GBTA Canada Webinar Series

How Airports In Canada Are Using Technology to Ensure a Safe and Healthy Travel Experience

Presented by: GBTA Canada Technology Committee

22 April 2021

Connecting the people that connect the world.™

GLOBAL BUSINESS TRAVEL ASSOCIATION

Nancy Tudorache
Regional Vice President, Canada
GBTA

Phone: 416-840-6128 **E-mail: ntudorache@gbta.org**

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Moderators

Greg Allworth
Regional Vice President - Canada
Emburse

Kristen Hrycoy
Senior Alliance Manager
SAP Concur

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Crystal Toupin, Senior Account Manager, Partnerships, Cvent

Caroline Popescu, Corporate Travel Manager

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Committee Mission & Key Objectives

Mission:

To support the Canadian travel industry by sharing cutting edge education and insights on innovations and efficiencies touching all areas of the travel, expense and meetings industries.

Objectives:

- Review, develop and deliver educational sessions and content on new technologies to help the Canadian Travel industry have the knowhow they need for a safe return to travel.
- Provide leadership and support by way of a technology-focused tools to assist the Canadian travel industry in navigating new technologies.

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Today's Topic:

How Airports In Canada Are Using Technology to Ensure a Safe and Healthy Travel Experience

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Toronto Pearson – Innovating for a Safe and Healthy Airport Experience

Greg Owen
Associate Director
Airport Operations (Government Agency Programs)
Toronto Pearson International Airport

Toronto Pearson

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Healthy Airport Commitment

- Toronto Pearson's "Healthy Airport" commitment puts the health of passengers and employees first
- Guiding principles aligned with global best practices
- 1st airport in Canada to receive ACI Health Accreditation 2020
- Pearson awarded "Best hygiene measures by region" in North America in 2021 through ACI World ASQ awards
- Healthy Airport is most important part of rebuilding public trust in air travel

HEALTHY AIRPORT

Healthy Airport Measures & Innovations

Healthy Airport measures

- Mandatory masks in all public areas, for passengers and employees
- Physical distancing measures such as plexiglass barriers, separation at kiosks/seating areas signage, floor decals, and increased passenger comms
- Limiting terminal access to only passengers and workers
- Enhanced hygiene and cleaning in high traffic / high touch areas

Innovations implemented

- COVID-19 testing: mandatory for international arriving passengers; departing international passengers as required and voluntary employee testing
- BlueDot to predict/monitor COVID-19 and other infectious disease risk
- Autonomous floor cleaners, baggage cart cleaning, UV light disinfection
- Use of probiotics in our washrooms to eradicate bad bacteria
- Active monitoring duct system offering real time air quality assessment in terminal and online

