



UNLOCKING THE POTENTIAL FROM Digital Identity

EXECUTIVE UPDATE



NOVEMBER 2025

WELCOME

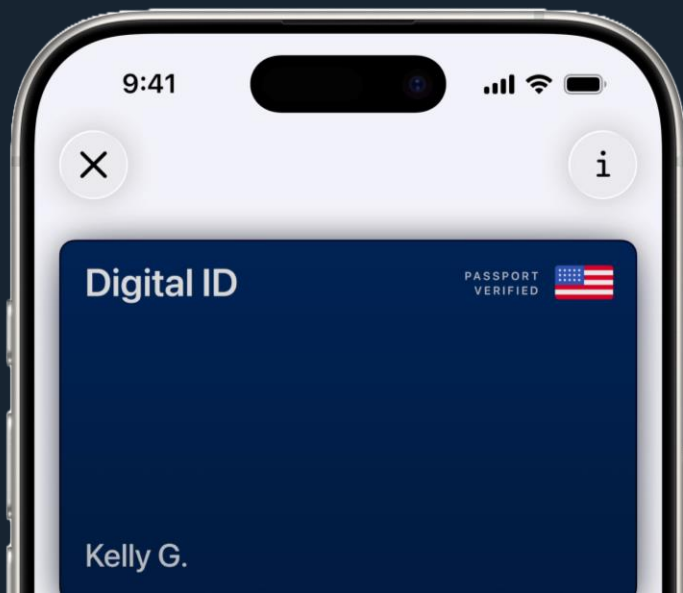


Martin Thomas

AI and Innovation Portfolio Manager

IAGi

**Your phone will be the hub for your identity across travel,
hospitality, commerce (and life)**



**The airport experience
still bears the same
processes it did from
the early days of
commercial flights**



The future is a contactless travel experience where the customer using their personal device controls the journey; with digital identity and biometrics working in harmony for ease and no effort

1

**100% accurate
passport information
captured**

2

**All compliance processes
completed pre-airport
mitigating legacy checks**

3

**Interactions are 100%
biometric, enabled by
identity credential on
customers device**

4

**The end of the
boarding pass?
Just in-app status
required**

The pathway to where we are now, and the future it unlocks by the end of this decade

BIOMETRICS



DIGITALISATION



VERIFICATION



2026 - 2027

PRE-AIRPORT
READY

2028

BIOMETRIC
ENABLED
JOURNEYS

2030

SEAMLESS
TRAVEL

CONFIRMATION OF ALL
TRAVEL DOCUMENTS
READY FOR JOURNEY

REQUIRING VERIFIED DATA
AND AIRLINES ACCEPT
VALIDITY OF DATA

VERIFY THE CUSTOMERS
IDENTITY ONLINE

REQUIRING THE SHARING
OF THE BIOMETRIC DATA
BETWEEN CUSTOMER AND
AIRLINE

COMMITMENT BY ALL THE
STAKEHOLDERS; AIRLINES,
AIRPORTS AND
GOVERNMENTS TO
DEPLOY FULL BIOMETRIC
JOURNEY PATHS



An effortless, contactless travel experience for all customers, enabled through verified digital identity credentials and biometrics delivering operating cost efficiencies and enhanced NPS

The benefit to our business and industry

At IAG we see the potential for how Digital Identity allied with Biometric enabled journeys, will deliver a significant efficiency for our business and operations, whilst embracing the digital behaviours of our customers and our technology partners' innovation in this space

GROWTH is the greatest opportunity to transform legacy airport processes in 100 years, and it's happening over the next decade



Madrid Barajas Airport

- ▶ From 70 to 90 million passengers annually
- ▶ Complete by 2031



Barcelona El Prat Airport

- ▶ From 55 to 70 million passengers annually
- ▶ Complete by 2033



London Heathrow Airport

- ▶ From 80 to 150 million passengers annually
- ▶ Completed by 2035

GROWTH is the greatest opportunity to transform legacy airport processes in 100 years,
and is in the palm of your hand right now



