

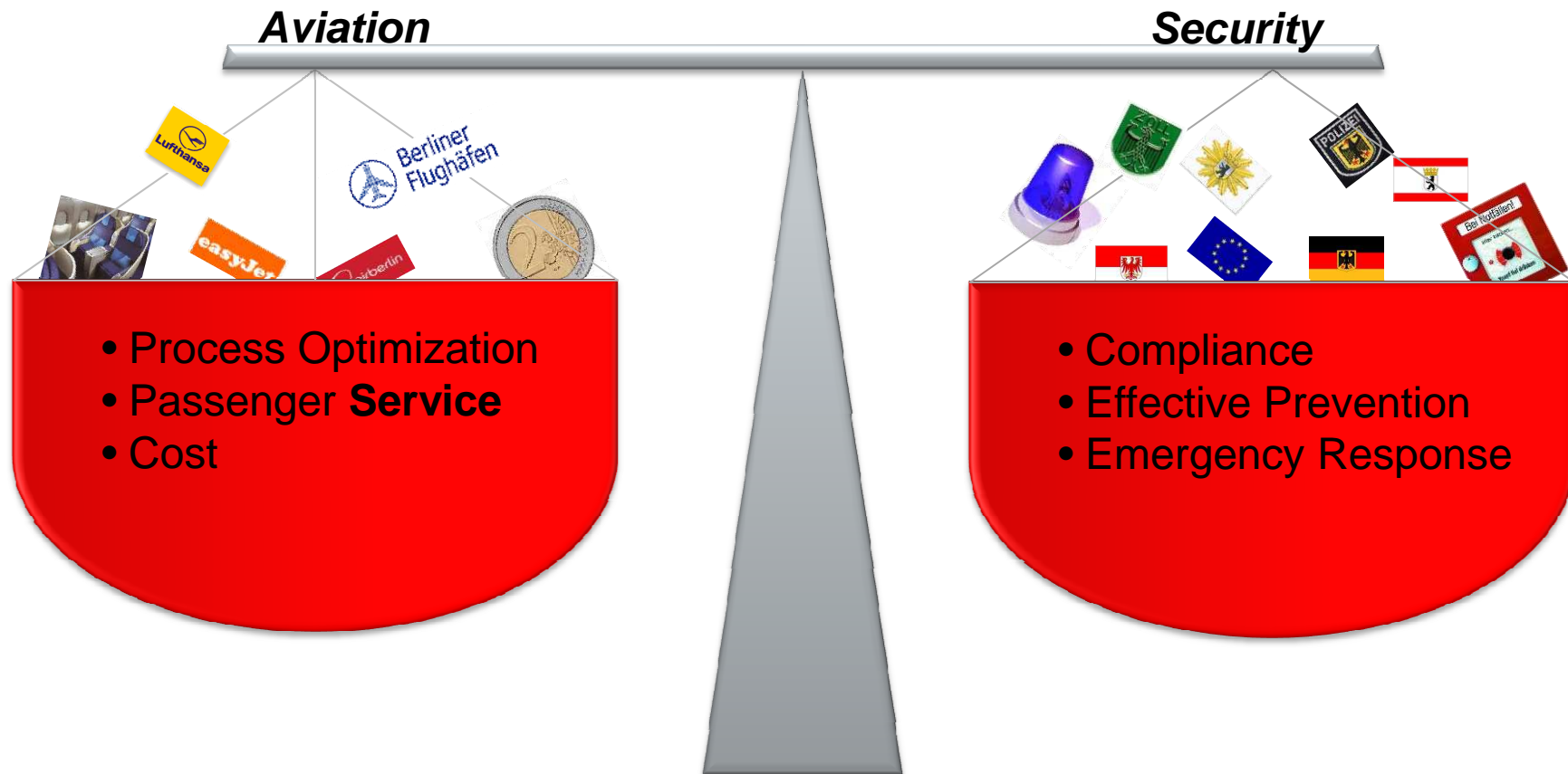
# Security and Service in Commercial Aviation - Contradiction or Synergy?

