IATA WEBINAR
WELCOME
YOUR WEBINAR WILL START SHORTLY
IATA

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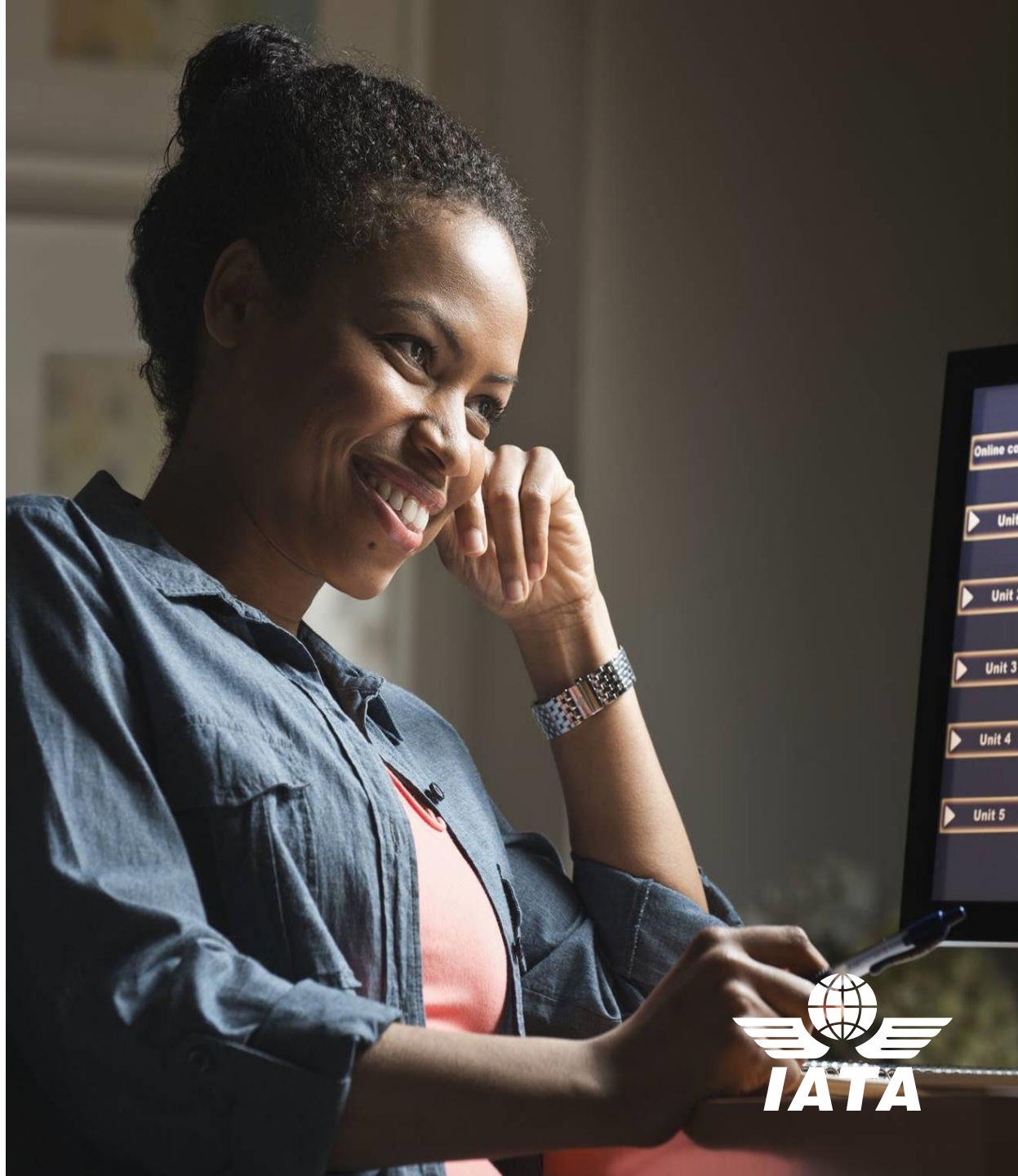
# During the webinar

Your microphone will be muted during the webinar.

If you have questions, please use the Q&A panel. All questions are moderated by our legal team.

You also have a chat panel.

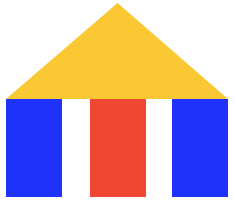


IATA WEBINAR

# SPECIAL SERIES: RESHAPING THE PASSENGER EXPERIENCE

IATA

# Competition Law Guidelines



This webinar is being conducted in full compliance with antitrust and competition law.

- Any discussion regarding matters such as fares, charges, division or sharing of traffic, or revenues or concerning any other competitively sensitive topics outside the scope of the agenda is strictly prohibited.
- IATA will not answer questions pertaining to individual policies or commercial decisions and/or being subject to bilateral commercial discussions between airlines and their suppliers or customers.

# Speakers

**Suresh M Khadakbhavi**
Assistant Vice President
Innovation Lab, Bangalore
International Airport Ltd

Kempegowda INTERNATIONAL AIRPORT BENGALURU

**Jasper Quak**
Managing Director
**BAGTAG**

BAGTAG SMARTER. EASIER. FASTER.

STRATEGIC PARTNER IATA INTERNATIONAL AIR TRANSPORT ASSOCIATION

**Kelly-Anne Frenette**
Senior Manager
Passenger Process

**Andrew Price**
Head, Global
Baggage Operations

**Alan Hayden-Murray**
Head, Airport
Passenger and Security
Products

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IATA WEBINAR

# A quick question for our audience:

# Contactless solutions are key to promoting a safe, secure, touchless and seamless passenger experience

More personal control

## Biometrics

IATA One ID

# One ID

## A vision for an end-to-end biometric passenger journey

IATA One ID

A collaborative identity management solution

spanning across all stakeholders

using biometric recognition

## READY TO FLY

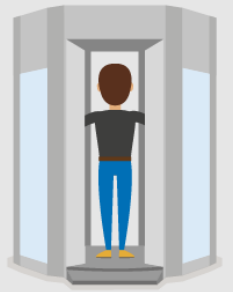
> Pax data is collected, admissibility is validated, and identity is confirmed.

## BAG DROP

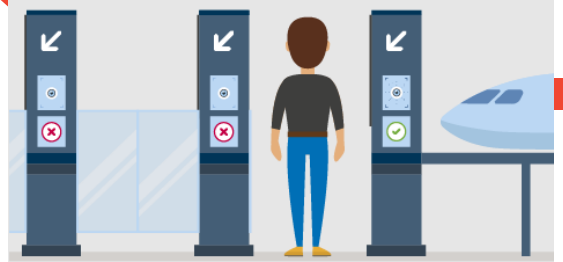
## SECURITY ACCESS

## OUTBOUND BORDER CONTROL

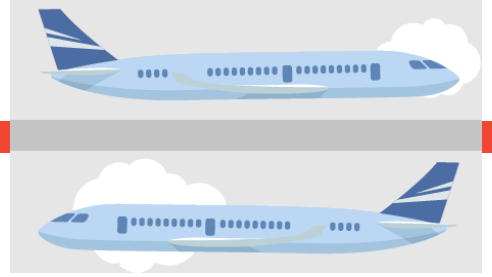
## SECURITY SCREENING



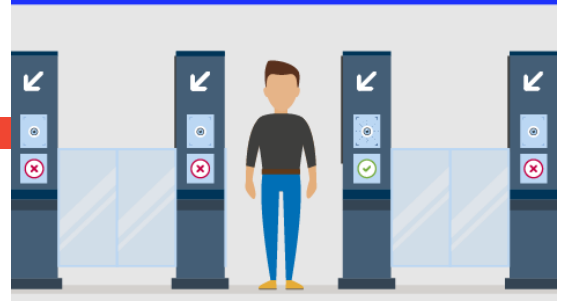
## BOARDING



## READY TO FLY BACK

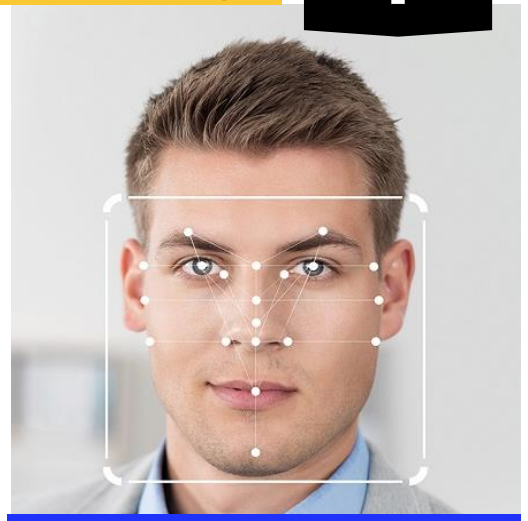


## INBOUND BORDER CONTROL



# Key elements of One ID

**Privacy by Design**



Trusted Digital Identity

Operational Framework

Identity Management Platform

Biometric Recognition

IATA One ID

# Solutions for such challenges

**Trust & Collaboration**
through greater Public-Private partnerships

**Standards & recommended practices**
for harmonization

GOAL!

