Travel Facilitation and OneID

A Secure, Seamless, Efficient Passenger Process

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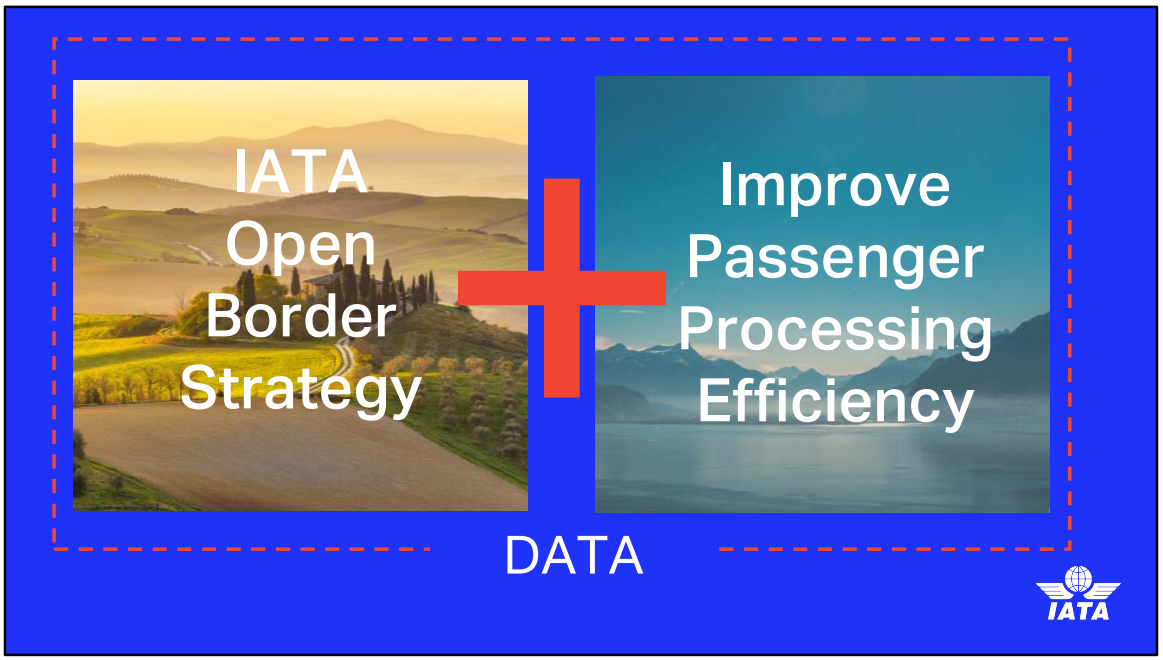
- Passenger numbers are expected to grow from 4.1 billion passengers in 2017 to 8.2 billion passengers by 2037

- But barriers to travel are holding back growth.


Solution: harness the power of data & digital technology to provide an end-to-end passenger experience that is secure, seamless & efficient
IATA



IATA strategy is two fold:

Solution is to harness the power of data / digital transformation to: 1) open up borders 2) improve passenger processing efficiency.

Open Borders:

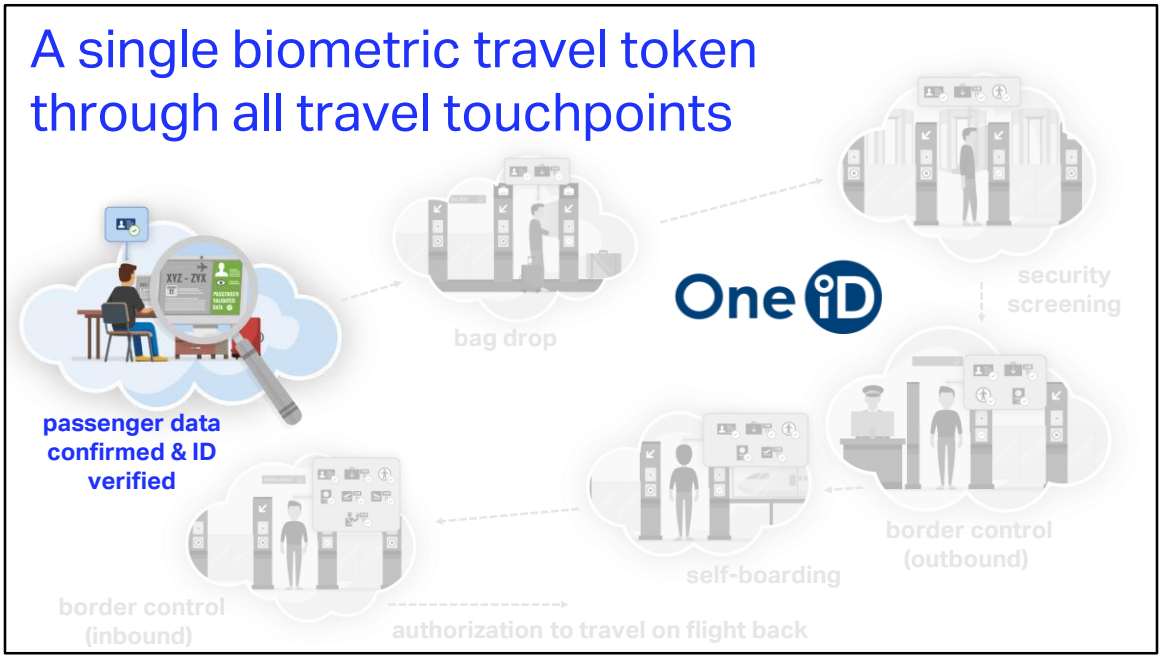
- Encourage States to revisit their visa regimes: Use data to for interactive API systems. Promote the removal of traditional visa and non interactive eVisa in particular. If eVisa are introduced they should be linked to iAPI so airlines are certain that the traveler has the proper authorization to travel to the country of destination (reduce risk of inadmissible).
- States are now obliged to request API (Advance passenger information = passengers' passport information) from carriers but governments are processing the data efficiently
- Promote interoperable solutions. : e.g. automated border control (ABC) systems that read ePassports allow the processing of more passengers than the ABC based on "known traveler programs" as those are usually country specific (few interoperability). Smart Automated Border Control gates with integrated customs declarations also provide efficient alternatives.

