



BIOMETRIC TECHNOLOGY FOR INTERNATIONAL FLIGHTS WITH NO PASSPORTS REQUIRED - BRITISH AIRWAYS

News / Airlines



British Airways became the first UK airline to trial the use of biometric technology for international flights, enabling customers taking part in the trial to travel through the airport ‘smartly’ without having to show their passport. Customers who sign up to take part in the airline’s trial from London Heathrow Terminal 5 will be invited to scan their face, passport and boarding pass on their smartphone or tablet ahead of travel, with this information being kept safe and secure.

When trial participants arrive at the airport, Smart Bio-Pod cameras verify their identity in under three seconds, allowing them to keep their passport safely in their pocket until they reach their destination.

David Breeze, Operations Transformation Manager for British Airways, commented: “Not only is this the first time that our customers have been able to register their biometric information at home, but it’s the first time they can use it for British Airways’ international flights. This is a secure and

efficient tool that makes for a smarter and smoother airport experience, which will reduce the time it takes us to board aircraft. The beauty of this technology is that it also frees our people up to look after more complex customer enquiries and deliver the best possible customer service.”

The trial will run for six months on British Airways flights to Malaga, Spain. Customers who opt-in will be invited to make use of the Fast-Track security lane and will receive complimentary priority boarding. If the trial is successful, it’s expected to be extended to more international flights.



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