The Berlin Airports Perspective  
ILA Berlin Air Show , 22nd May 2014



# Security and Service - Berlin Airports Perspective

## Our approach to security



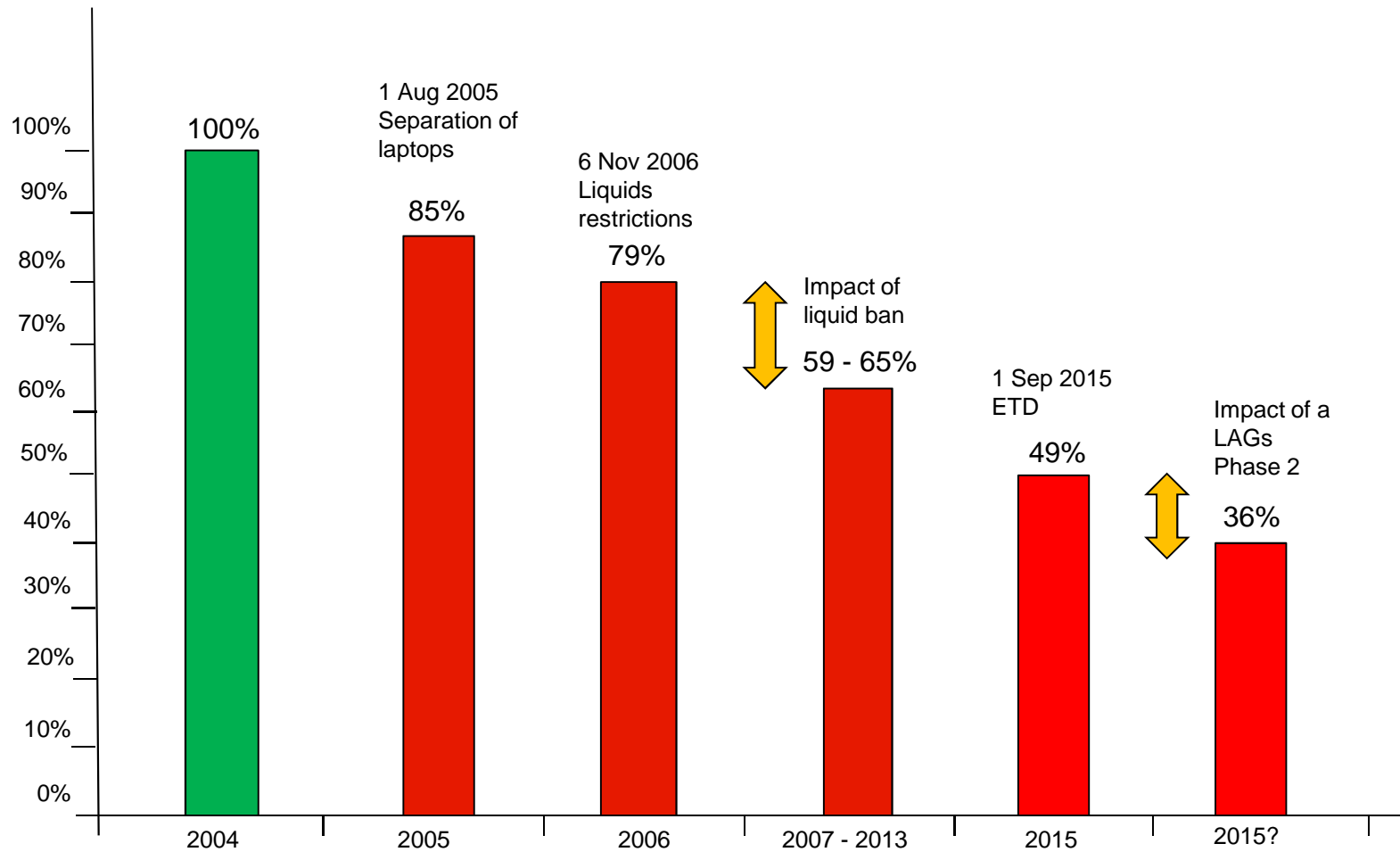
# **Security and Service - Berlin Perspective**

