



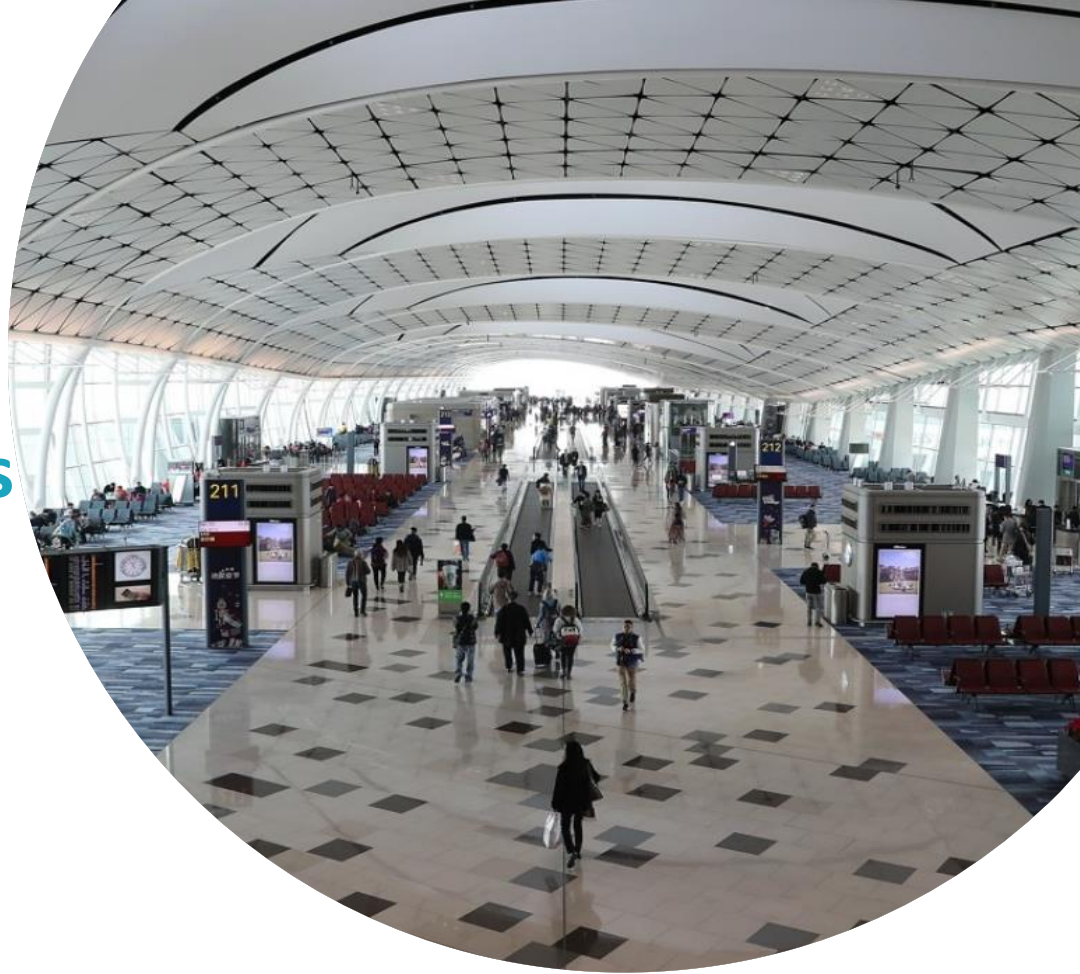
Combating the Outbreak of COVID-19 Pandemic: HKIA's Measures

ICAO ACCRPG Meeting



28 Aug 2020

Health-related Measures Implemented at HKIA



Key Airport-wide Health Measures – Combating COVID-19



Temperature screening for all pax/ visitors/ airport staff

Deep cleaning & disinfection at all public areas in terminal



Physical distancing advised to pax and staff

PPE for frontline staff & mandatory mask-wearing



Health Measures at HKIA – Cleaning & Disinfection

- Provision of **sanitizers** at over 250 locations and **sanitizing mats** at 14 locations (Arrivals Level) in the entire terminal



- **Increased cleaning frequency** for high-touched facilities for every 1-2 hours and disinfection of all facilities within the terminal



- Provision of **full-body disinfection channel facilities** at 2 locations in terminal for frontline staff who take quarantine duties



- Conducting trial of **antimicrobial coating** at major pax touch points including check-in counters, APM cabins, seating, toilets, escalator handrails, trolleys, etc.



