

 IRIS ID White Paper

Moving Travel Forward with Biometric Identification





Executive Summary

The cost of the Covid-19 pandemic to the air travel industry is colossal. Since March 2020, losses have totaled more than \$500 billion and new health and safety requirements have aggravated passengers. Looking to the pandemic's eventual end and a return to a "new normal," can the travel industry count on technology to help hasten a return to pre-Covid days?

Before the pandemic, industry executives enjoyed a robust business, with 2019 delivering record-breaking passenger travel. Then the pandemic hit. Travel restrictions were imposed, and the industry was turned upside down. Travelers were concerned about safety, security and hygiene in and around airports and executives had to decrease personnel due to lost revenue. But with the development and mass rollout of vaccines, travel is picking up and on track to outpace 2019 numbers.

With the expected number of travelers increasing exponentially within the next 10 years, how will airports provide a safe and seamless travel experience? What improvements will benefit travelers and workers and ensure consumer buy-in to key technologies that create a complete and more efficient travel ecosystem?

One answer lies in an iris technology biometric solution that enables secure identification throughout the travel process. From initial arrival, check-in, baggage check and boarding, the passenger controls the entire process. Interaction with the technology is easy and seamless. Iris technology completes the identification process even if a passenger wears glasses, contacts or is blind. If the iris is intact, the technology will work.

If airports and stakeholders invest in this technology, the return on investment will speak for itself. More efficient passenger flow, accurate identification, less time spent at each check-point and transparent travel communication about trip status are just a few benefits leading to more satisfied customers and a profitable industry.

This whitepaper looks at what it will take to meet travel demand, gain consumer and stakeholder buy-in while describing the successful implementation of iris recognition technology.

The Technology

Aside from DNA, iris recognition is the most accurate biometric for identity authentication. No two people have matching irises, not even identical twins. There is no invasive scanning with iris technology while subjects stand up to a meter away from scanners. Iris technology uses camera-like technology to take a picture of the iris, creating digital templates using encoded algorithms to form a unique value only matched to one person. Iris technology is stable, fast, accurate, scalable and hygienic.



Building Confidence with Travelers

A great deal of innovation is already in place around airports. Customers can book a flight, pick a seat and download a digital boarding pass through airline apps. They can check-in bags online and get flight update notifications. However, there are time-consuming, repetitive security processes upon arrival. Saved time enables passengers to move more freely around the airport to shop, visit a lounge or plan other activities as part of their trip.

Travelers are keen to reduce time spent in the airport. Pre-Covid-19, the average passenger spent 1.5 hours in airport processes. Since Covid 19, this process has jumped to over 3 hours, yet travel volume is only 30% of pre-pandemic numbers. This indicates that processes and procedures need to change. Touchless biometrics is the way to build passenger confidence and increase overall satisfaction. According to the International Air Transport Association (IATA) 2021 Global Passenger Survey, 73% of passengers will share their biometric data to improve airport processes (up from 46% in 2019).

The survey showed that over a third of passengers (36%) had used biometric data when traveling, with 86% satisfied with the experience. However, a vast majority of passengers traveling only with hand luggage want to spend less than 45 minutes in the airport. Those traveling with a checked bag wish to spend no more than an hour.

It is critical that all involved in the travel industry –airlines, airports, government agencies and tech companies – work together to address these passenger concerns. If consumers are kept abreast of the technology and its benefits, predicting mass adoption and biometric program opt-ins is reasonable. Mass educational marketing, visible signage and announcements where the biometrics are deployed will help.



Current Travel Process

Current Covid-19-related health and safety measures create an unpleasant experience and heightened frustration among passengers and workers alike. Some airlines ask that mask-wearing and social distancing be practiced at the curb while checking baggage. Here is where the repetitive steps for security and identification purposes begin.

Imagine that you have opted into a biometric travel program where your face and/or your iris are your boarding pass and security clearance.

Initial Check-in

At the curb or inside the airport, passengers visit kiosks using a traveler's face and/or iris for identification. Visual and audio prompts guide the process. Upon completing the scan, passenger's checking luggage receive a baggage tag. A touchless and frictionless check-in system speeds the process. The use of biometrics reduces the time spent at check-in from minutes to seconds. Fewer airport employees are required for check-in, freeing them to deliver additional services for a better passenger experience.

This initial check-in sets the procedures for passengers' entire trip. Here's a scenario using John Smith as our passenger.

Security

Once John Smith is identified at check-in, he moves to the security checkpoint, where a scanner quickly rechecks his biometrics. There is no need to show documentation again – that part of the journey is eliminated.

