



# Airport Security

## Stockholm Arlanda Airport



3	<b>IMPORTANT TELEPHONE NUMBERS</b>
4	<b>SECURITY – YOUR RESPONSIBILITY</b>
5	<b>PREVENTIVE MEASURES</b>
5	Authorisation areas
6	Access
7	Wear your badge so that it is visible
7	Badge application
7	Forgotten badge
8	Visitor badge
8	Tools
9	Keys
9	Loss of badge or key
9	Return of badge and keys
9	Driving permit
9	If you see someone or something suspicious
10	<b>THREATS AND ACCIDENTS</b>
10	Threats
10	Other incidents
10	Medical alarm in case of injury/illness
11	Fire
11	<b>EVACUATION</b>
11	Evacuation of all terminals
12	<b>AUTHORISATION AREAS – MAP</b>
14	<b>THREAT CHECKLIST</b>

Swedavia Customer Service	010-109 10 00
Airport Security Center	010-109 66 66
Airport Operations Center Supervisor (APOC SV)	010-109 13 00
Airport Technical & Operativ Supervisor (ATOS)	010-109 15 10
Arlanda Service Center (authorisation documents)	010-109 66 50

**EMERGENCY PHONE NUMBER: 112**

### The Police

Police matters, passport matters, telephone tip line (you may remain anonymous)	114 14
For urgent matters	112

## This brochure is about security

Stockholm Arlanda Airport is Sweden's largest international airport. It is everyone's common goal and responsibility to ensure that our customers and passengers experience travelling through the airport as safe and secure. Following terrorist attacks around the world in recent years, the European Union has worked to continuously develop security standards through EU regulations. As a result, today we have high security standards at European airports.

Security at the airport includes a combination of measures and resources to prevent illegal actions, for example unauthorised entry, sabotage, terrorism or other criminal behaviour that can affect safety at the airport – in other words, to prevent crime.

Nowadays security is a natural element of the airport's operations, which means that all companies and organisations working at the airport must accept their responsibility and their employees must be knowledgeable about security procedures so that we can achieve our goal: **A safe, secure airport for our customers and our personnel.**

Despite all our efforts, different incidents can occur. If so, it is important to know what you should do. You can also help to prevent incidents that affect everyone's security. This is your responsibility and the responsibility of your company or organisation. Please read through this brochure and keep it handy, in case anything should happen.

**If you suspect a crime – always contact the Police or the Airport Security Center!**

All companies and organisations at the airport have a person who is designated as the Security Manager, to whom you can address your questions. You can also contact us at Stockholm Arlanda's Security Department with any questions or suggestions.

*Head of Security, Swedavia, Stockholm Arlanda Airport*

## Authorisation areas

The airport is divided into authorisation areas. They are colour-coded in red, red-white striped, yellow and green. All airport-based employees who have access to an authorisation area have a badge that indicates which areas they are authorised entry to.

Employees in the baggage sorting facilities in the red authorisation area have red/white-striped badges.

You are authorised to be in the area required by your operations only when you are on duty. For instance, you may not see acquaintances off or meet up with them in the airport's authorisation areas or in the baggage halls before the Customs return barrier.

A map that shows the various authorisation areas can be found at the end of this folder (pages 12–13). You can also find it in the Airport Regulations (AR). You can likewise go to [www.swedavia.net](http://www.swedavia.net).

## Access

Access to the various authorisation areas is permitted only through special staffed passages, where all personnel, vehicles and deliveries of goods are screened before being admitted. This security screening is performed in the same way as for air passengers.

Certain passageways inside the authorisation area are unstaffed. If you have proper authorisation, you can gain admittance once you have swiped your badge through the card reader. In some passageways you have to enter a security code to be able to pass. Make sure that the door closes behind you. Do not let in anyone who arrives after you

Anyone who passes through should swipe their badge in the card reader. If you discover someone without a visible/valid badge inside an authorisation area, you must immediately contact the Airport Security Center (LC),

You will find more information about access rules in the airport's Airport Regulations (AR). You can also go to [www.swedavia.net](http://www.swedavia.net), where you will find AR (in Swedish and English) and other important regulations (mainly in Swedish). You can find up-to-date information about access points and opening hours, as well as a map that shows where the various passageways are located.

## Wear your badge so that it is visible

Your badge must always be worn so that it is clearly visible as soon as you are inside an authorisation area.

This means at chest height, with the front side facing outward so that it is visible even from a long distance. It is also



possible for those who work with loading and unloading, for example, and who risk getting their badge caught or lost, to obtain a sleeve cardholder that is strapped over one sleeve.

Do not lend your badge to anyone under any circumstances. If you discover someone without a badge or without valid authorisation, it is important to report this immediately to the Airport Security Center.

## Badge application

You will find application forms at [www.swedavia.net](http://www.swedavia.net) (Swedish).