**Interoperability**
Initiatives must be scalable and interoperable with other initiatives

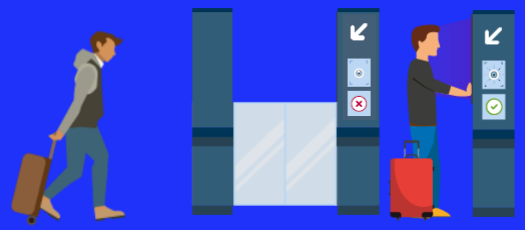
# BENEFITS

## CONTACTLESS

- Contactless touchpoints enabled in airport terminal

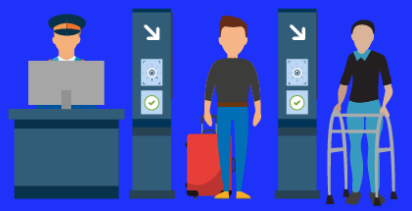
## SEAMLESS PROCESS

- Better passenger processing
- More attractiveness



## SECURITY

- More robust advanced risk analysis
- Combat cross border crime incl. Human trafficking



## EFFICIENCY

- Better resource allocation
- Provide better customer experience

## SPACE OPTIMIZATION

- Free up airport terminal capex
- Invest in growth
- Meet future demand

## CAPACITY

- More efficient passenger process
- Higher passenger throughput

IATA One ID

# One ID – Covid-19 Response

To address the aviation industry's changing demands, One ID is shifting its priorities to prioritise two key deliverables:

- ensuring flexibility in information exchange between passengers, airlines, and governments in the face of growing information requests; and

- delivering a touchless passenger processing at airport touchpoints to bring back passenger confidence in air travel to relaunch the aviation industry.

# Bangalore International Airport Limited

(BIAL)

Operators of

**Kempegowda International Airport, Bengaluru (#BLRAirport)**

# Covid-19 has been a rare situation due to its complexity

Information
- Lack of quality and contradictions

Highly Dynamic
- Faster than we can adapt

No End in sight
- No cure & No Vaccination

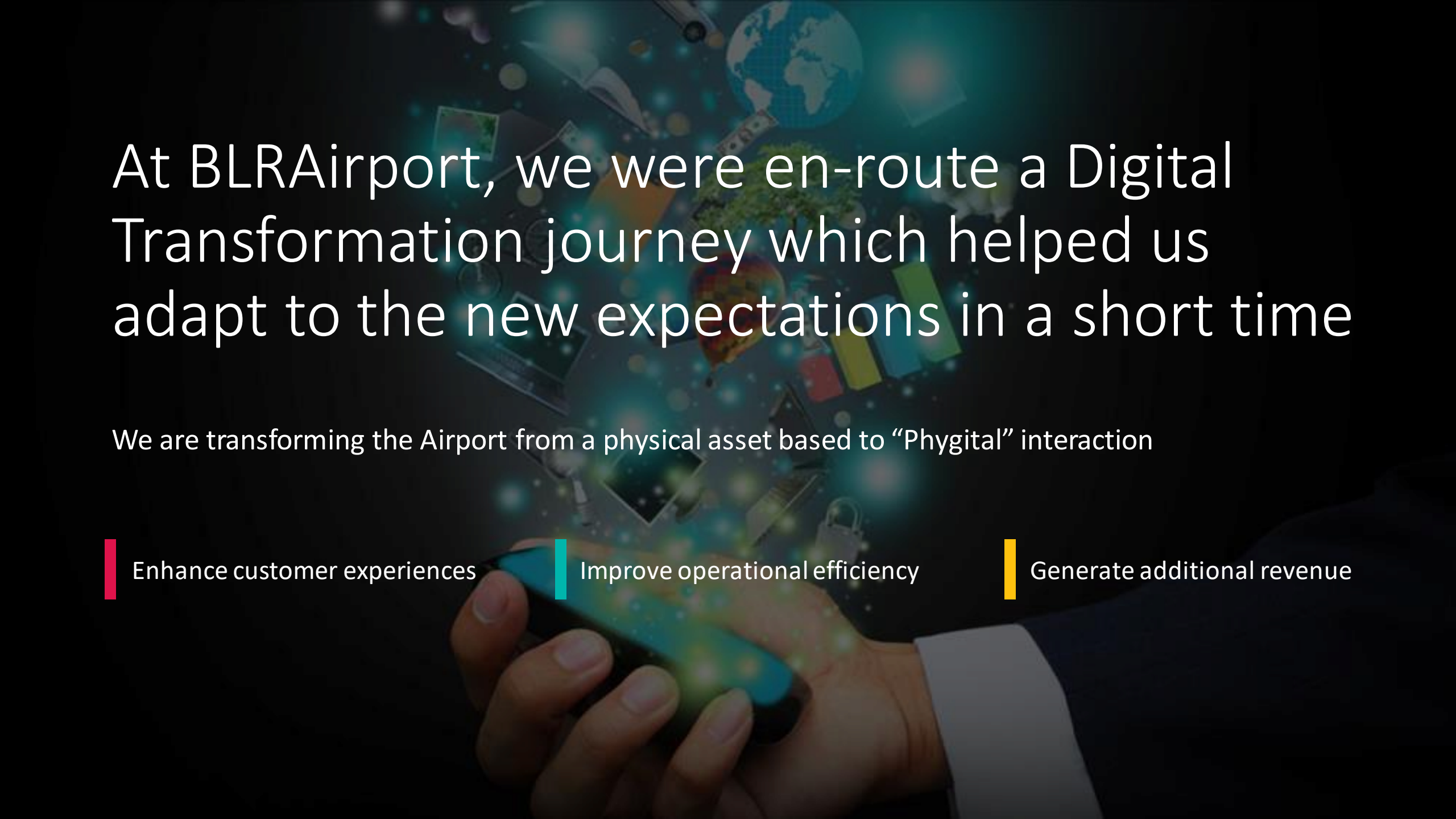
# We applied a 3-step approach to maneuver this complexity

**ACCEPT**

**ADAPT**

**ADVANCE**

In adapting to the new expectations, **Simplicity** and **Flexibility** have been the core principles driving our process related decisions including Digital Transformation



# At BLRAirport, we were en-route a Digital Transformation journey which helped us adapt to the new expectations in a short time

We are transforming the Airport from a physical asset based to “Phygital” interaction

- Enhance customer experiences
- Improve operational efficiency
- Generate additional revenue

# Biometric based boarding process is a major program within this journey

- Integrates travel document and identity document with biometrics as a ‘single token’
- Seamless ticketless access across airport
- Faster processing of baggage at Self Bag Drop counters as well as Smart Lanes
- Enhanced security due to the use of real-time biometric validation of ID
- Elevated to a nation wide program now
- Digi Yatra Foundation (Central Authority) created
- Privacy by Design: Authentication, not Identification