## **Concern 1: EU regulation**

- **Incident driven legislation**
- **Before legislation we need**
  - **better risk assessments**
  - **better measuring of effectiveness**
  - **better impact assessments**
- **Few collaboration between technology experts and lawmakers**
- **„Passenger service focus“ only by EU Parliament**
- **Variety of contradicting stakeholder interests**

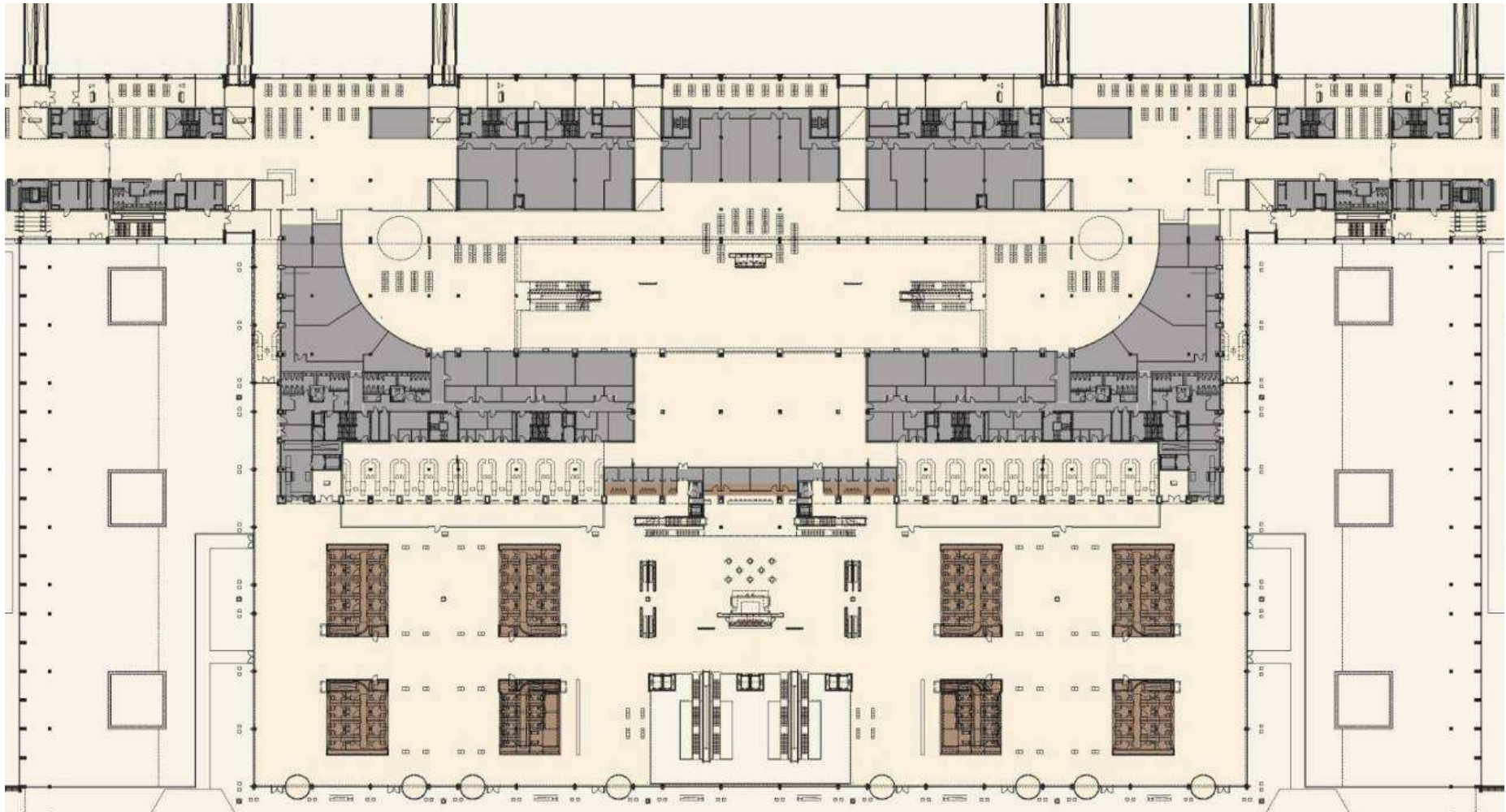
# Security and Service - Berlin Perspective