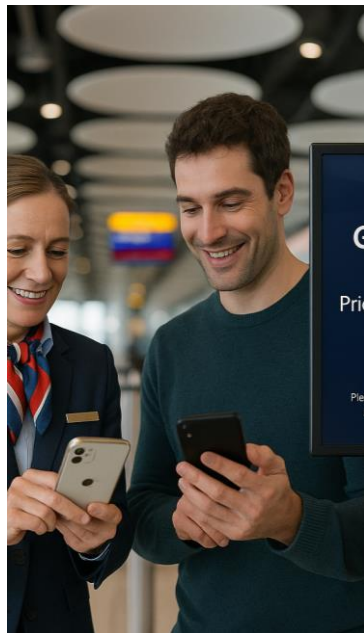
COMPLIANCE
CONFIRMATION



EXCEPTION
HANDLING



BAG DROP SIMPLIFICATION



BOARDING
FASTER

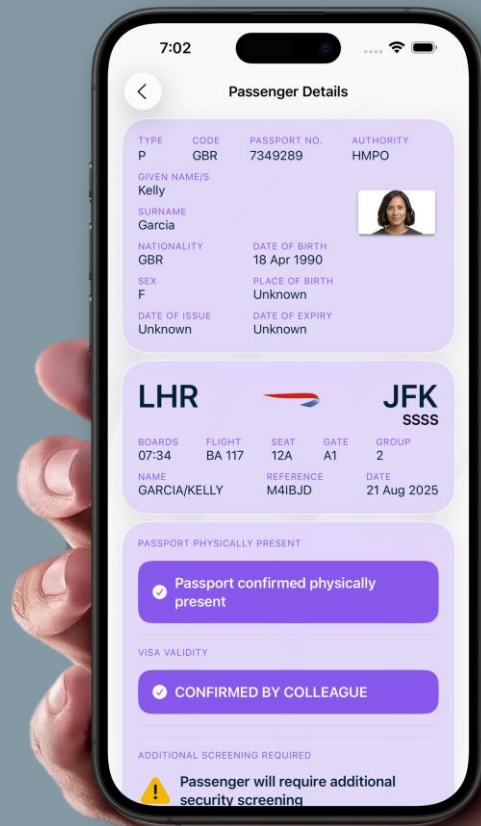


BORDER
EFFICIENCY

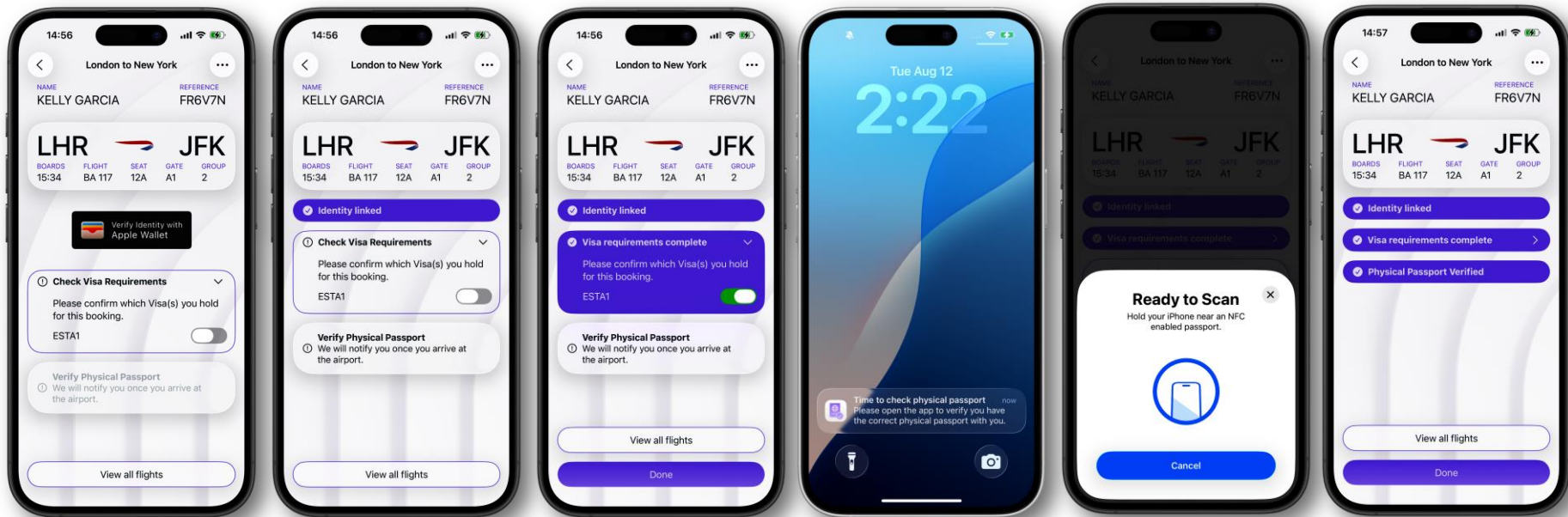
From Lab to Live Proving The Concepts

IAG working with partners and industry to validate the customer journey and benefits from adoption of Digital Identity enabled interactions