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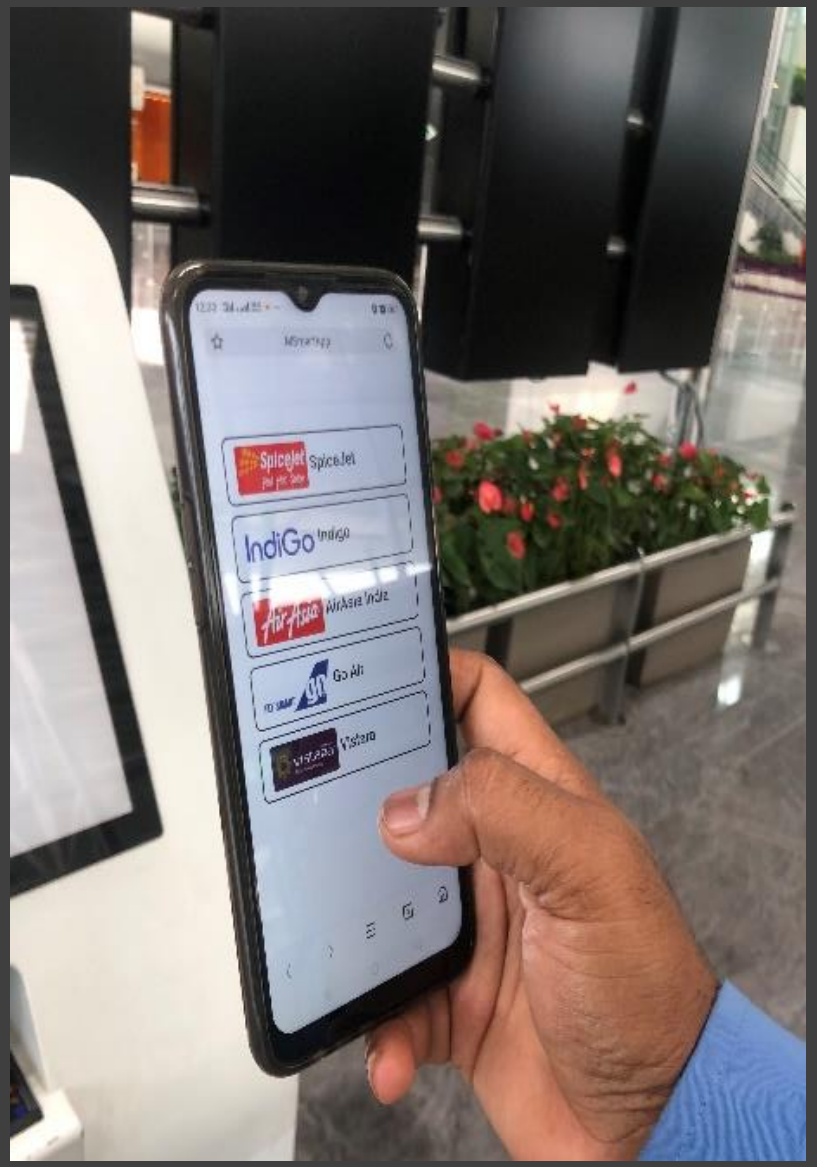
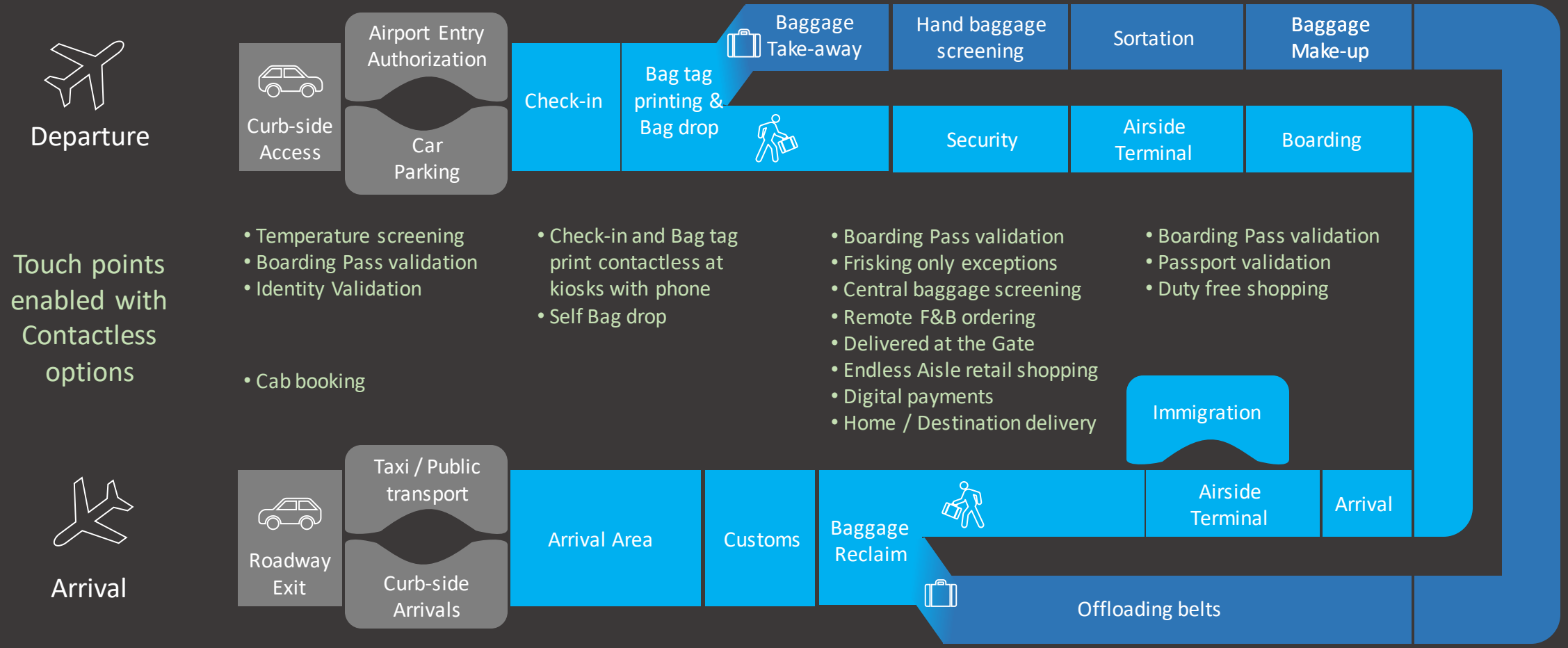
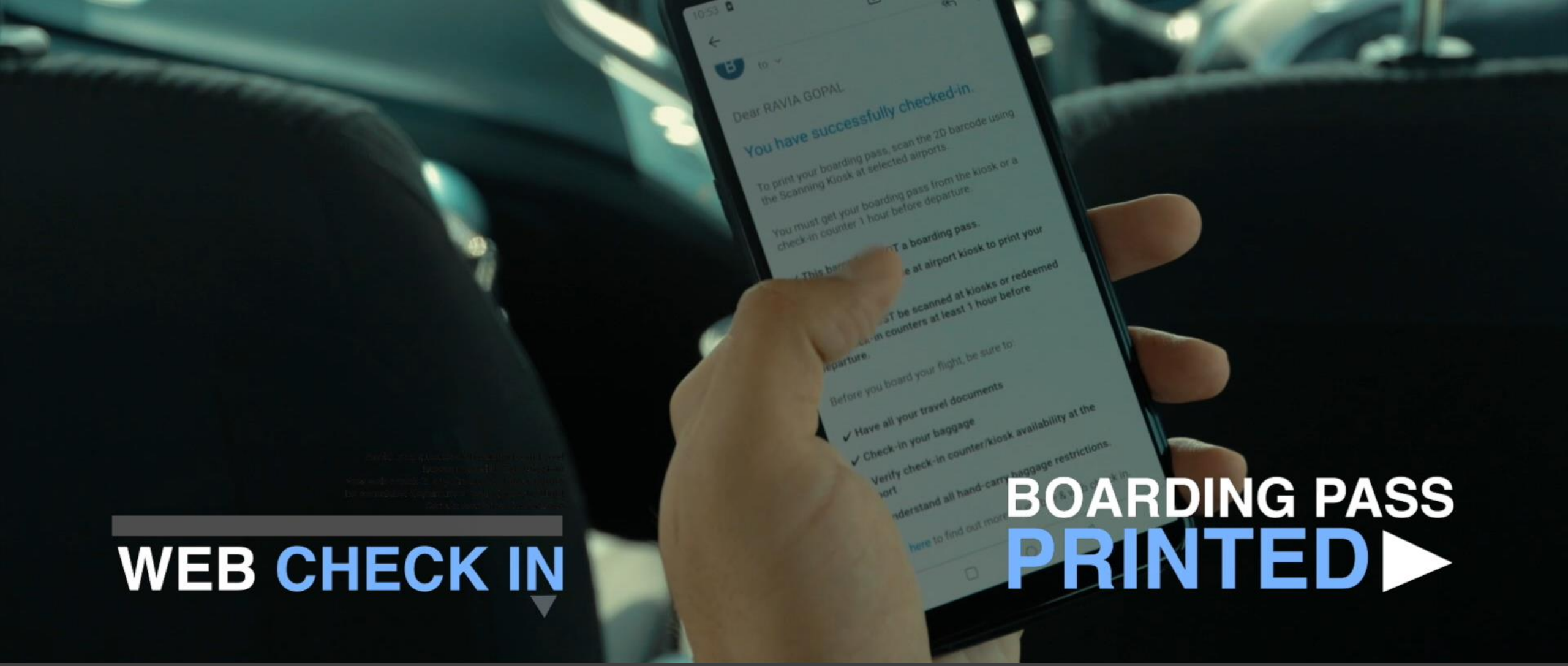


# The current situation has caused Customer Experience to take a new form, centered around ‘contactless’ journey

- Focus on Self Service
- Touchless Passenger Flow
- New ways of buying and eating
- Focus on Wellness