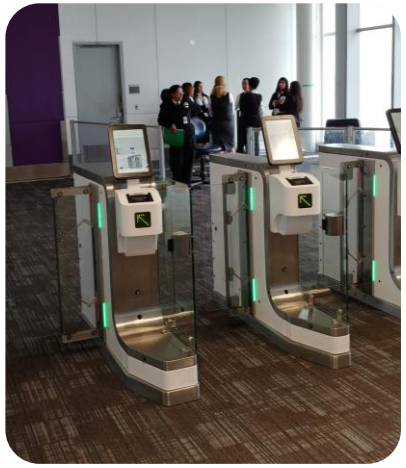
HEALTHY AIRPORT

Innovating for a no-touch/ low- touch environment…

Touchless Kiosks

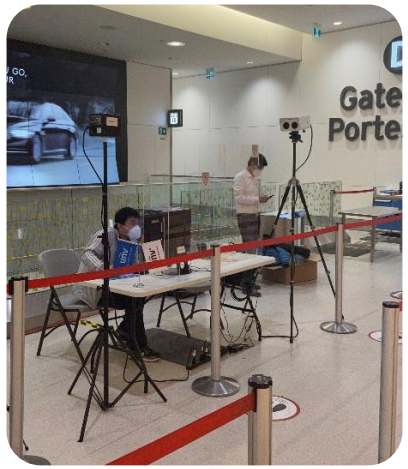
Low-touch NEXUS

No-touch eGates



Touchless Bag Drops

Thermal Temperature Checks



No-touch Pax Feedback

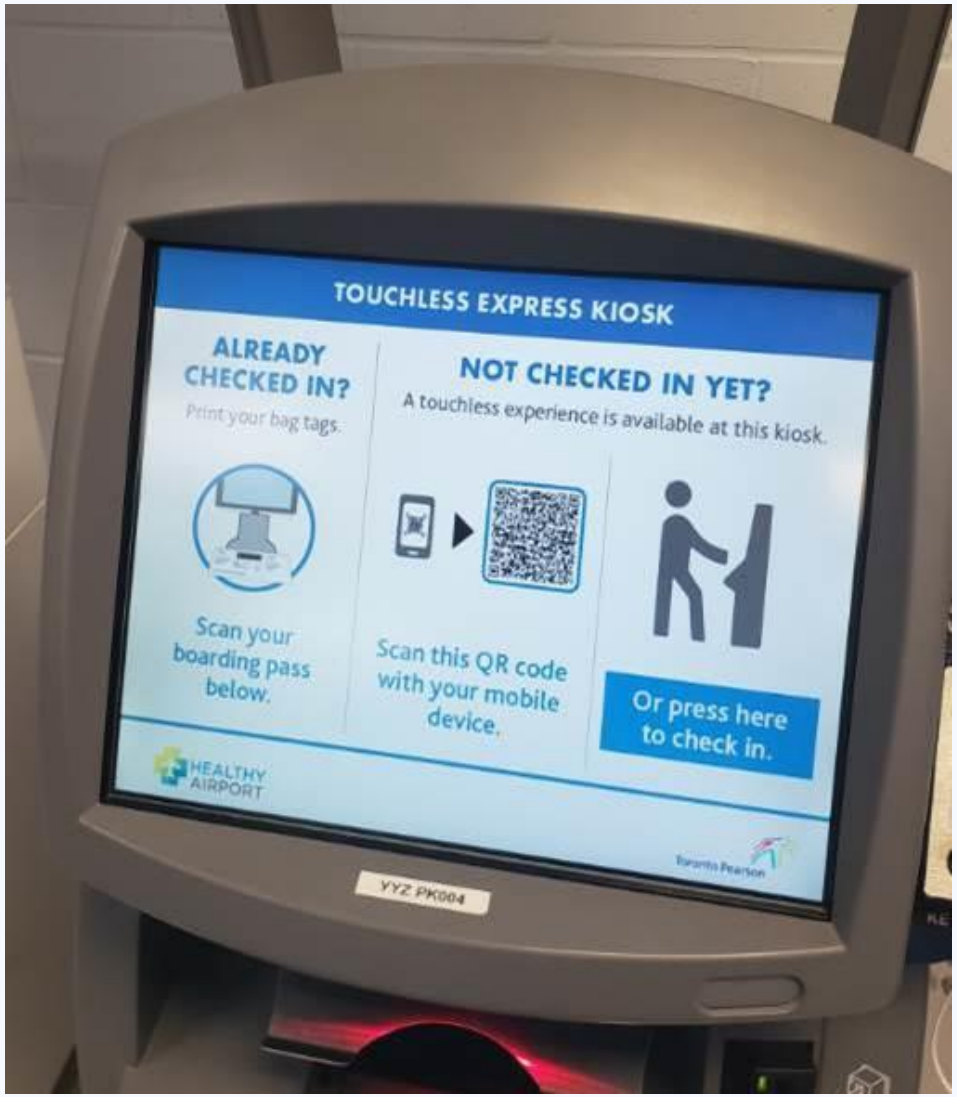
Video Customer Service

No-touch reporting

HEALTHY AIRPORT

Toronto Pearson

Check-In Enhancements



Passengers checking in now have the option to use their personal phone to take control of kiosks during the check-in process or quickly print bag tags with the scan of your boarding pass.

Boarding Gate of the Future

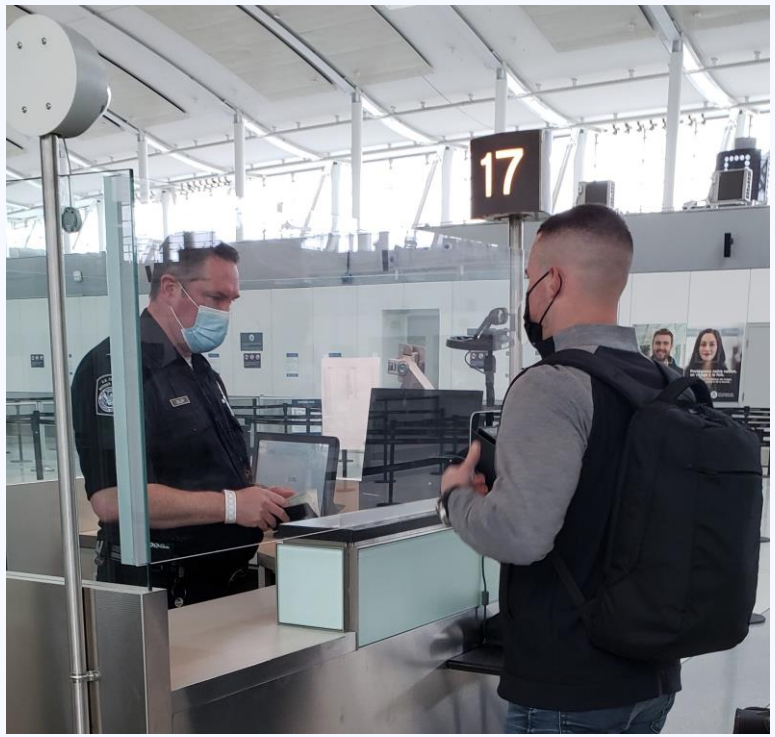
GTAA in collaboration with Air Canada is piloting various boarding gate technologies to shape what an automated boarding gate of the future could look like – reducing touch and improving the boarding process.

