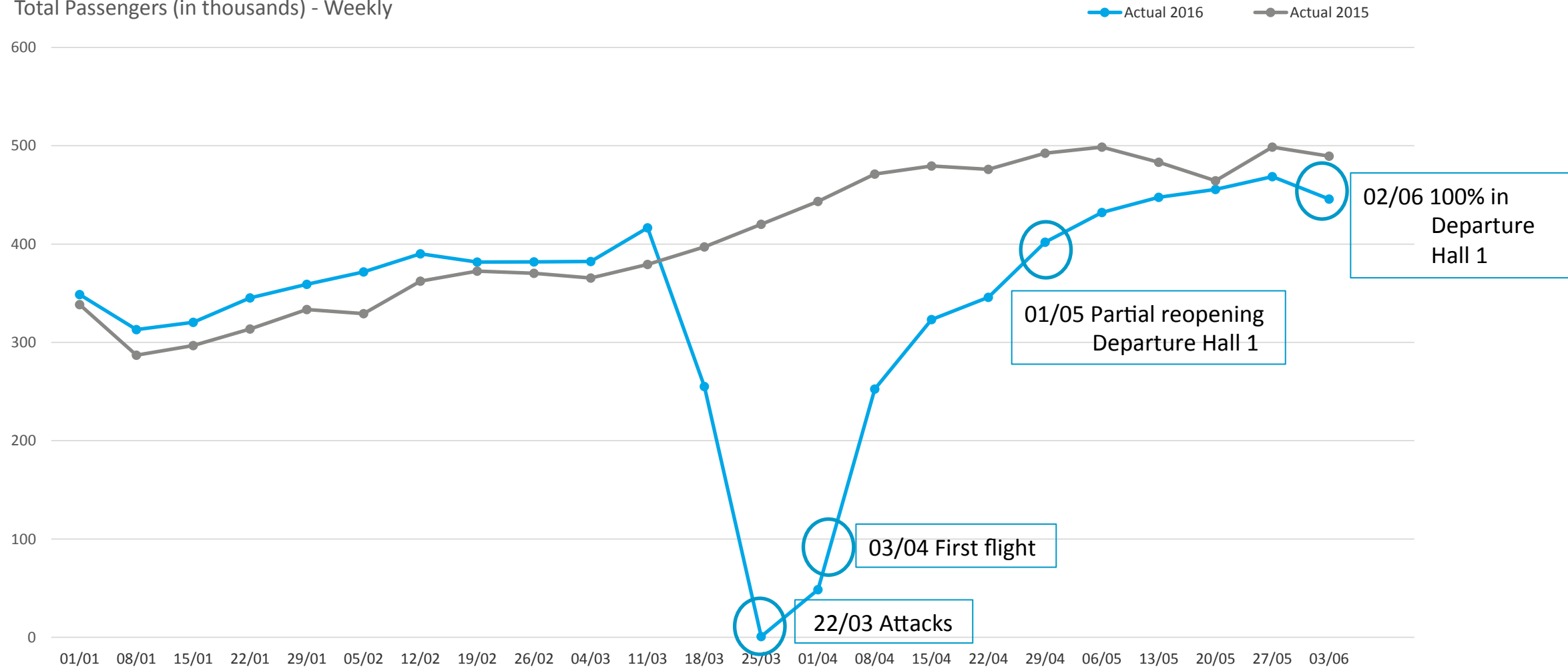
- 144 Check-in desks in Departure Hall 1
- All airlines back in Departure Hall 1
- Check-in allocation optimisation
- Closing of the temporary structure
- Some areas still under reconstruction
- No trace of attacks visible to passengers
- Departure Hall 2 remains closed



Recovery phase

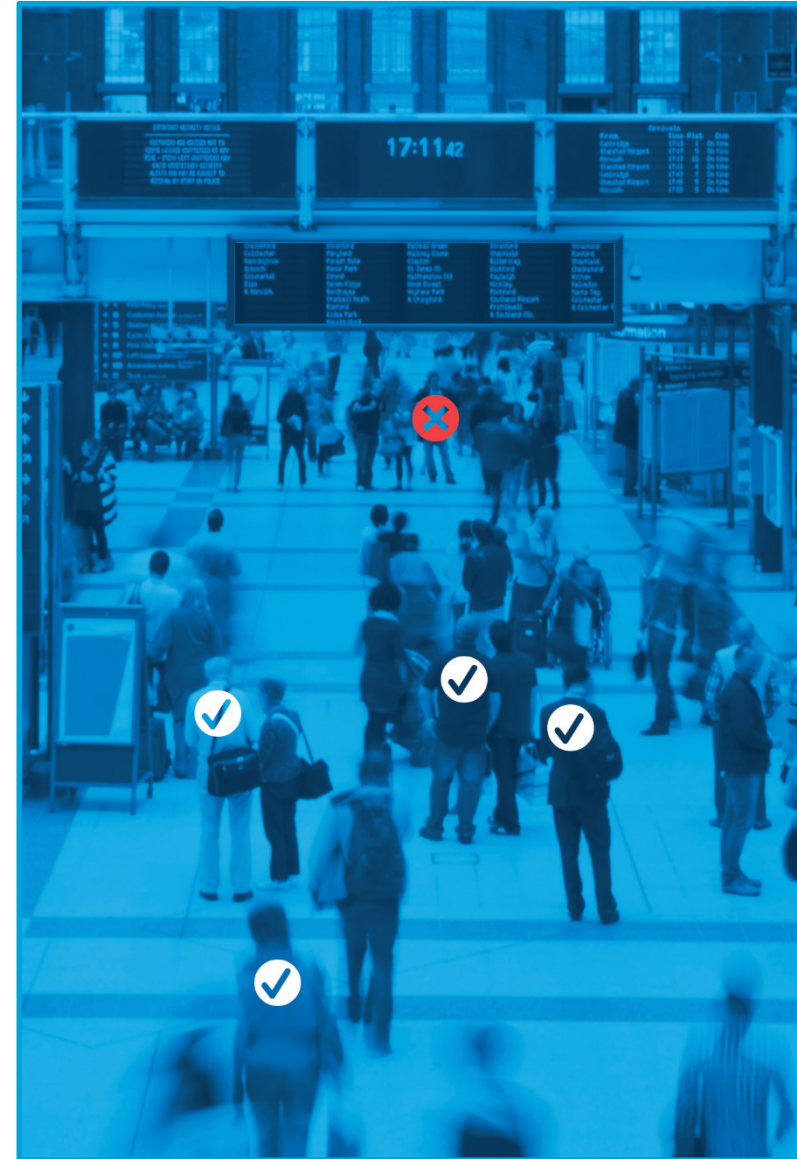
Gradual recovery of flights and passenger numbers

Total Passengers (in thousands) - Weekly



Landside security – Challenges

- Open Public Space
- Threats: IED, PBIED, VBIED, Active shooters
- Accessibility/Public transportation
- Terminal design
- Constantly changing environment
- High flow of people
- Meeters and greeters
- Commercial areas
- Competent authority



Landside Security – Future

- Landside security, driven by local risk assessment
- Multi-layered security system across the airport
- Security measures in a non-invasive way for passengers, driven by technology and behavior detection monitoring
- Introduction of smart security; increasing the throughput and enhancing the passenger experience
- Allow for changes in security screening, requiring a larger footprint or different equipment than today
- Introduction of biometrics – checkpoints
- Remote bag drop facilities in the car park, train station and other designated locations



my airport