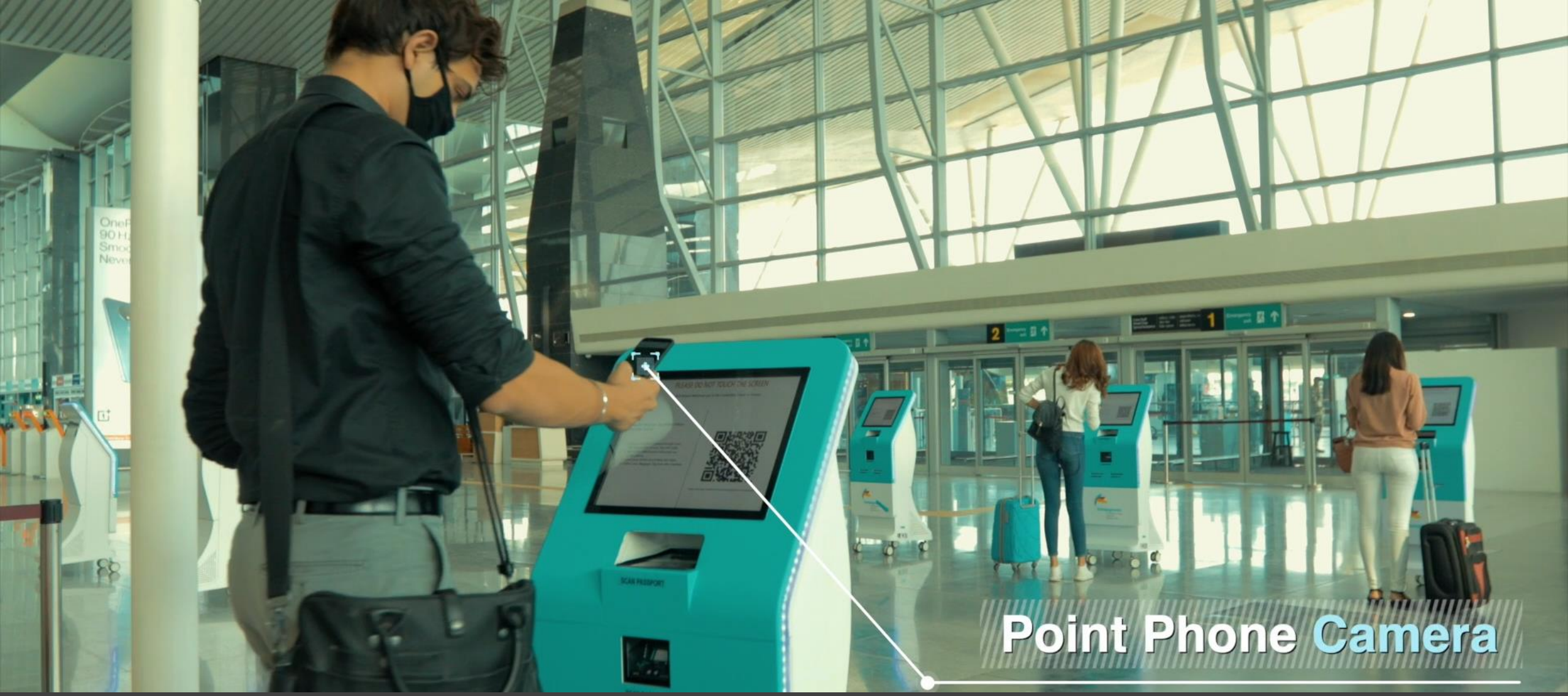
# At #BLRAirport, we were able to deliver this expectation by enabling every touch point at the Airport with contactless options



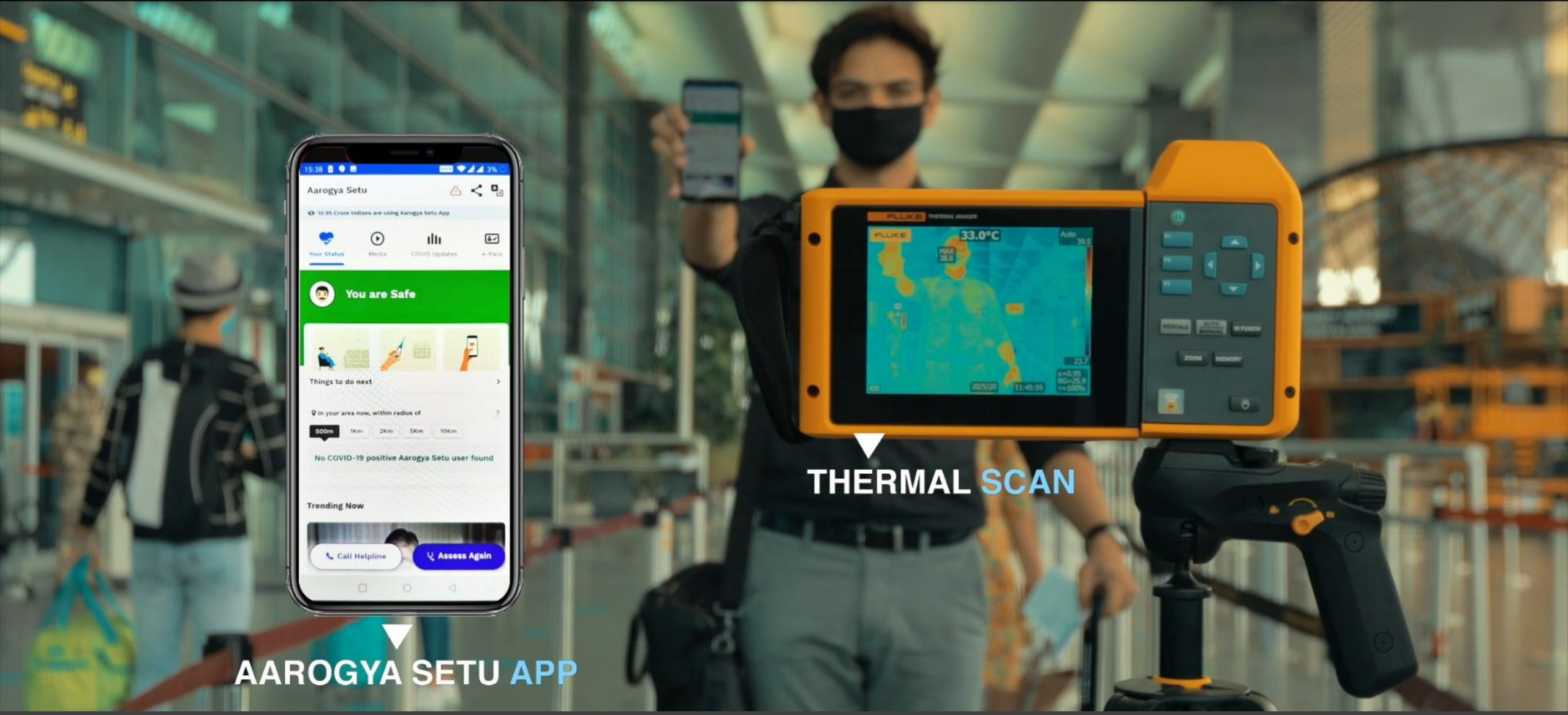



Web check-in enabled through App & Website

E-boarding pass received on handheld device / smart phone

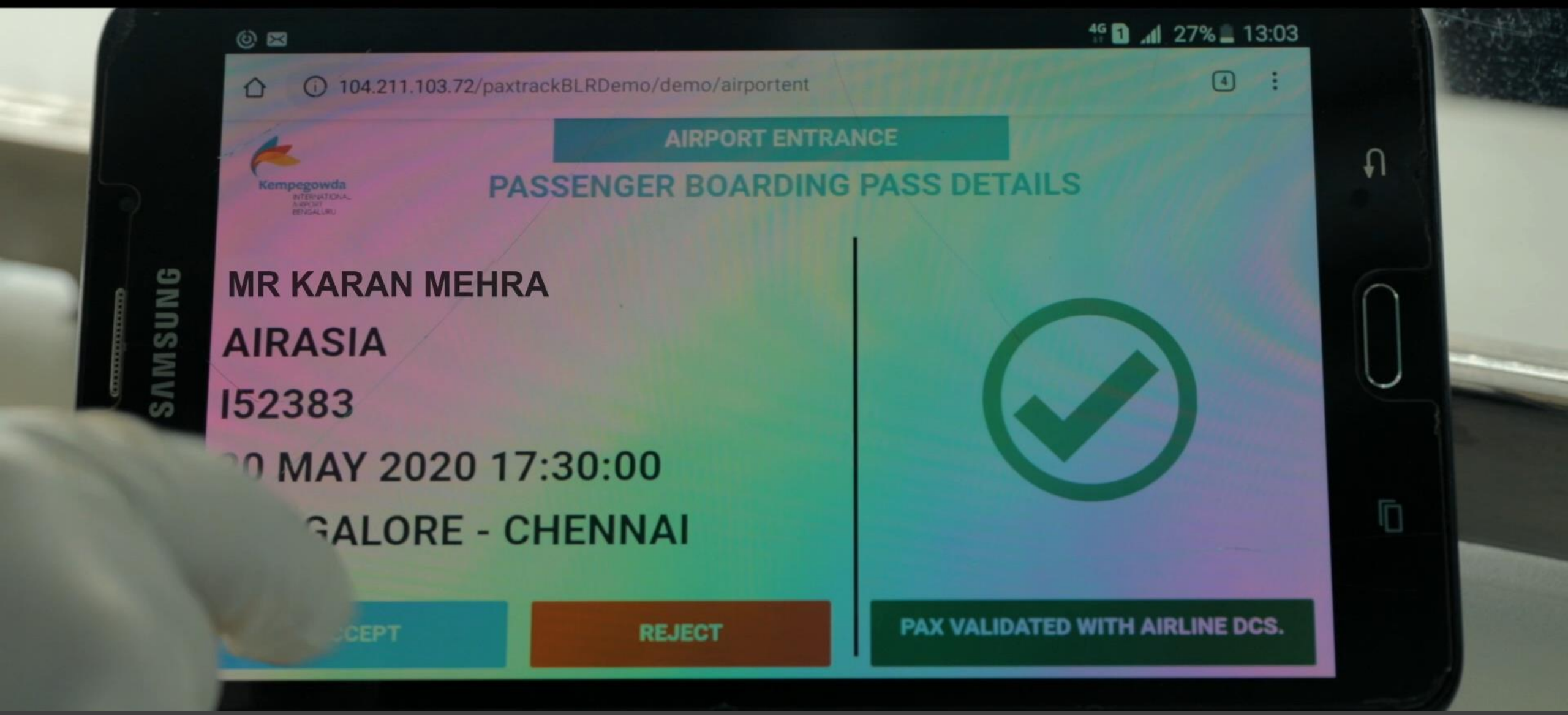



If boarding pass needs to be printed (exception management), one can do so on the curb-side kiosk without touching it by taking control of the kiosk on the phone

