



FREQUENTLY ASKED QUESTIONS

Dormakaba Exit Lane Breach Control

1) **Why is BNA implementing Dormakaba Exit Lanes?**

The integrated technology of an exit lane allows airports to receive immediate alerts to any perceived security breach. Additionally, they provide improved, seamless traffic flow allowing passengers to proceed to baggage claim quickly.

2) **What is an Exit Lane?**

Exit Lane corridors are an automated security system that allow us to provide higher security between the airside and landside in the airport – protecting passengers, airline crew and employees alike. Additionally, they provide improved, seamless traffic flow allowing passengers to proceed to baggage claim quickly.

3) **How do I use an Exit Lane?**

Exit Lanes are essentially automatic doors, with the security being provided by a high-level sensor system. You will walk through as you would any automatic door. As you approach the corridor, the sensor at the top of the door will pick up your approach and open the doors for you.

4) **Are Exit Lanes safe for me to use?**

Yes! Safety sensors are used throughout the lanes to prevent doors from closing as passengers move through the lane. The open cover of the lane provides plenty of lighting, offering a clear path through.

5) **What happens if I need to turn around to retrieve something left on the plane or in the gate area?**

Exit Lanes are intended as one-way traffic corridors. Any attempt to turn back and move towards the secured side will cause the doors to close and an automated message asking you to please continue towards the exit. To retrieve left behind items, please exit the corridor, and find a Department of Public Safety officer or BNA employee who can assist you.

6) **What happens if I drop an item in the corridor?**

The sensor system in the corridor will identify any dropped or thrown items within the corridor. As long as the item is picked up, no security protocol will be activated. If the item is still in the corridor and you have exited, a BNA employee will need to retrieve the item for you.

7) **What do I do if the doors close and I cannot exit?**

If the doors are secured, it means a security breach has been attempted. Our teams will work to clear the breach quickly, reopen the doors and allow you to exit.

8) **Can I use the Exit Lane to enter the gate area?**

No. Exit Lanes are a one-way corridor only and allow traffic to move from the gate area to baggage claim. Any attempt to enter from the baggage claim area will result in a verbal warning from the system and the doors on the airside to close.