Automation and advanced screening:

- **Increased automation** - self check in, bag drop, immigration, self-boarding – IATA's Fast Travel addresses the future of travel, with more self-service

options, more choices for passengers, and lower costs for the industry

- **Introduce advance screening technologies –** for example use of advance passenger info – ID screening
- **One ID:** digital identity and biometric recognition – **FOUCS ON One ID**



One ID:

- Seeks to introduce a collaborative identity management solution that spans all process steps in the end-to-end journey : *passenger data and identity validation (flight status confirmation, validation of authenticity of identity and documentation as well as admissibility), bag drop, security, border control, boarding* and this across stakeholders (*public and private stakeholders*) and from booking to arrival at destination and back, putting the passenger in the center.
- Relies on early validation of the passengers' identity {first caption}, and controlled access to this information by the various public and private stakeholders on an authorized-to-know basis, so that the passenger can be recognized and attended to in the most efficient way in subsequent process steps.
- Involves the use of a trusted digital identity, biometric recognition technology and a collaborative identity management platform. It will be supported by the development of an operational framework (also known as trust framework) amongst the different stakeholders.
- Ultimately removes the repetitive processes of passengers having to present different travel tokens to many different stakeholders for different purposes across the end to end passenger experience.

All stakeholders would benefit from One ID, airlines, airports, governments. The main benefits that have been identified so far are:

- *Improvement of the passenger experience from the elimination of the repetitive process and the possible reduction of touchpoints, creating a better passenger experience by shortening queues and reducing waiting time.*
- *Improvement in productivity, capacity:*
    - *more efficient processes will allow an increase in terminal capacity, leading to avoidance or deference of terminal infrastructure, costly for the industry*
    - *as well automation of manual ID check will lead to better staffing efficiency*

- *Improvement in border, aviation and airport infrastructure security*
    - *Reduce possibilities for individuals to cross borders under a false identity, and thus help combat human trafficking and other cross-border criminal activities-*
    - *Eliminate queues and crowds in airport landside areas*
    - *Enable possibility of risk based assessment and differentiated handling at border and security checkpoints*

This vision and benefits for the industry will only be realized if there is trust and collaboration amongst the different stakeholders and partnership amongst public and private sector. And this is exactly what IATA is trying to drive and achieve.

IATA is keen to see this vision realized as already the industry is moving into this direction. We see more and more initiatives around the world involving various stakeholders and there is a strong urgency to make sure different initiatives are deployed in an harmonized way, allowing interoperability amongst them. This will ensure a seamless process for the passengers but as well for the industry.

A single biometric travel token through all travel touchpoints

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- Plethora of local initiatives, trials and pilot projects leveraging biometrics and identity management solutions at airports. Mostly local scope; none are currently spanning the end-to-end passenger process from booking to destination. The processes and technologies used vary greatly from one location to another.

- Notable examples: (non-exhaustive)
  - Aruba Happy Flow (live)
  - Singapore Changi T4 Fast and Seamless Travel (live)
  - US Customs & Border Protection biometrics on exit (advanced trials)
  - Bangalore Digi Yatra (under development)
  - Many other pilot projects ongoing or in the pipeline: AMS, LHR, DXB, SYD, etc.

- There is a need for harmonization and interoperability. This is the main objective of IATA One ID – starting with industry guidance, and evolving towards formal recommended practices and standards.

- To this end, a One ID Advisory Group has been established comprising

leading governments, airlines, airports and partner organizations such as ACI and WTTC; as well as a broad Task Force that has started to produce the first set of guidance materials, including operational and process considerations, technology considerations, legal and governance considerations, and cost/benefit considerations.

Thank you

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