We have taken this opportunity to prove that the capability can be realised, and we can adapt today's processes and hardware to benefit



Proof of Concept: we have demonstrated Digital Identity customer interactions in applications



Customers provide 100% accurate passport data either at booking or pre-airport enabling check-in

Customers are prompted for the exact visas / pre-approvals required for their itinerary and self-confirm compliance

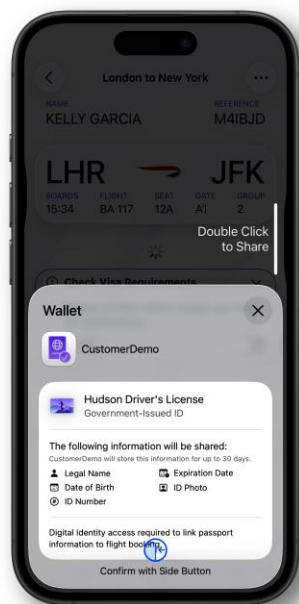
The customer travels to the airport in the knowledge they have completed and verified all pre-requisite processes

As the customer has provided their passport digitally, we ensure they have arrived with the correct document

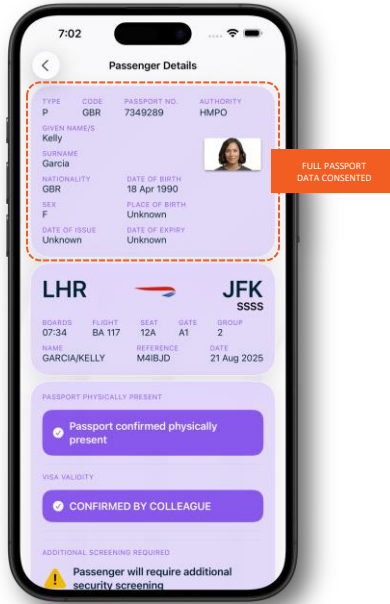
This is facilitated by a quick NFC scan of their physical passport and match to their digital credential on the device

This has completed some of the more common process steps that impede a contactless travel experience

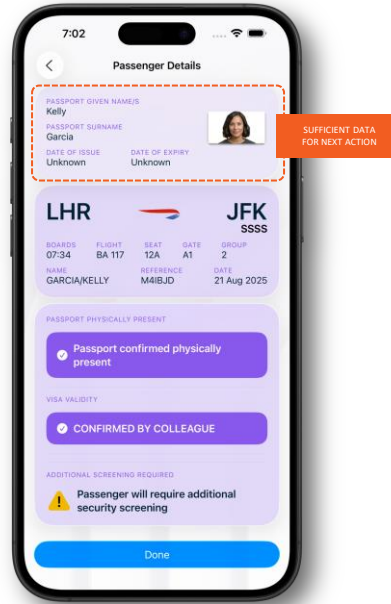
Proof of Concept: we have demonstrated Digital Identity customer interactions in colleague applications



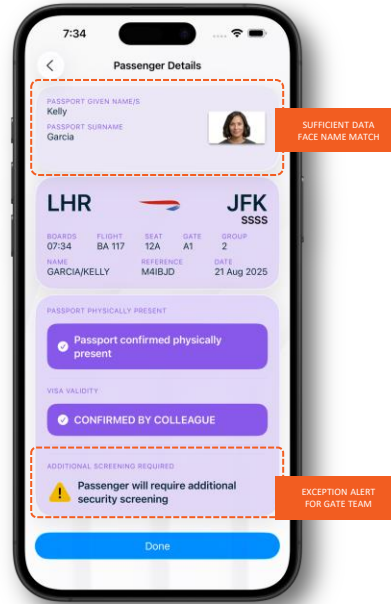
When a customer has been asked to share their identity with us, they will confirm what is being shared through the native platform consent