Technology in Border Processes

United States Customs & Border Protection (USCBP)

"Simplified Arrivals" facial confirmation technology for border clearance implemented in both terminals.

APC Kiosks being removed Spring 2021.



Canada Border Services Agency (CBSA)

E-gates being installed – Phase 1 in Terminal 1 for NEXUS Passengers later this spring.

Lower-touch kiosk transactions (Primary Inspection Kiosks) and faster processes being piloted Summer/Fall 2021.

ArriveCan and other industry-wide digital platforms being developed for testing and vaccine certificates.

Embracing Engineering Innovations

HVAC UVGI & Air Quality

- HVAC Ultraviolet Germicidal Irradiation in operation, further expansion ongoing
- Enhanced Indoor Air Quality Monitoring
- UV cleaning on escalator handrails

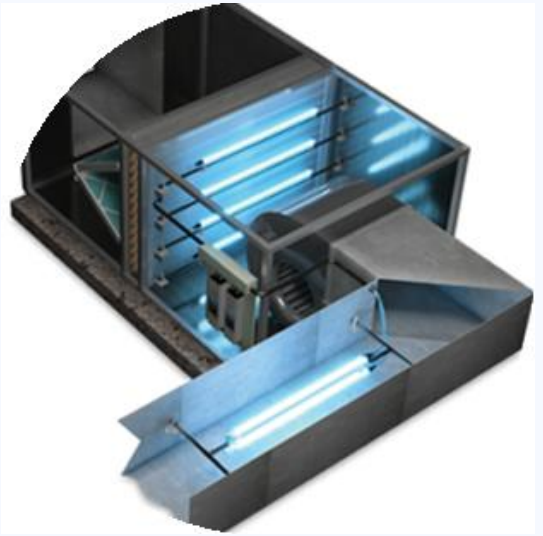
Touchless Elevators

- Bluetooth Enabled Elevator Pushbutton in operation

Touchless Water Bottle Stations

- First phase of passenger-facing in operation
- Adding airside employee facing and additional passenger facing locations

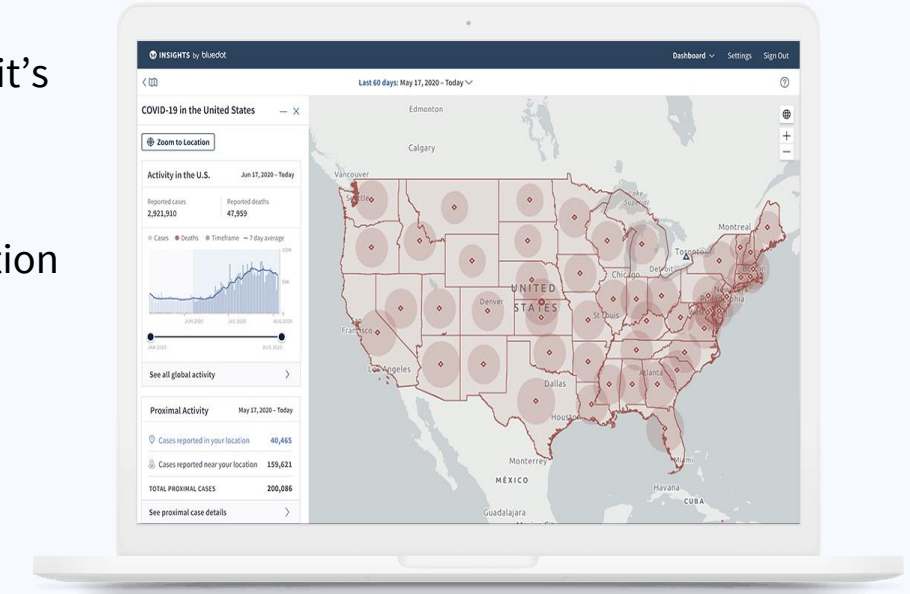
Touchless Soap & Paper Towel Dispensers



BlueDot: Risk assessments to help safeguard health

- BlueDot's infectious disease software provides predictability and oversight, so we can ensure business readiness.
- Using technology to see worldwide trends is an important layer in science-based data analytics and pandemic tracking in near-real time.
- For an airport, that means knowing not just what's coming and where it's coming from, but also what the impact is likely to be:
  - Route risk assessment based on flight schedule
  - Near real time infectious disease alerts (identifies risk of importation low, medium or high)
  - Summary of detection based on a 24-hour period
  - Updates on the global spread of the Variants of Concern
  - Updates on specific country vaccine rollouts
  - Developing specific country reopening tracker

bluedot



HEALTHY AIRPORT

Toronto Pearson

The Future

Toronto Pearson is leading work with our partners locally and globally to implement measures to support passengers and employees today and develop and implement new initiatives as travel restarts.

