



| ICAO

SECURITY & FACILITATION



ICAO TRIP: USING TRAVELLER ID FOR STREAMLINED BORDER CONTROLS

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Automation

Heathrow

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Automating the passenger experience



Common Use
Self Service
Kiosks Inc.
self tagging.



Self Bag
Drop



Automated
Ticket
Presentation



Self Boarding
Gates in T2B
& Domestic
SBGs in T5A



Airport
Ops Control
Centre



Digital
Programme inc.
Single Customer
View



Passenge
r Centric



Think
End-to-End



Automate
Transactions



Adaptable
Implementation

Automation of the passenger journey programme approach



Future operating model

Design Principles



Operating Principles

People

Service

Process

Common processes
Optimised processes

Technology

Early biometric enrolment
Automated Doc Checks
Common use infrastructure
Industry standards

Operating Benefits

Personal

Simple

Affordable

Reliable

Sustainable Capacity

The passenger journey of tomorrow

Integrated identification to create a seamless journey



Online &
off airport
Check-in

Bag-drop

Automated
Ticket
Presentation

Security

Boarding



Future of the Border

- Speed and convenience whilst maintaining security
- Intelligent technology
- Sharing of data cross borders to facility a smooth seamless secure journey
- Increase eligibility of eGates

Considerations

GDPR

E2E

Standards

Gov's

Trust

Data

Recovery

Regs

Platforms

The title 'Automation Heathrow' is centered on a dark purple background. The word 'Automation' is rendered in a large, 3D, metallic blue font with a gradient from light blue to dark blue. The word 'Heathrow' is in a smaller, white, sans-serif font. The text is surrounded by a series of white, wavy lines that create a sense of motion and depth, with a horizontal band of orange and yellow light behind the text.

Automation Heathrow

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