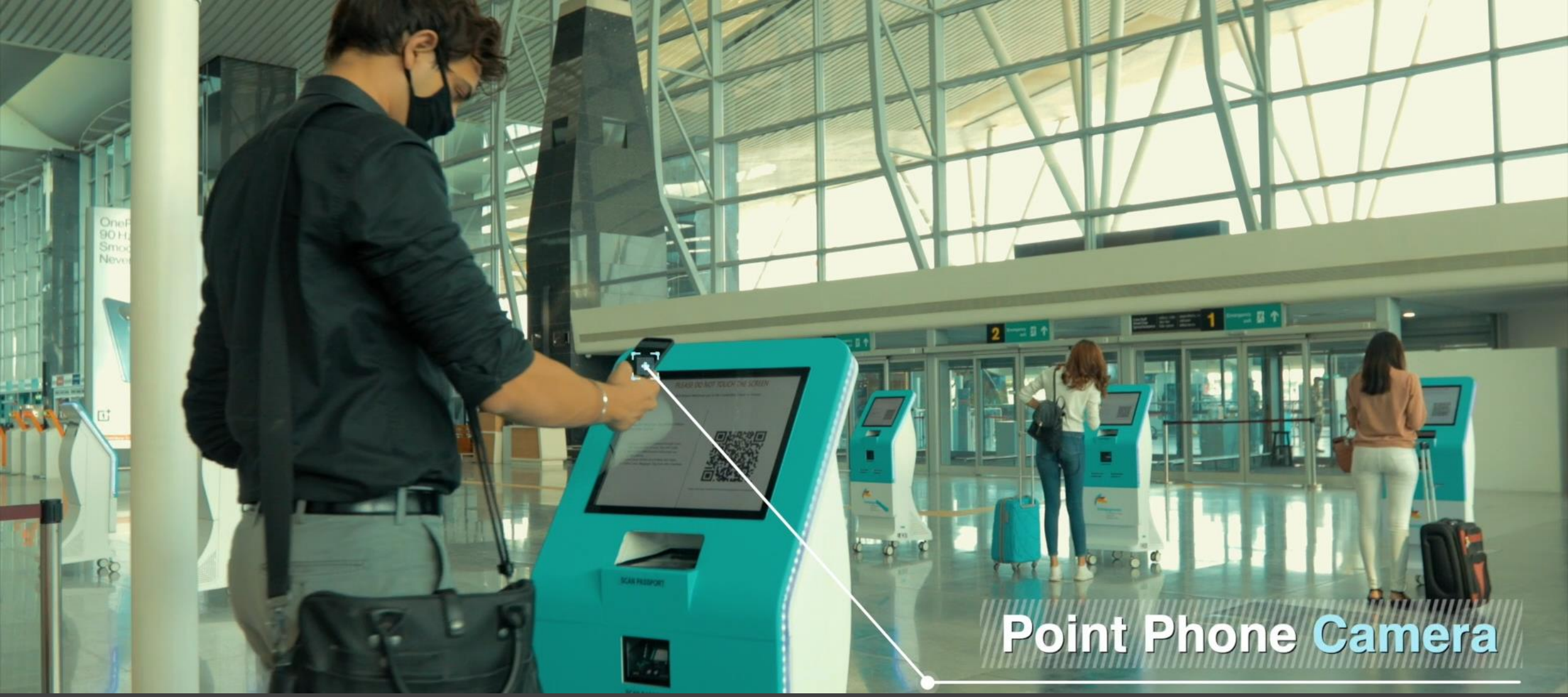



Cameras to perform thermal scanning
Health / Risk status check through App

Mobile / Paper boarding pass scanned via device
ID validated to enter the Terminal

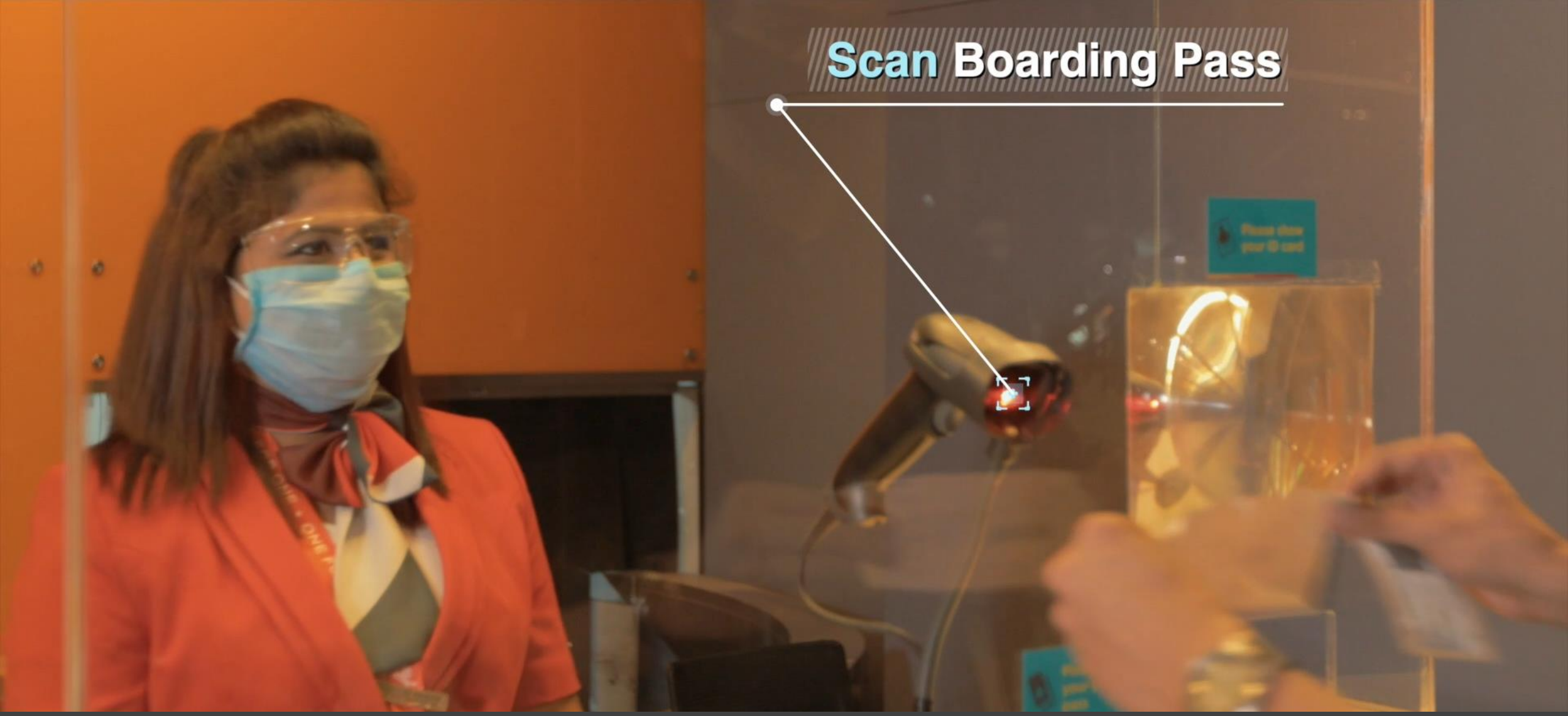



Contactless authentication of boarding pass by Security to allow entry into Terminal




Print bag tags by scanning mobile boarding pass on the kiosk. Kiosk can be controlled directly through the phone and hence ensures contactless management of the kiosk