Technology will play a key role in ensuring new measures are scalable and adaptable as the aviation, travel and tourism industry rebounds and passenger traffic resumes.

- Immediate measures to protect and adapt to Canadian health regulations, and global guidance
- Enhance measures through innovative tools, integrate health and data into core functions
- Continue to innovate and use technology to create a no-touch/low-touch airport experience for the future

Building Confidence in the Return of Travel through the use of Technology and Innovation

Keri Phoenix
Manager, Innovative Travel Solutions
Vancouver Airport Authority

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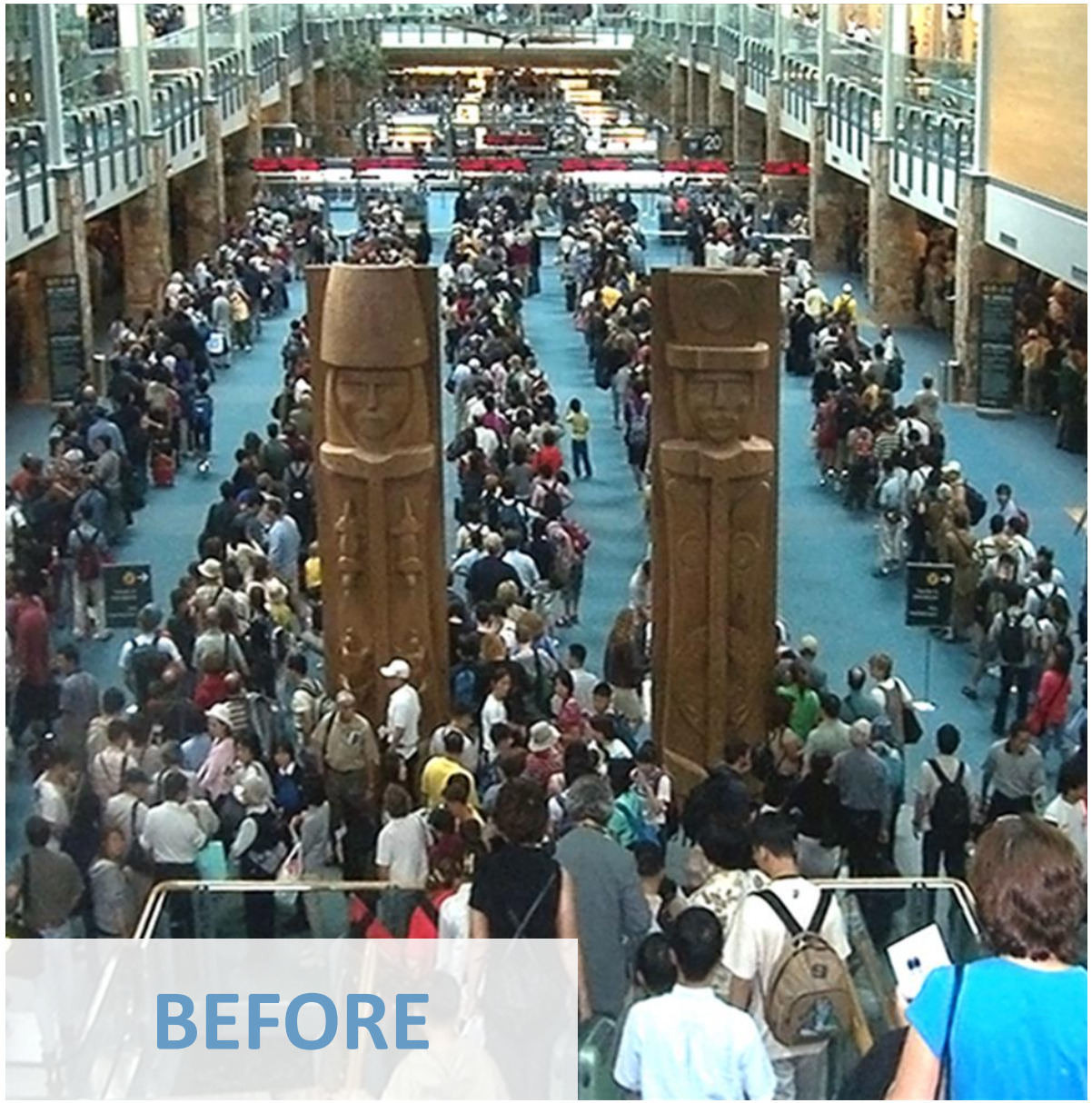
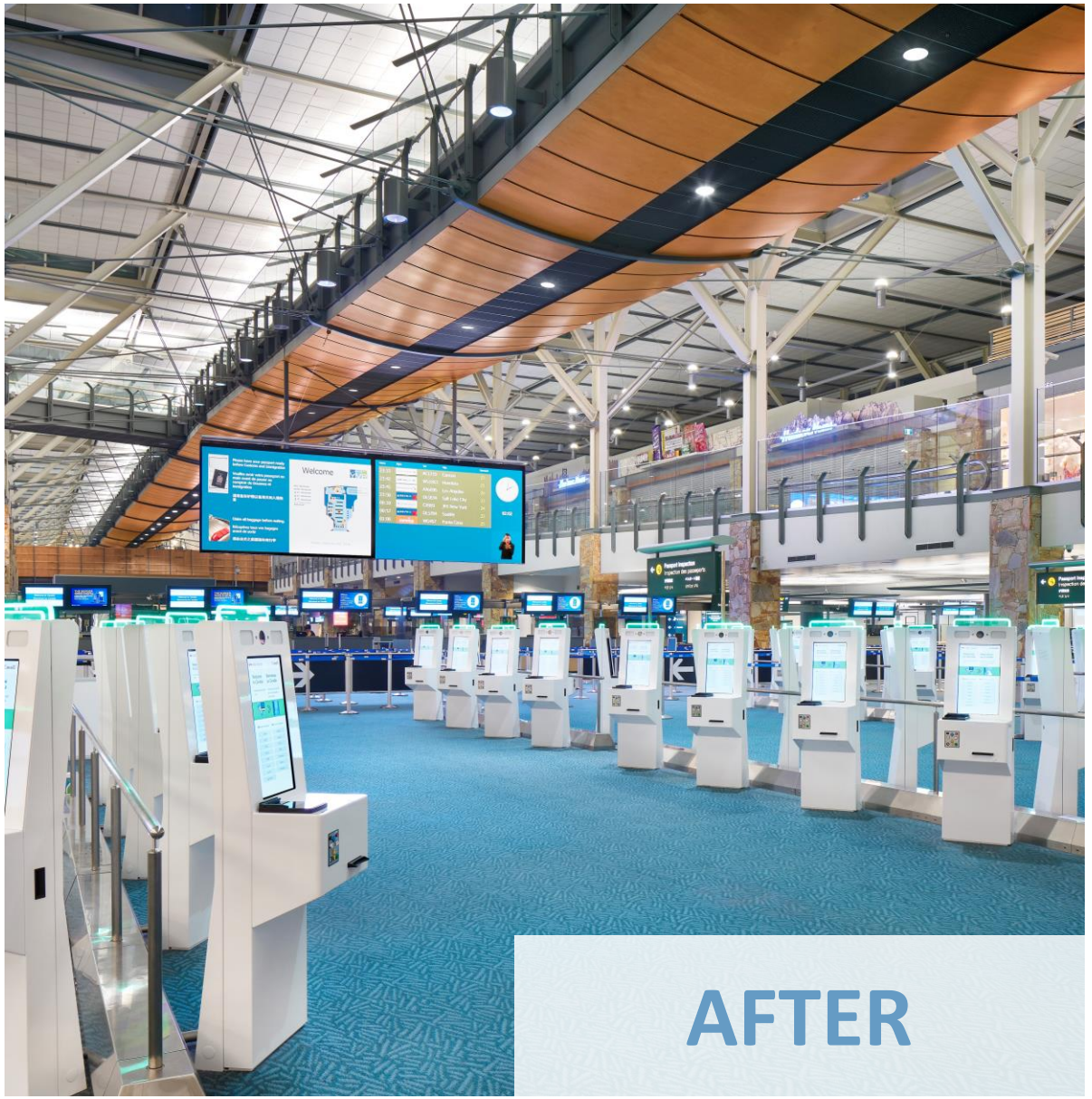
VANCOUVER AIRPORT AUTHORITY

BORDERXPRESS™



BEFORE



AFTER

HOW **YVR** HAS CONTINUED TO EMBRACE **INNOVATION** AMIDST THE GLOBAL CORONAVIRUS CRISIS.

WITH

LYNETTE DUJOHN
VICE PRESIDENT, INNOVATION & CHIEF TECHNOLOGY OFFICER
VANCOUVER AIRPORT AUTHORITY

BORDERXPRESS™

Self Cleaning & Contactless Features

Ultraviolet Cleaning Light

New UV cleaning technology kills 99.9% of bacteria on kiosk surfaces, including document and fingerprint scanners.