## Impact on Throughput of new security measures



# Security and Service - Berlin Perspective

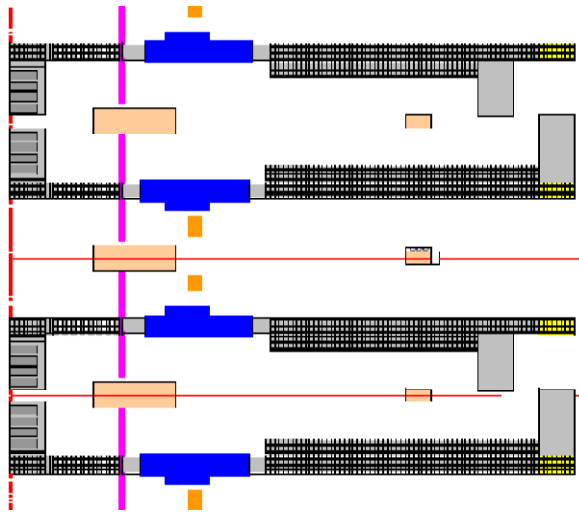
## BER Terminal Layout until 2010



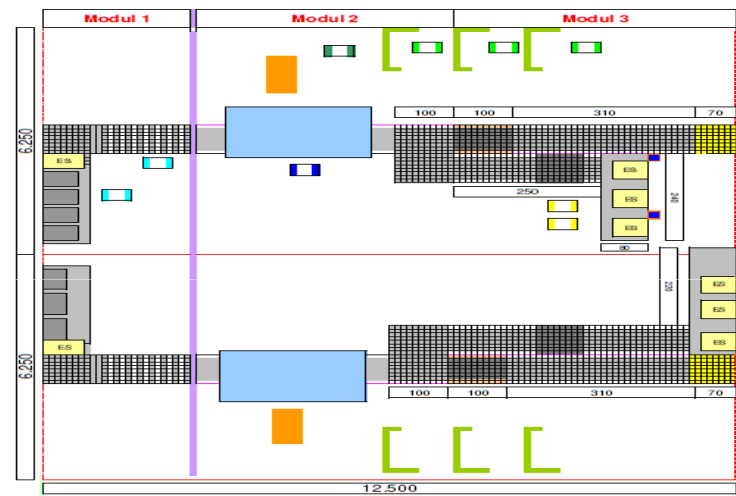
# Security and Service - Berlin Perspective