## Forgotten badge

If you have forgotten your badge, you must pick up a temporary badge with your photo and name, known as a replacement badge. The badge is valid for a maximum of 7 days and is picked up at the Arlanda Service Center. In order to be issued the badge, you must be able to show a valid form of identification. When you are issued a replacement badge, your regular badge is blocked. Your regular badge is reactivated once the replacement badge is returned and after you have shown your regular badge. There is a charge for the replacement badge, which will be invoiced to your company/employer.

Keep in mind that when you are not on duty, for example at home, you must store your badge in such a way that no unauthorised person gains access to it. The same applies to keys that you have signed out. If you lose your badge or keys or leave them somewhere, you must report the loss as soon as possible. You will find more about this on page 9.

### Visitor badge

Visitors who are temporarily in an authorisation area must have a visitor badge. Application forms can be found at [www.swedavia.net](http://www.swedavia.net) (in Swedish). After an application is approved, the badge may be picked up at the Arlanda Service Center and at Road Gate (Grind) 1.

Visitors with a visitor badge who wish to enter an authorisation area must pass through security screening and must always be escorted by a person with a photo badge. The security manager at your company or organisation can answer questions about visitor rights. For more information, go to [www.swedavia.net](http://www.swedavia.net).

### Tools

Anyone who handles tools inside the authorisation area is responsible for ensuring that the items – for instance, knives in restaurants or tools in workshops – are kept out of reach of unauthorised people. These must be locked up or kept under surveillance.

Security guards at the airport are entitled to deny employees access to the authorisation areas if an employee is carrying an item that causes the guards concern.

### Keys

To gain entry to certain premises, you need a key. To obtain one, you must submit an application form that is signed by



the security or key manager or the security administrator at your company or organisation. A key is personal and may not be loaned to anyone else.

### **Loss of badge or keys**

If you lose your badge or keys, you must immediately report this to the Arlanda Service Center.

You must also file a police report about the loss. A copy of the police report must be submitted to the Arlanda Service Center.

### **Return of badge and keys**

When your employment at the airport ceases or you change employers, you are obliged to return your badge and keys to the Arlanda Service Center. You will be charged for an unreturned authorisation badge according to the current price list.

### **Driving permit**

To be allowed to drive a vehicle inside the authorisation area, you must have a special driving permit. To obtain one, you are also required to undergo special training that is given regularly at the airport. For information about authorised driving trainers, please contact the Arlanda Service Center.

### **If you see someone or something suspicious**

If you find abandoned baggage or other suspicious objects – do not touch anything, notify the Airport Security Center (LC), or APOC SV for a decision about what to do next.

This also applies if you find abandoned tools/sharp objects inside the authorisation area.

If you see someone or hear something suspicious, call 112 or the Airport Security Center (LC). If the matter is not urgent, you can email [securityawareness@swedavia.se](mailto:securityawareness@swedavia.se)

## Threats

If you receive a threat against the airport, an airline or an aircraft: fill out the threat checklist and immediately notify the Police by calling 112 and APOC SV. You will find the checklist at the end of this folder.

## Other incidents

If you suspect any kind of crime – contact the Police by calling 112 or the Airport Security Center (Ledningscentralen).

## Medical alarm in case of injury/illness

The person who is with the patient should first call the national emergency number, 112, and be prepared to answer the operator's questions:

- What happened?
- Illness/injury?
- The person's age?
- Gender?
- Is the person breathing?
- Pulse?
- State of consciousness: Awake/groggy/unconscious?
- Measures taken?

The person should contact the Airport Security Center (Ledningscentralen, LC).

## Fire

- Help people out of immediate danger.
- Activate the alarm by calling the emergency number, 112.
- If you are at no risk of injury, try to limit the fire using a fire extinguisher.
- Wait for help to arrive.

## Evacuation of all terminals

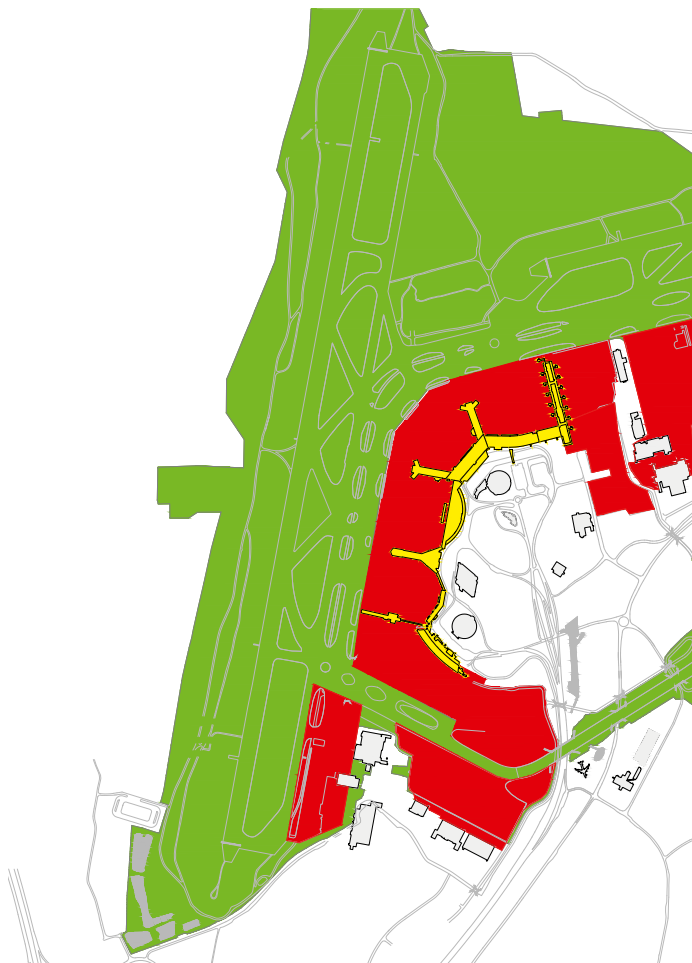
Every public authority, company or organisation at the airport must have an evacuation plan for employees and the general public. Your employer is also responsible for ensuring that you get training in what you should do in case of evacuation.