Health Measures at HKIA – Cleaning & Disinfection (Con't)

“Neo”



“Whiz”



“Ride-on scrubbers”

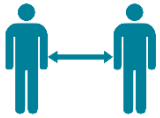


“Intelligent Sterilization Robot (ISR)”

- Deployment of **autonomous cleaning robots** to help sanitising the terminal and disinfection of the facilities



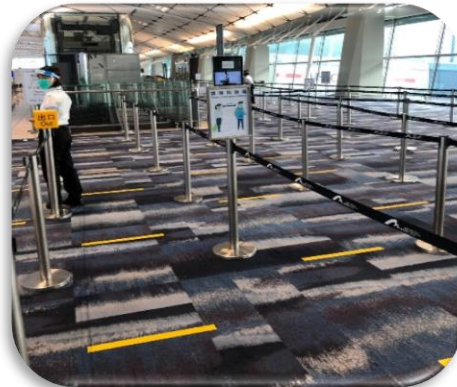
Health Measures at HKIA – Physical Distancing



- Advising pax, airport staff and visitors to maintain **1.5m-physical distancing** to minimize the risk of COVID-19 spreading at HKIA



Signage displayed at seating and queuing area, check-in counters, and gate totems



Floor-markings at queuing area



Protective screens at check-in/customer services counters



Public Announcement every 15 mins in terminal



Contactless Process at HKIA



Contactless Process – Single Token Journey (Con't)

Smart Check in Kiosk - iCUSS

Token Enrollment at iCUSS



Token Enrollment




- iCUSS would capture passenger's passport information (including passport photo) and boarding pass information to create a token when passenger completes check-in




Contactless Process – Single Token Journey (Con't)

Common Self-Bag Drop

Facial Recognition Technology incorporated

 Facial Recognition Module Enabled

 No Need to produce Passport and Boarding Pass

 Token Validation



Capture Pax live photo for matching with enrolled tokens



Retrieve boarding pass information from token and send to Airlines system



Bag Drop Started



Contactless Process – Single Token Journey (Con't)

e-Security Gate (Departures & Transfer)

Seamless verification before access to restricted area



Token Validation & Enrollment



Facial Recognition Module Enabled

Token validation for passengers with enrolled token at iCUSS



No Need to produce Passport and Boarding Pass



Capture Pax live photo for matching with enrolled tokens



Gate open after token validation

Token enrollment for passengers without token



Scan Passport and Boarding Pass for Validation and Enrollment



Capture live photo for identity check and token enrollment



Contactless Process – Single Token Journey (Con't)

e-Boarding Gate

Seamless passenger boarding experience



**Facial Recognition
Module Enabled**



**No Need to produce
Passport and Boarding Pass**



Token Validation



Capture Pax live photo
for matching with
enrolled tokens



Retrieve boarding pass
information from
token and send to
Airlines system



Gate open with Airlines'
DCS confirmation



Challenges under the COVID-19 Environment



- **Challenge 1:** Urgent arrangement and demand of manpower/resources required for implementing health measures
 - Lesson learnt: Fine-tuning of existing contingency plans and procedures after acquiring the experience of COVID-19 handling



- **Challenge 2:** Tight supply of protective equipment in Hong Kong
 - Lesson learnt: Stockpiling anti-viral equipment with health care providers in advance



- **Challenge 3:** Buy-in from airlines to support contactless initiative which may involve e.g. cost implication of system upgrade, change in handling procedures
 - Lesson learnt: Customization of hardware and system setting to address airlines' concern and gain their confidence

Regaining Passenger Confidence & Stabilizing Air Travel

- Safeguarding **health** of pax and **hygienic condition** of the airport

SAFETY



- Effective **inter-territorial marketing** via promotional initiatives e.g. travel bubble opportunities, endorsement in ACI's AHA programme

ASSURANCE

- Facilitating pax travel through **streamlined process**

CONVENIENCE





Thank You

全日通 4:36
全日通 5:01-2:30
全日通 5:01-5:30
全日通 5:30-6:30
全日通 6:30-7:30

所有登機牌
All boarding pass