Boarding

John Smith simply has his face and/or iris scanned to board the plane.

Landing

At his destination, John Smith claims his baggage. If this is an international flight, he will follow the appropriate path to be identified – faster and more accurately.













Revolutionizing the Industry

Iris ID Systems, Inc. draws on over 20 years of research and development to consistently bring innovative biometric solutions to market. Since its early deployments, Iris ID has continued to pioneer a suite of iris and multimodal biometric solutions and complementary software products. Iris ID products set the industry standard for usability and flexibility. Today Iris ID products are solutions for access control, time & attendance, public safety & justice, transportation and immigration (including border control), and national identity.

Regarding the travel industry, Iris ID recently launched the iCAM D2000. This multimodal biometric system fuses the iris and face and is a game-changer. With a focus on usability and flexibility, the iCAM D2000 is best suited to work at a kiosk or e-gate, to aid border control or help with national ID programs and public security. This product's use of two biometrics adds to the confidence in its result. Settings can be fixed to recognize one or both biometrics to confirm identity while still guaranteeing speed and ease of use for the customer. It is contactless and reduces multiple stops in the airport.



iCAM D2000 Key Features

-  Multimodal Simultaneous Capture
-  User Height Accommodation
-  Countermeasure for Security
-  Installation Flexibility
-  Greater Capture Range
-  Intuitive User Guidance
-  Mask Detection
-  Standards Compliant Hardware & Software

Visit www.irisid.com or reach out to an IRIS ID representative to learn more about the iCAM D2000.

iCAM D2000 Applications



Kiosks

Mounted atop a kiosk, the iCAM is used for enrollment and/or entry and exit. Passengers are guided through the process. Here users can access a touch screen if enabled. Successful identification grants access. Unsuccessful verification prompts the traveler to stop the process and seek help.

E-gate

Like the kiosk functionality, the iCAM D2000 is placed on top of the e-gate to verify the traveler before granting access. Passengers do not need to show paper documentation as their faces and/or irises are proof of identity.

National ID

Biometrics is a key solution for governments to better control who has enrolled in national benefit programs. A shared database also helps track illegal immigration and unlawful entry.

Case Study



CLEAR

CLEAR, an expedited travel program for frequent flyers is one of the leaders creating touchless travel. CLEAR allows member to use iris recognition to zip through security lines and boarding gates. Since the COVID-19 outbreak, the company designated touchless iris recognition as its preferred biometric. it has also implemented the technology across 50+ airports, stadiums and other venues nationwide. At sporting events, attendees can also use biometric payment at concession stands and shops.

Amsterdam Airport Schiphol

One of the largest airports in Europe, Amsterdam Airport Schiphol, offers a similar premium service called Privium. Privium's enrolled members use iris recognition technology to move through airport security lines and board their flights. Members do not present passports, tickets or other travel documents. They simply look into an iris scanner and are quickly and accurately identified.





speed gates at Doha HIA airport

Hamad International Airport & Ashgabat International Airport

In 2017, Hamad International Airport, located in Qatar's capital of Doha, began using iris recognition technology at its immigration centers and boarding gates. A two-step process is used to authenticate identity before granting access through the boarding gate. Col. Mohammed Rashid Al Mazrouei, director of the Qatar Airport Passports Department, told MOI News the simplicity of the process has made it increasingly popular with passengers. *"This system allows passengers to complete the security check without involvement of airport employees. Passengers save time and avoid long queues in front of airport immigration counters. And the system meets all required security standards."*¹

Additionally, iris technology is the perfect solution for locations with high foot traffic and has successfully helped identify unwanted travelers attempting to move through airports.

The future of seamless travel and touchless identification is here. Biometrics, specifically iris technology, is the fastest, most accurate and hygienic way to authenticate a user and grant access to any location, pay benefits and much more. Iris technology is the key to unlocking a new everyday living.



Iris ID biometric technology protects Hamad International Airport, Qatar | SecurityInformed (securityinformed.com)

Why Iris ID?

Iris ID is a pioneer and leader in commercializing iris recognition technology used for access control, time and attendance, border crossings and national ID programs. Since 1997, Iris ID solutions have been installed on six continents, authenticating more people's identities than all other iris recognition products combined.

Iris ID solutions seamlessly integrate with identity authentication applications and strengthen the bridge between legacy and future systems. Iris technology integrated with secure systems provide an end-to-end solution for managing identities and granting appropriate privileges.

Iris ID continues to push technology's boundaries, making its iris recognition systems the ideal choice for any process requiring fast, simple-to-use and highly accurate identity authentication. Managing identities and grant appropriate privileges.



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