## Impact of EU-Regulation (2009) on liquids

- Conventional Process 120 Pax/h
- X-ray without liquids detection

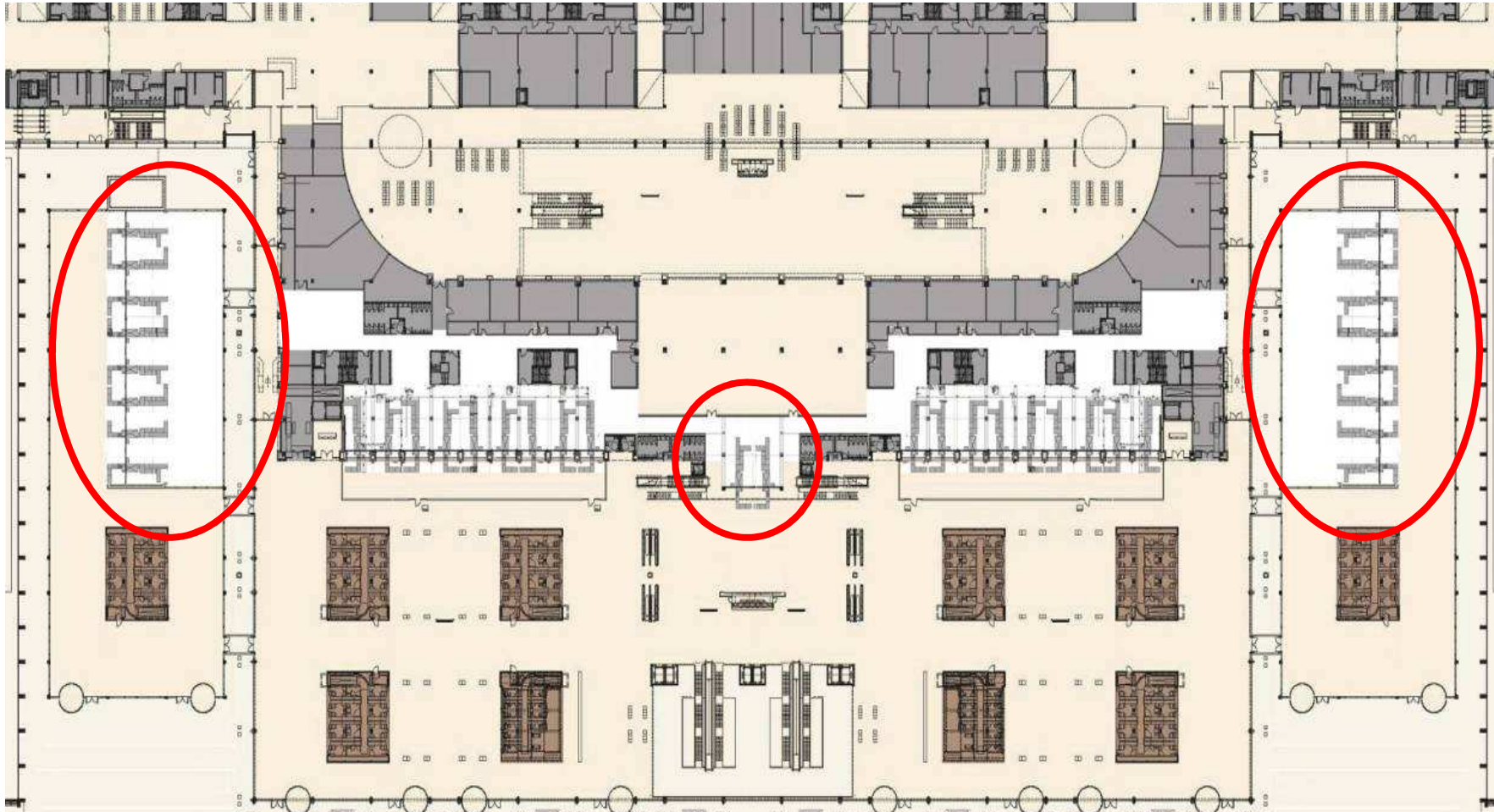


- Optimized Prozess 180 Pax/h
- X-ray with liquids detection



# Security and Service - Berlin Perspective

## Terminal Layout enabled for Screening Liquids



# Security and Service - Berlin Perspective

## Screening Liquids – Any need for Phase 2???

- Phase 1 Observations – too early to draw conclusions – successful or not successful
  - Security priorities – what are they? Non-metallic threats/IEDs/Liquids?
  - Security objectives – 100% screening or risk-based (xx%)
  - Other security initiatives (at European airports):
    - Introduction of wider use of ETD by 1 September 2015
    - Preparations for EDS Standard 3 – from now until 2018-20
    - Advanced Cabin Baggage Systems (ACBS) – wider use in Europe within next few years (with liquids capability incorporated)
- **LAGs should not be treated in isolation**
- **LAGs phase 2 is not necessary and harmful for overall security service!**