Gesture Based Technology

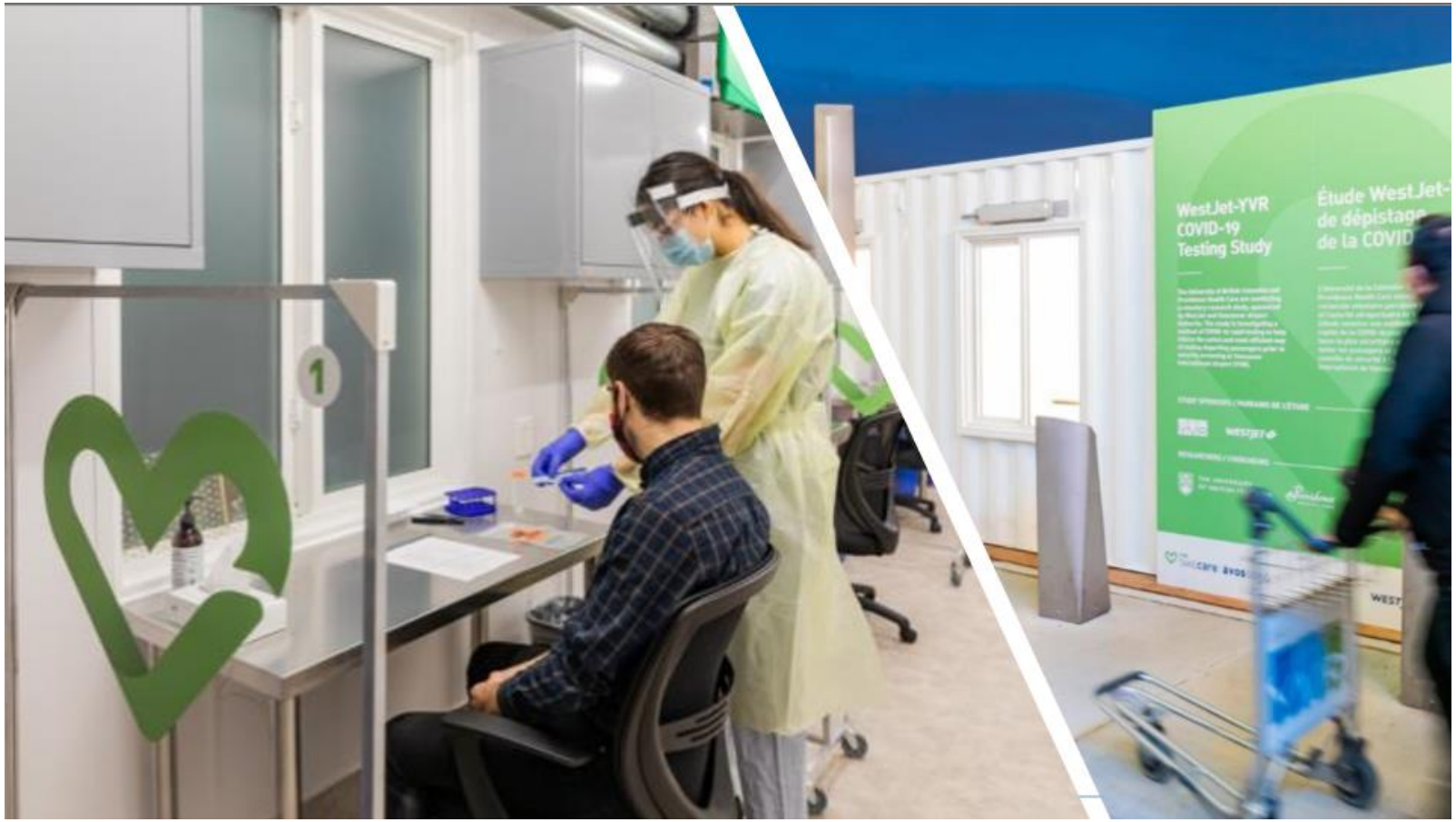
New touchless technology allows users to control the on-screen cursor with hand gestures.

