WELCOME

YOUR WEBINAR WILL START SHORTLY
Thank you to our sponsor for this webinar
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.
SPECIAL SERIES: RESHAPING THE PASSENGER EXPERIENCE
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

Jasper Quak
Managing Director
BAGTAG

Kelly-Anne Frenette
Senior Manager
Passenger Process

Andrew Price
Head, Global Baggage Operations

Alan Hayden-Murray
Head, Airport Passenger and Security Products
A quick question for our audience:
Contactless solutions are key to promoting a safe, secure, touchless and seamless passenger experience.
A vision for an end-to-end biometric passenger journey
A collaborative identity management solution spanning across all stakeholders using biometric recognition.

> Pax data is collected, admissibility is validated, and identity is confirmed.
Key elements of One ID

- Trusted Digital Identity
- Operational Framework
- Identity Management Platform
- Biometric Recognition
- Privacy by Design
Solutions for such challenges

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

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

**Standards & recommended practices**
for harmonization

**GOAL!**

Solutions for such challenges
**BENEFITS**

### CONTACTLESS
- Contactless touchpoints enabled in airport terminal

### EFFICIENCY
- Better resource allocation
- Provide better customer experience

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

### SEAMLESS PROCESS
- Better passenger processing
- More attractiveness

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

### CAPACITY
- More efficient passenger process
- Higher passenger throughput
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.
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
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
Thank You
Contactless Baggage

Andrew Price
Head, Global Baggage Operations
Options have existed for many years

Arriving Prepared
- Electronic Baggage Tags
  - BagTag
  - ViewTag
  - EInk
- 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
The post COVID-19 passenger journey: rethinking baggage check-in
This presentation gives aviation leaders **quick wins** to resume operations safely by implementing Electronic Bag Tags.
Building the new normal

1. AVOID QUEUEING AND CROWDING
2. AVOID HUMAN AND MACHINE INTERACTION
3. INTRODUCE RAPID HEALTH CHECKS
Issues to get there

Bottlenecks

Check-in & bag-tag at the airport

Booking

Bag drop  >  Security  >  Border control  >  Boarding  >  Take off
What is an electronic bag tag?

An EBT is the paper label made digital.
The passenger attaches the EBT to the luggage. At home or at the hotel.
How does it work?

With an electronic tag, you can check in anytime you like, anywhere you are. To learn more about Electronic Bag Tags, click more info.
User video
Proven technology

• Servicing 6 major carriers
• Almost 300 airports
Benefits using EBTs

- 4x more bags handled per hour
- 0 physical touch points
- 50-90% reduced check-in staff
Creating options

- Cabin luggage
- Off-airport baggage drop
- Rapid health checks
- Resource planning
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.
Roll out in 3 focus areas

- Technical implementation
- Operational readiness
- Distribution and marketing
Up in the air in less than 4 weeks
The result: A seamless passenger journey

Solution

- Fewer queues, less crowding
- Enhanced pax experience
- No touchpoints
- Reduced costs
Thank you for your attention
IATA
Contactless
Travel App
Alan Hayden-Murray
IATA Contactless Travel App

Data Captured

Passport & Data Verified

ID Verified

Scan your passport

Place your passport behind your phone

Take a selfie!

First Name: John
Family name: Smith
Date of Birth: 29 July 1971
Nationality: Irish
Passport Number: PT6024638

Passport authenticated and details verified

Identity verified

Digital Identity on Mobile

Digital ID – Giving you control
IATA Contactless Travel App

Digital ID – Giving you control

Add a booking
Select Airline: AllAir
Last Name: Smith
Booking Code: X1Y1SD

Find My Booking

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

Border Control
• Departure emigration
• Arrival immigration

Airport
• Airport access
• Security
IATA Contactless Travel App
Digital ID – Giving you control

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Digital ID – Giving you control
"Stay strong. We will get through this crisis and keep the world connected." Alexandre de Juniac, IATA's DG & CEO.
See latest media briefing
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

NEW VIRTUAL CLASSROOM COURSE

One ID: Towards Contactless Passenger Processing

Next session:
Date: 28-30 July 2020
Region: Europe, the Middle East and Africa
Please use the Q&A panel to send questions in.

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IATA

Kelly-Anne Frenette
IATA

Suresh M Khadakbhavi
BIAL

Jasper Quak
BAGTAG
Thank you for joining today

Stay Safe

Stay strong
We’ll make it through

Flying is _always_ the business of _freedom_