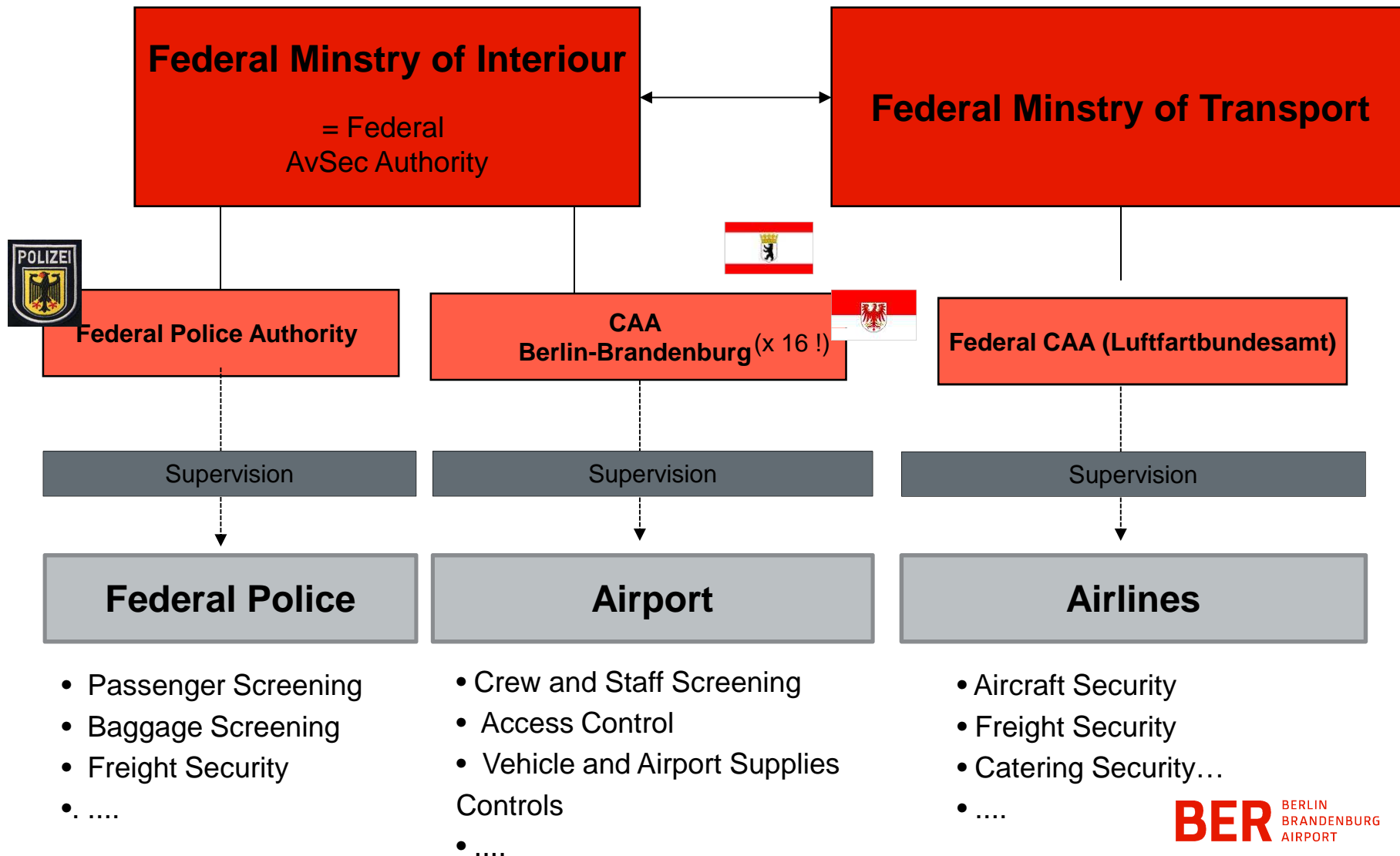
# **Security and Service - Berlin Perspective**

## **Concern 2: (National) Implementation**

- **Split responsibility in Aviation Security**
- **Security Administration is risk-averse**
- **Security research is not service/consumer driven**
- **EU-wide certification of technology necessary**