Air Canada CleanCare+

TouchFree Bag Tagging

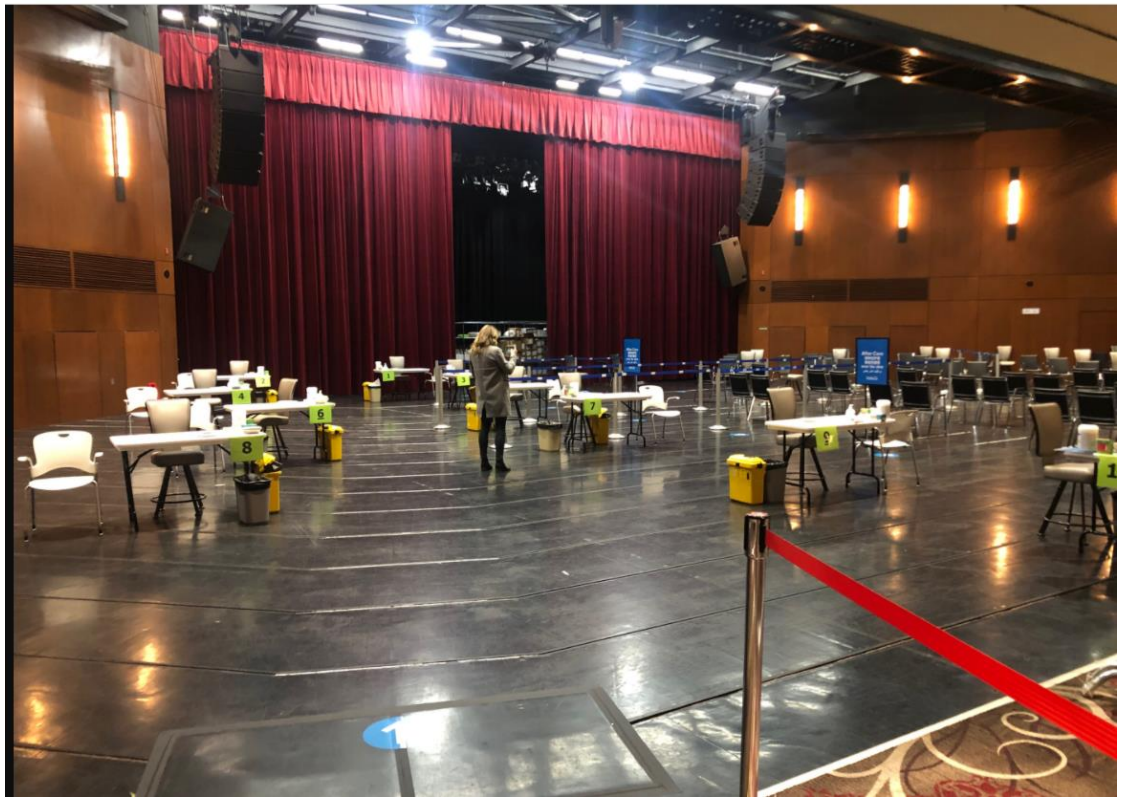
COVID-19 Testing

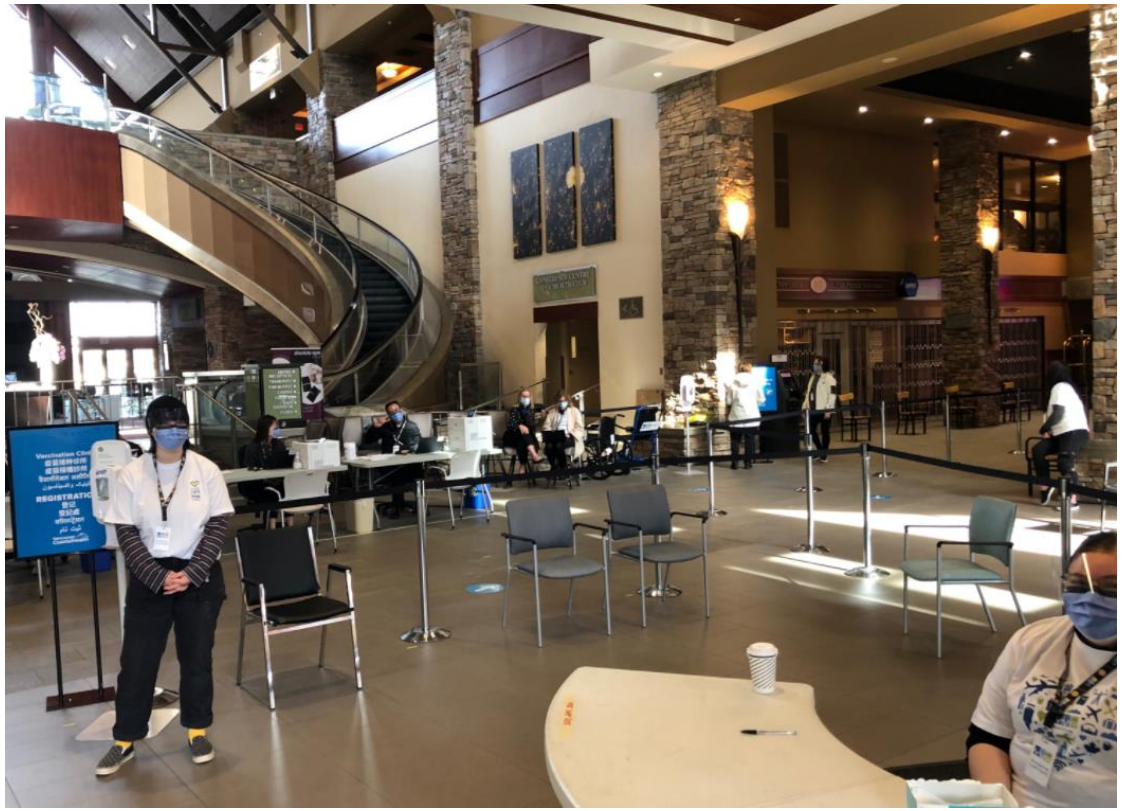
Departure Pilot WJ and Arrival Processing