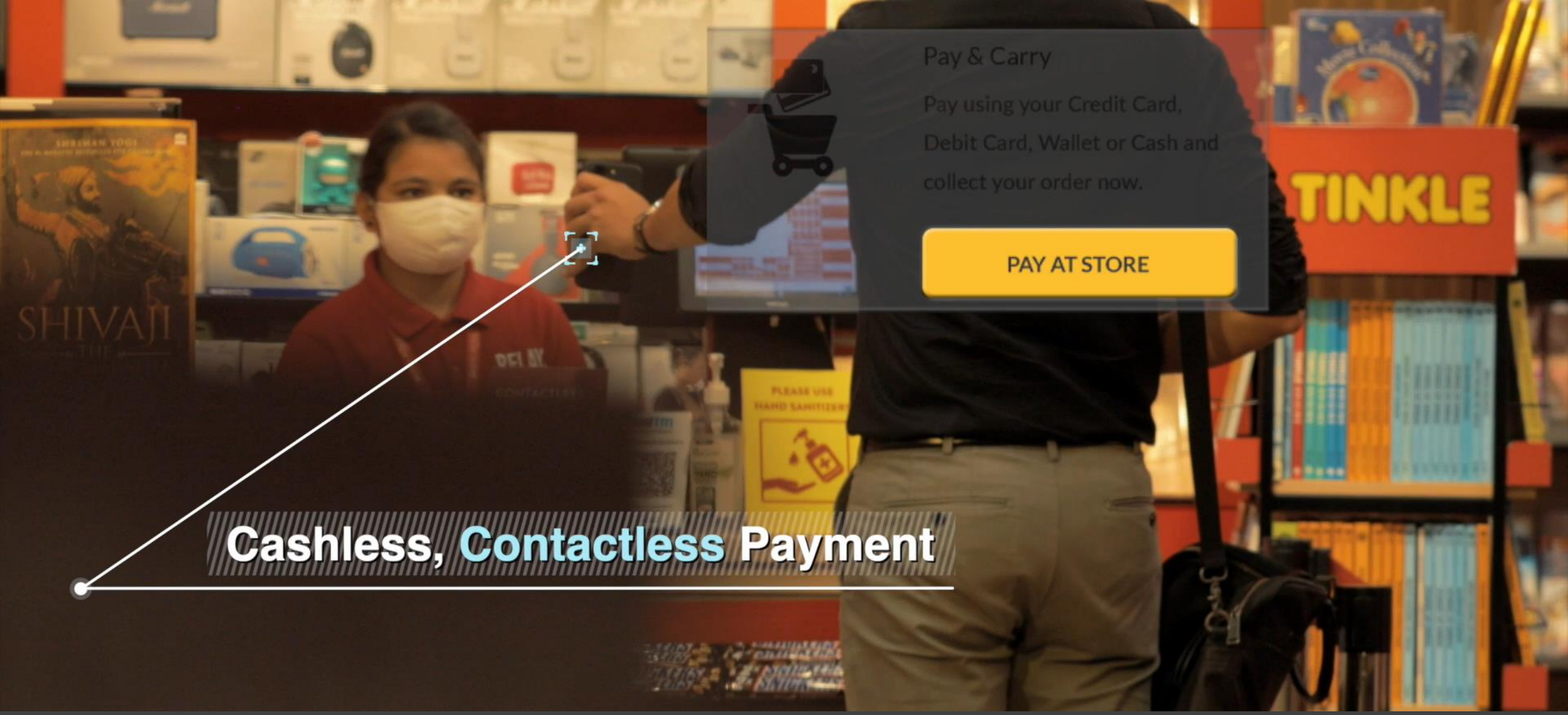
# Self bag drop




Assisted bag drop without exchange of documents / boarding pass by scanning boarding pass

Walk through security

Scan to know information on products.
Order on the App or by scanning a QR code to get products delivered to you anywhere in the Terminal




# Cashless and contactless payments

Scan boarding pass at boarding gate and proceed without exchange of documents

HASSLE-FREE
SEAMLESS
CONTACTLESS
BOARDING AT BLR AIRPORT

# BLR Airport, defining the new normal in passenger journey through the airport

Kempegowda
INTERNATIONAL
AIRPORT
BENGALURU
Thank You

# Contactless Baggage

Andrew Price

Head, Global Baggage Operations

# Options have existed for many years

Arriving Prepared

- Electronic Baggage Tags
  - BagTag
  - ViewTag
  - Elnk
- Home Printed Baggage Tags
- Reusable RFID (Qtag from Qantas)

Planning ahead

- Shipping your bags
- Off Airport Services
  - AirPortr
  - BOB
  - DUBZ
  - OACIS

www.iata.org/baggage

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# The post COVID-19 passenger journey: rethinking baggage check-in

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# Introduction

This presentation gives aviation leaders **quick wins to resume operations safely by implementing Electronic Bag Tags.**

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# Building the new normal

1

**AVOID QUEUEING AND CROWDING**

2

**AVOID HUMAN AND MACHINE INTERACTION**

3

**INTRODUCE RAPID HEALTH CHECKS**

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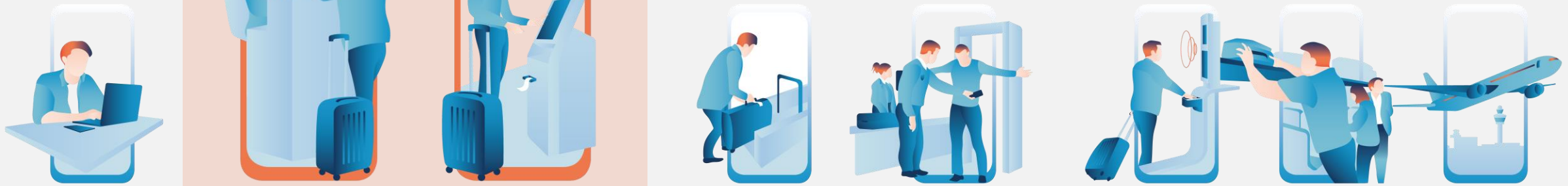
# Issues to get there

Bottlenecks



Booking > | **Check-in & bag-tag at the airport** | Bag drop > Security > Border control > Boarding > Take off

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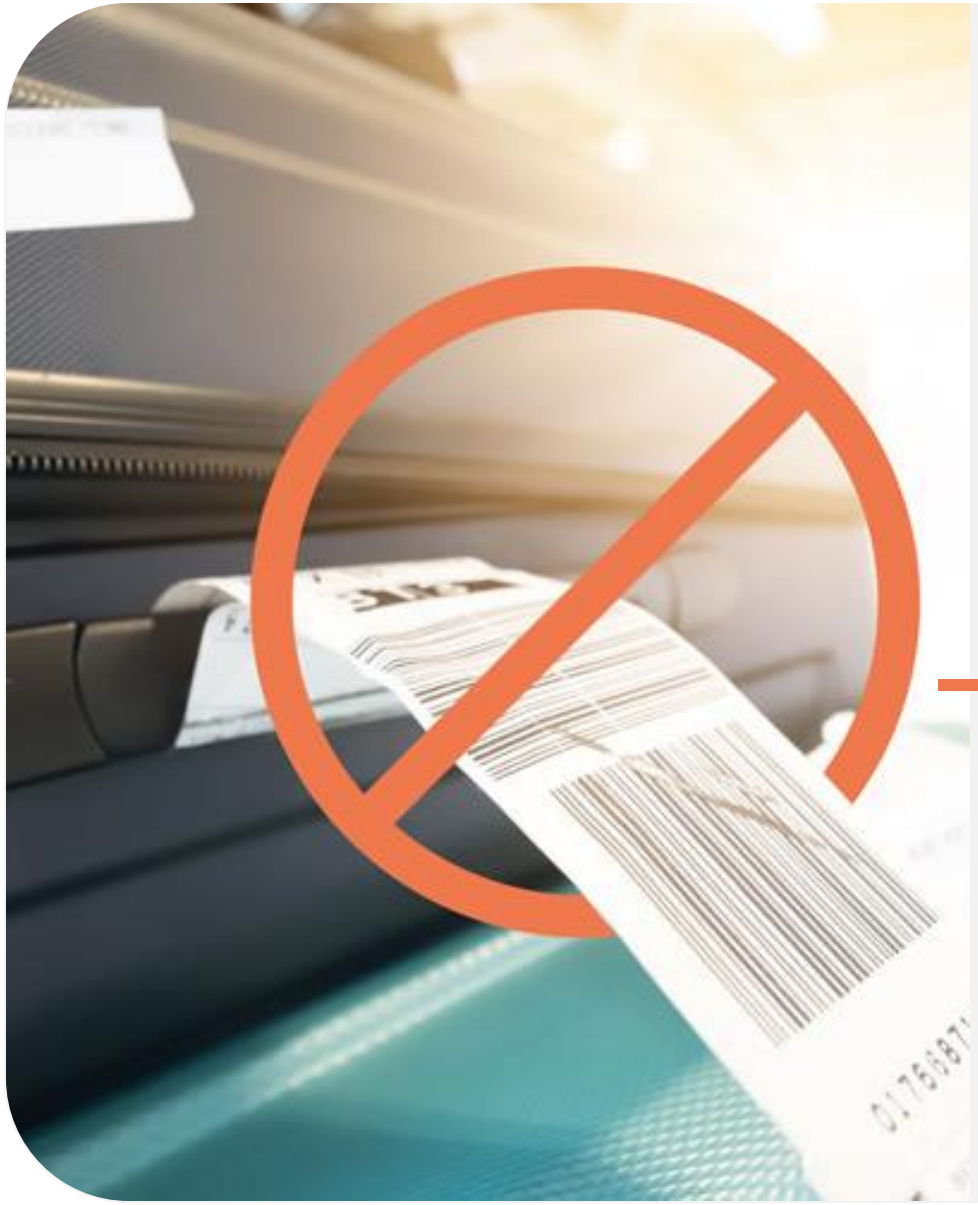

# What is an electronic bag tag?

An EBT is the paper label made digital.