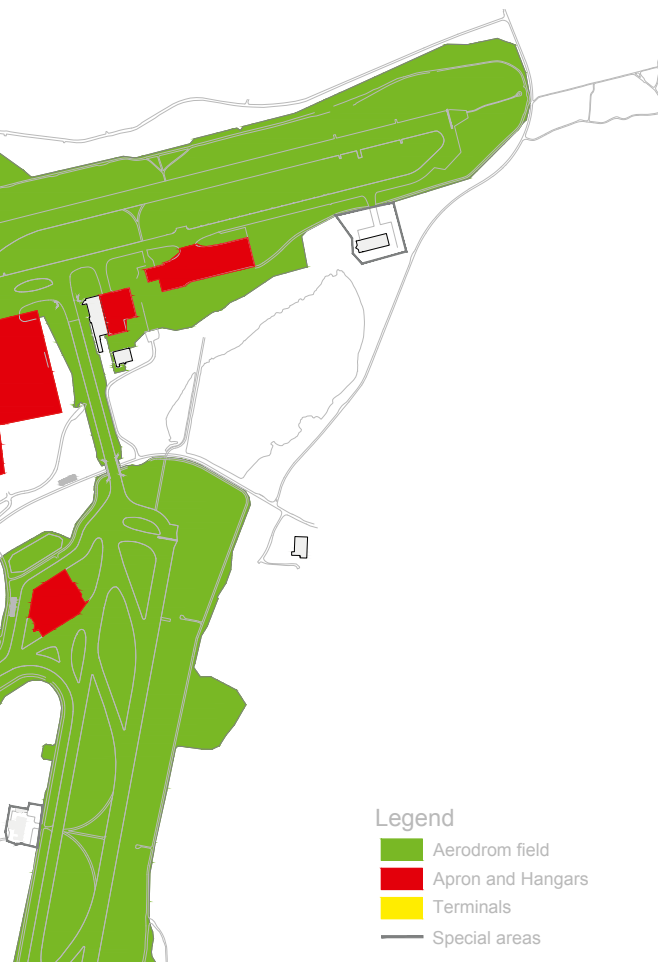
There are two types of evacuation – controlled evacuation and emergency evacuation. A controlled evacuation is always preferable but requires at least 20 minutes' advance warning.

The main task of security service personnel is to show people the way to exits and assembly points.

Other employees who work among the general public, regardless of their employer, must assist in showing the way to the designated assembly point.

For more information, see the Airport Regulations at [www.swedavia.net](http://www.swedavia.net).





**BE CALM – BE FRIENDLY – DO NOT INTERRUPT**

Exactly how the threat was worded

---

---

---

**Questions to ask**

1. When will the bomb go off?

---

2. Where has the bomb been placed?

---

3. When was the bomb placed there?

---

4. What does the bomb look like?

---

5. What kind of bomb is it?

---

6. What causes the bomb to go off?

---

7. Did you place the bomb there yourself?

---

8. Why has a bomb been placed there?

---

9. What is your name?

---

**- TRY TO KEEP THE CONVERSATION GOING****Notes about the person making the threat**

- Identity**       man                       woman  
                      boy                         girl
- Voice**         high-pitched       deep  
                      soft                         loud  
                      weak                       youthful
- Speech**       rapid                       slow  
                      clear                         distorted  
                      distinct                     swear words  
                      stutter                       lisp  
                      technical terms       other
- Dialect/  
language**       local, which one? \_\_\_\_\_  
                      foreign accent \_\_\_\_\_
- Attitude**       calm                         excited  
                      confused                     familiar with the local area  
                      other
- Background  
sounds**         music                         street traffic  
                      aircraft                       loudspeaker/machinery  
                      voices                         radio/TV  
                      other
- Measures  
taken**            1. Report to the Police  
                          2. Contact Swedavia ADO  
                          3. Contact your manager/security manager

**Time of threat** 20 \_\_\_\_ - \_\_\_\_ - \_\_\_\_ xx:xx \_\_\_\_\_

**Received by** \_\_\_\_\_

**Swedavia AB**  
Stockholm Arlanda Airport  
*carina.elgstrand@swedavia.se*