# Security and Service - Berlin Airports Perspective

## Split responsibility in German Aviation Security



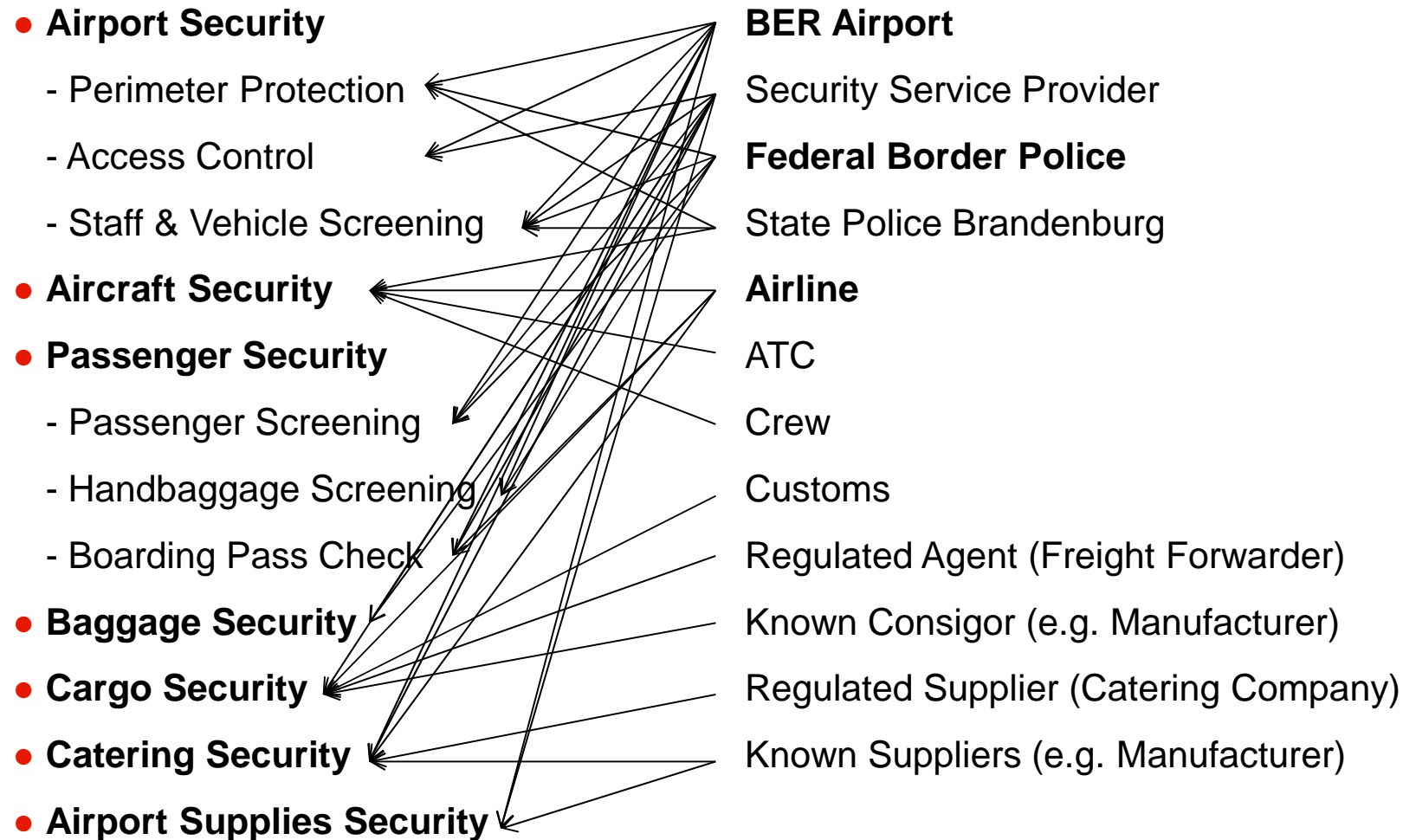
# **Security and Service - Berlin Perspective**

## **Concern 3: Cost**

- **High cost pressure on Aviation Industry**
- **Security is always an Obstacle and Cost Driver**
- **Different Stakeholders with different cost/service targets**

# Security and Service - Berlin Airports Perspective

## Stakeholders and tasks in Aviation Security...



# Security and Service - Berlin Perspective

## Conclusion: Better Service by *Smarter Security*

- Balancing of data management, intelligence and physical checks
- **Shift focus to “Bad People“** instead of “Bad Objects“
- **Passenger Differentiation** of without discrimination
- Use of innovative approaches such as behaviour analysis, biometrics and "Trusted Traveller" programmes
- Performance improvement through variation and **unpredictable alternation**
- More innovation, more incentives to test alternative systems in real airport operations