We move from legacy processes, one of which is the passport and visa check that can be carried out through a simple device tap to a colleague



A tap-based initial engagement with a colleague will surface all of the relevant information to support their first contact resolution



We remove the double doc check at boarding queue to a simple tap for entitlement to board, reducing the transaction time by at least 50%



amadeus

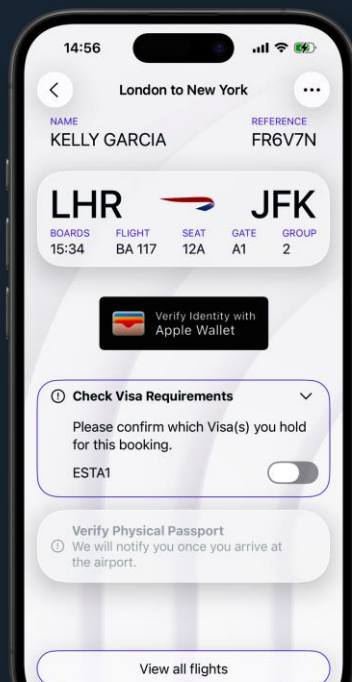


CONTACTLESS TRAVEL

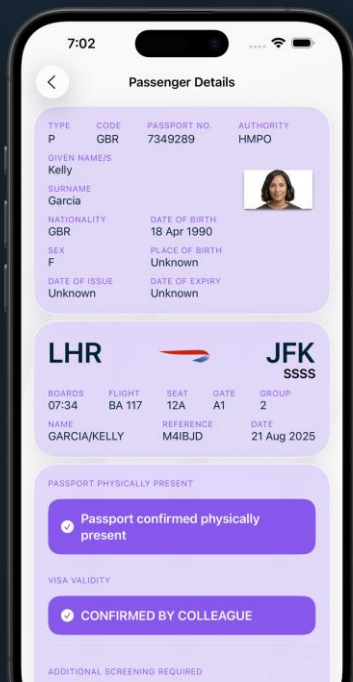
PROOF OF CONCEPT MARCH 2026

London Heathrow to Hong Kong on British Airways.
Hong Kong to Tokyo Haneda on Japan Airlines.
In collaboration with Amadeus and NEC

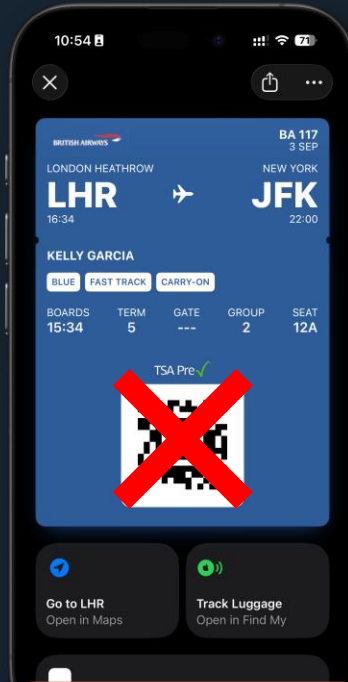
We want to partner across our industry to influence the change to a full suite of verified credentials as enablers to contactless travel



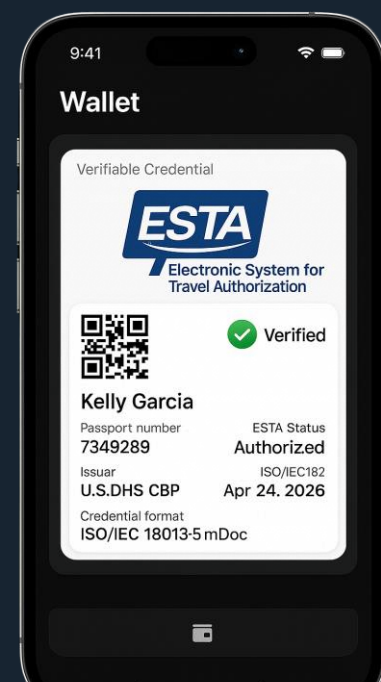
FOR BOOKINGS



TO COLLEAGUE APPS



BOARDING STATUS NOT PASS



AND TO VISAS



Thank you