Report on Resilience First - Intel Webinar
27 November 2020

'Airport Innovation – Creating a Touchless Experience'

Key-note Speaker:
Sir Stephen Hillier
Chair, Civil Aviation Authority

Innovation Speakers:
Jaume Portell, CEO, Beabloo
Gabriel Feldman, Consultant, ICTS Europe – OneID Solution
Pedro Torres, Co-Founder & CEO, YooniK
Chair:
Ellie Wood, Account Manager – Transportation, Intel Corporation (UK) Ltd

Key Messages

Ellie Wood, Account Manager – Transportation, Intel Corporation (UK) Ltd:
"What a tough, tough year it has been seeing the devastating effect that Covid-19 has had on the air industry. We need to look at viable solutions to an industry with depleted funds, that has lost lots of its people and skills. We need technology that can bridge the gap and help control the effects of the pandemic whilst transforming airport operations, boost customer confidence and make them feel more efficient than before."

Sir Stephen Hillier, Chair, Civil Aviation Authority:
"Covid-19 is the greatest challenge which has ever faced the global aerospace enterprise. While we need to deal with the immediate challenges that brings, we also need to build greater resilience to deal with future challenges. The immediate challenge with this pandemic is rebuilding consumer confidence, and we can start to see some important pieces coming into place now: promising news on vaccines, the roll out of airport testing, along with the test and release programme, and reducing quarantine periods. But we also need to look beyond Covid-19. We need new definitions of what level of resilience we should aspire to, in

order to protect the industry in the future. If you look back over the last 7 or 8 months it's been incredibly tough, but if we also look at industry's adaptation to the Covid-19 pandemic, we can have confidence in our ability to work together, to respond to challenges, and to recover."

Jaume Portell, CEO, **Beabloo (**jaume.portell@beabloo.com**):**
"Technology has quickly moved from the use of intelligence to create better spaces to its use to protect human beings in airports. The role of technology here is to follow the customer in the airport journey with information, intelligence and automatic protection. We have seen that the interest of the audience for messages that talk about security is 300% higher than any other message that we might share with them. We use thermal cameras at entrances to sense if someone has the wrong level of temperature and we use the same camera to see if they are wearing a mask. Thermal sensing checks people's temperature in real time as they enter a physical space. It triggers an audio or visual alert on digital signage when the sensor detects someone with a higher temperature than the predefined threshold."

Gabriel Feldman, Consultant, **ICTS Europe (**gabriel.feldman@ictseurope.com**):**
"The first layer of technology is mobile apps that allow vital sign monitoring, including heart and respiration rate, using the selfie camera that measures specific physiological states with algorithms, and flags individuals that show clear signs of being sick. The second layer of defence is a physical device positioned at the entrance to a building to get a much more accurate reading of vital signs. This device uses multiple sensors including a laser to identify vital signs such as pulse anomaly, shortness of breath, chills and agitation and chest palpitations. For those that show symptoms we would allow a quick Covid-19 test at the airport. The aim is to provide a manifest for the airline showing that everyone on the plane is Covid-19 free up until the moment of boarding."

Pedro Torres, Co-Founder & CEO, **YooniK (**pedro@yoonik.me**):**
"Covid has had a huge impact on everyone and the way we address it and prepare for the future can make a big difference. There are two key words in the way we tackle this in airports - contactless and crowdless. It's not just about Covid, we need to prepare for the future while dealing with Covid and we should not hamper our long-term vision for how we can make better experiences for customers. We need to make those visions real whilst solving this problem."

The speakers answered a series of questions from the participating audience.

The full video recording can be found [here](#).

The presentation slides can be found [here](#).

Speakers' Biographies

Sir Stephen Hillier

Sir Stephen Hillier became Chair of the Civil Aviation Authority on 1 August 2020. He previously had a long career in the Royal Air Force, eventually becoming Chief of the Air Staff, the head of the Service.

He has extensive military flying experience as a pilot and instructor on a wide range of aircraft types, although his flying career started at age 17 when the CAA issued him his Private Pilot's Licence. He also has wide experience of leading large, complex and high-profile portfolios and programmes, and of change and risk management within regulated environments.

Jaume Portell

Jaume Portell has more than 23 years of experience in the IT industry, spent six years as the Director of Technology at eDreams, one of Europe's leading online travel agencies. As the CEO and founder of Beabloo, he has focused on leading the company to the international expansion, sustained growth, strategic acquisitions and continuous track of innovation recognized internationally by companies like Goldman Sachs, IDC or Gartner.

Gabriel Feldman

Gabriel Feldman is the Chief Innovation Officer at ICTS Europe, he is a young, successful entrepreneur with rebellious curiosity and inventive imagination. He has in-depth and extensive knowledge that spans a significant number of technical subjects including software, hardware, robotics, Machine Learning, and AI.

Before joining ICTS Europe, Gabriel was the CEO of a startup company that built revolutionary software aimed to effortlessly visualize physical and cyber security incidents. ICTS Europe was strategically interested to serve as one of the early adopters of this technology, a landmark that later led to the incorporation of Gabriel as part of ICTS Europe.

Pedro Torres

With 18+ years of experience in technology, innovation and product design, from large telco companies to medium-size companies to start-ups, and a strong research background in top-tier universities, Pedro Torres has worked for the last 5 years in global executive positions in customer experiences based on biometrics to enable immersive and seamless journeys.

Pedro has also been particularly successful to attract innovation funding of over 40M€ to the companies he has worked for in the last 8 years, 20M€ of which in the last 3 years in applications of biometrics to seamless journeys. Pedro also has a solid background in Machine Learning with PhD research in Artificial Intelligence at Imperial College London, Computer Diploma from the University of Cambridge and various scientific publications in peer reviewed journals.

Together with two amazing partners, Pedro has recently founded YooniK in sunny and picturesque Lisbon to disrupt the world of authentication through Biometrics in Things.

Ellie Wood

Ellie Wood has over 30 years of experience in helping customers to understand their business challenges, to help find innovative solutions to drive change, reduce complexity, while driving value and cost savings, whilst always looking to improve customer experience and driving growth.