Vaccine Centre

YVR and Partners setup and manage Richmond Vaccine Centre



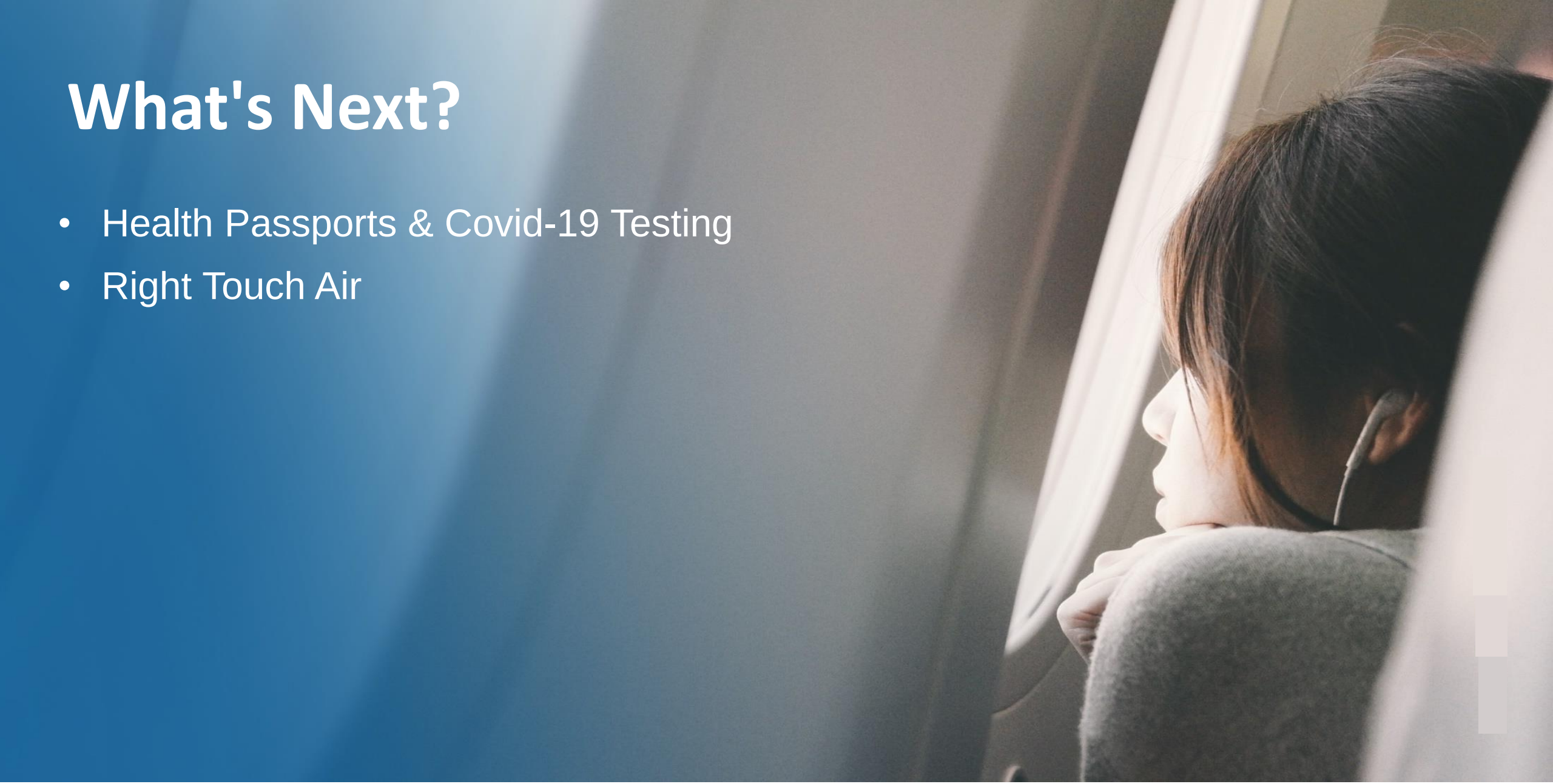


2021 Strategic Vision

- Digital Twin
- YVR as a Gateway to the New Economy
  - Restart our region
  - Innovation Hub at YVR

What's Next?

- Health Passports & Covid-19 Testing
- Right Touch Air



Questions?

Please type your questions into the Q&A box

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Thank You for Joining the

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