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The passenger attaches the EBT to the luggage. At home or at the hotel.

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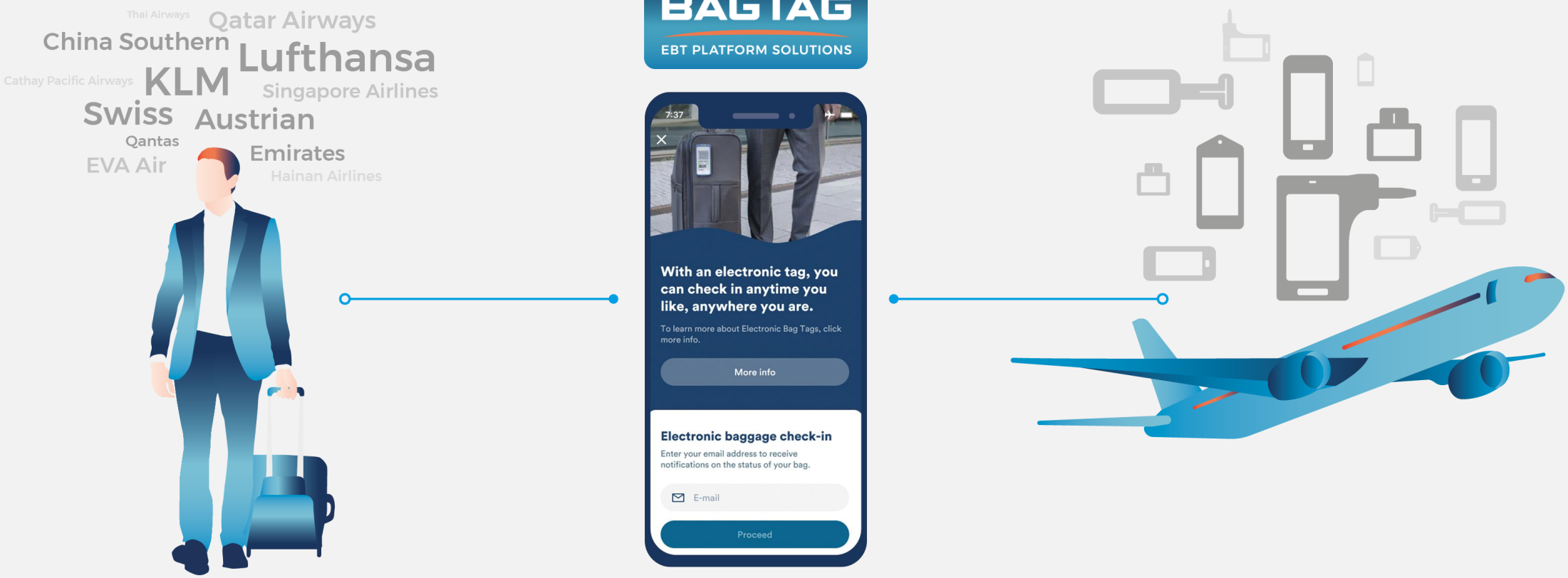
# How does it work?



# User video

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# Proven technology

中国南方航空 CHINA SOUTHERN
Lufthansa
Austrian
SWISS
KLM Royal Dutch Airlines

- Servicing 6 major carriers
- Almost 300 airports

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# Benefits using EBTs

**4x**

more bags handled per hour

**0**

physical touch points

**50-90%**

reduced check-in staff

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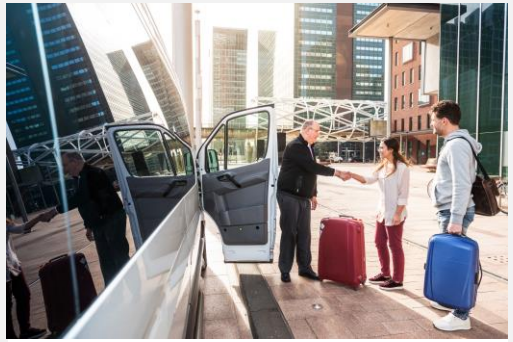
# Creating options

Cabin luggage



Off-airport baggage drop

Rapid health checks

Resource planning

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How do we take off?
At BAGTAG we believe in simplicity. Rolling out Electronic Bag Tags should not interfere with current operations and neither should airlines or airports have to reinvent the wheel.

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# Roll out in 3 focus areas

## Technical implementation

+

## Operational readiness

+

## Distribution and marketing

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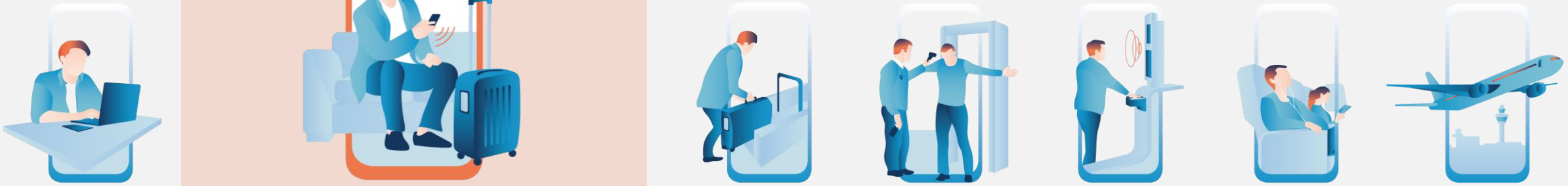
# Up in the air in less than 4 weeks

# The result: A seamless passenger journey

Solution



Booking > **Check-in & bag-tag off airport** Bag drop > Security > Border control > Boarding > Take off

- ✓ **Fewer queues, less crowding**
- ✓ **Enhanced pax experience**
- ✓ **No touchpoints**
- ✓ **Reduced costs**

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Thank you for you attention

# IATA Contactless Travel App

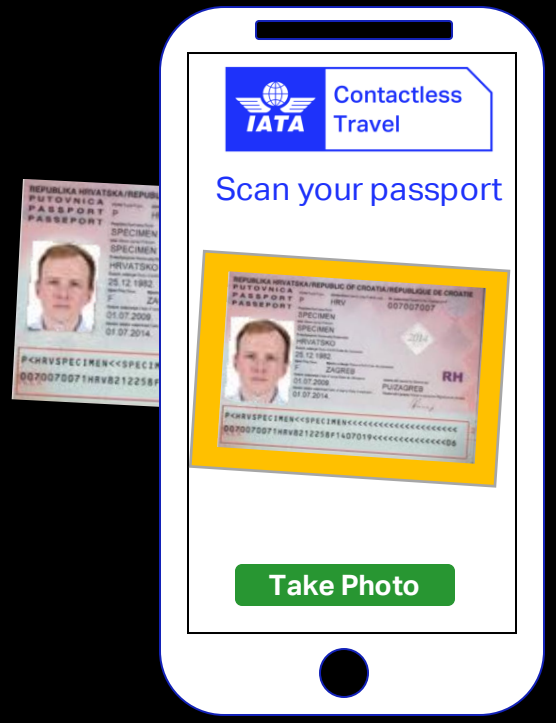
Alan Hayden-Murray



3 July 2020

# IATA Contactless Travel App

## Data Captured




## Passport & Data Verified

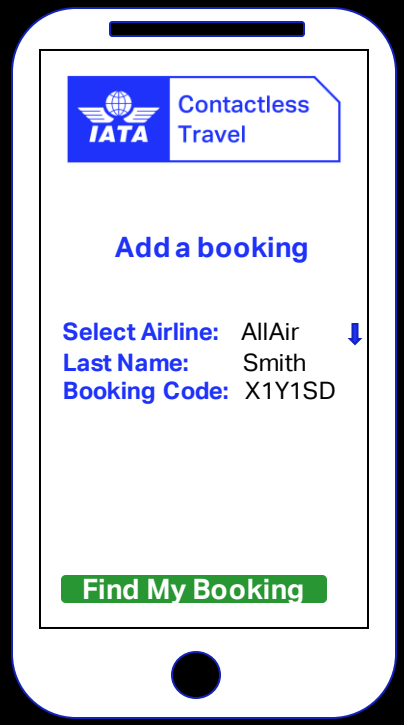
## ID Verified

= Digital Identity on Mobile

Digital ID – Giving you control

IATA

# IATA Contactless Travel App



**Airport**
- Airport access
- Security

**Airline**
- Check-in (Self & agent)
- Bag-drop
- Lounge Access
- Self boarding gates

**Border Control**
- Departure emigration
- Arrival immigration

Digital ID – Giving you control

# IATA Contactless Travel App

## Digital ID – Giving you control

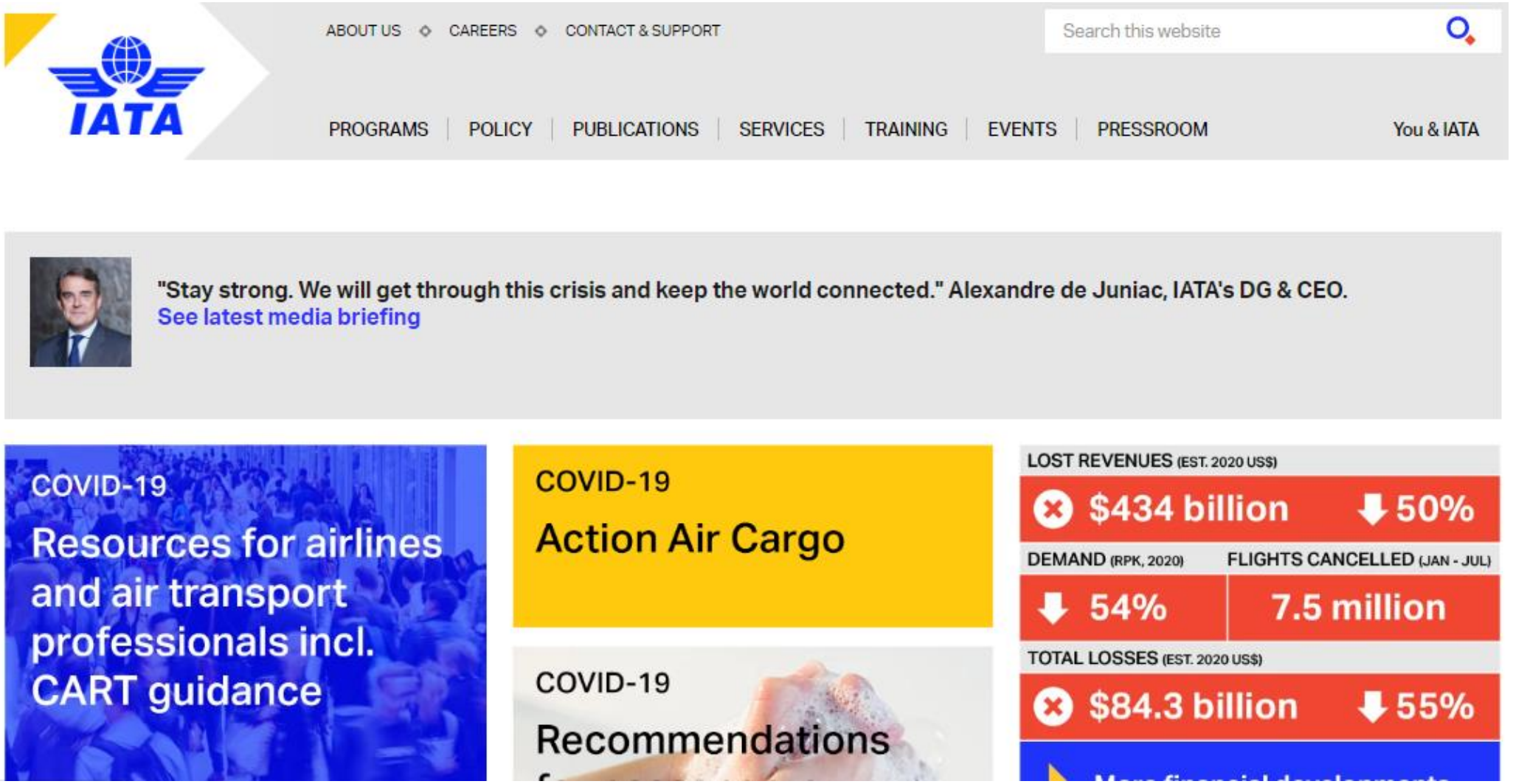
Alan Murray Hayden – Head Airport, Passenger and Security Products murrayhaya@iata.org

Gabriel Marquie – Project Manager IATA Contactless Travel marquieg@iata.org

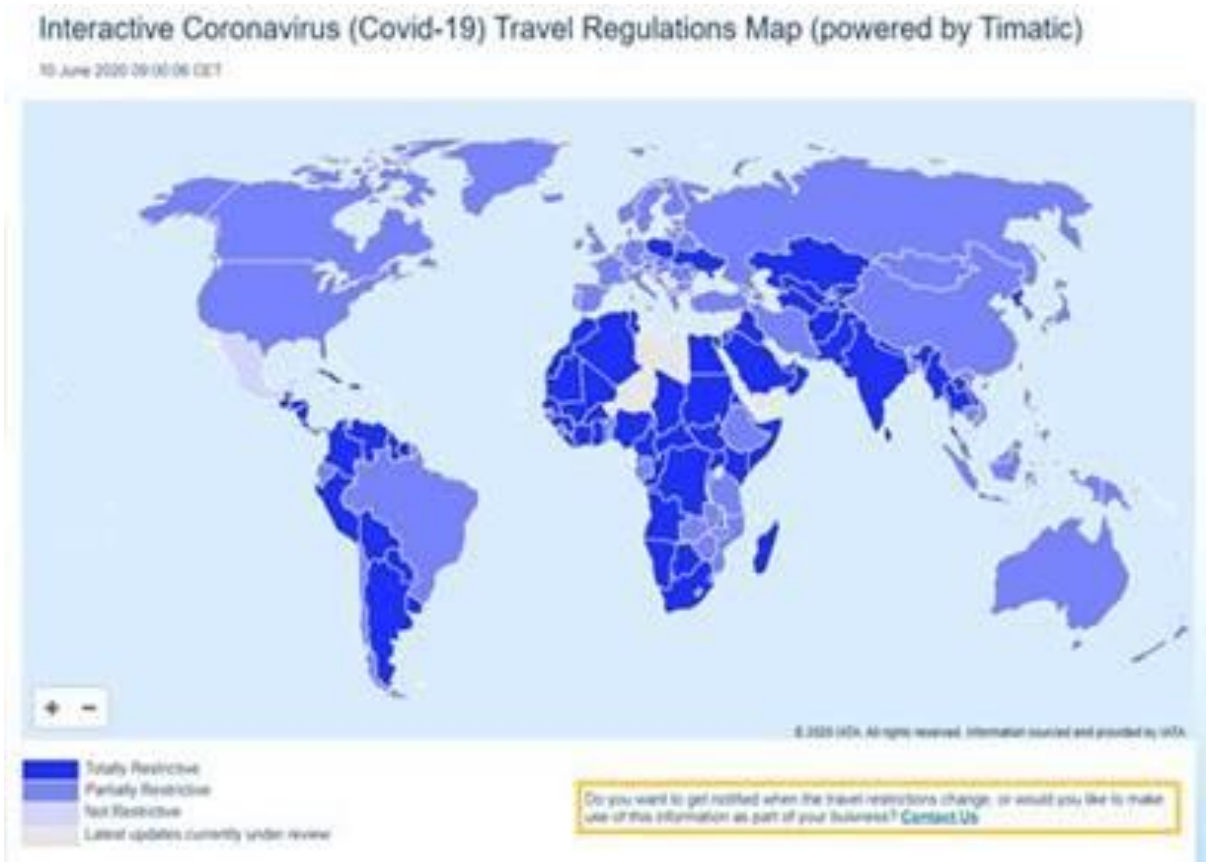
Louise Cole- Manager Identity Management Solutions colel@iata.org

# IATA guidance material

CART
COUNCIL AVIATION RECOVERY TASK FORCE
TAKE-OFF GUIDANCE



# Timatic




As part of our ongoing effort to help with the re-start of the industry,

the **IATA Travel Centre** now has an interactive map to inform the public of the travel restrictions and changes that are made by the governments

Timatic Alerts is an add-on product that has been launched that will pro-actively inform subscribers of any regulatory health restrictions changes.

This product is being provided at a heavily subsidized price to IATA members (free of charges to Timatic airline customers)

# One ID Awareness Training Course

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SPECIAL SERIES:
RESHAPING THE PASSENGER EXPERIENCE
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IATA WEBINAR
SECURING THE PASSENGER JOURNEY
23 June 2020
14:00 CET / 08:00 EST
IATA

IATA WEBINAR
VOICE OF THE CUSTOMER
18 June 2020
15:00 CET / 09:00 EST
IATA

IATA WEBINAR
Disruption Management: Service Excellence or Firefighting?
15 July 2020
14:00 CET / 08:00 EST
IATA

IATA WEBINAR
PREPARE TO TRAVEL CONTACTLESS
30 June 2020
14:00 CET / 08:00 EST
IATA

IATA WEBINAR
IN-FLIGHT IN THE CABIN
7 July 2020
14:00 CET / 08:00 EST
IATA

# Questions

Please use the Q&A panel to send questions in.

**Andrew Price**
IATA

**Kelly-Anne Frenette**
IATA

**Suresh M Khadakbhavi**
BIAL

**Jasper Quak**
BAGTAG

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**Thank you for joining today**

**Stay Safe**

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