

(Air New Zealand, 2021b)

Air New Zealand trials global digital travel pass

Air New Zealand customers and employees will be among the first to trial a digital initiative to get people moving safely across the globe again.

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With constantly changing entry and departure testing and paperwork requirements, the airline wants to streamline the health verification process to help customers know what they need to take their next international trip safely.

The airline will trial the digital Travel Pass app developed by International Air Transport Association (IATA) on its Auckland-Sydney route in April.

Air New Zealand Chief Digital Officer Jennifer Sepull says the goal is to enable customers to seamlessly manage their digital travel documentation throughout their travel experience.

"Once borders reopen, travel is going to look very different, with customers' health data needing to be verified at check-in. It's essentially like having a digital health certificate that can be easily and securely shared with airlines. This will give customers peace of mind that they meet all travel requirements for the different countries around the world before they even get to the airport.

"Reassuring customers that travel is in fact safe is one of our priorities. By using the app, customers can have confidence that everyone onboard meets the same government health requirements they do.

"By having a place to store all your health credentials digitally in one place, it will not only speed up the check-in process but unlock the potential for contactless travel."

Customer privacy is at the heart of the design. There is no central database storing personal

information - rather it is shared at the travellers' discretion, in a safe and secure way.

IATA's Senior Vice President Airport, Passenger, Cargo and Security, Nick Careen says Air New Zealand's trial of IATA Travel Pass is an important milestone towards restarting international travel.

"Air New Zealand is demonstrating its industry leadership being among the first airlines in the world to offer its passengers a digital travel pass.

"Air New Zealand's trial of IATA Travel Pass will help give governments the confidence to re-open borders and passengers the confidence to travel. The app has been developed with the highest levels of data privacy and security, so passengers always remain in control of their COVID-19 health information. And governments can be confident that passengers who are "Ok to Travel" are in full compliance of COVID-19 travel requirements."

The trial will run for three weeks once the app hits app/android store shelves in April and both aircrew and customers will be invited to join the trial. The airline is in conversation with government agencies about options for validation of testing and vaccination.

How it works

Customers will be able to create a digital health wallet linked to their e-passport. Once travellers have been tested and/or vaccinated, labs will securely send data to the individual's app. It then checks requirements for travel against the data and customers who meet those travel requirements will be given the green tick to travel.

Ends

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The Star Alliance network was established in 1997 as the first truly global airline alliance to offer worldwide reach, recognition and seamless service to the international traveller. Its acceptance by the market has been recognised by numerous awards, including the Air Transport World Market Leadership Award and Best Airline Alliance by both Business Traveler Magazine and Skytrax. The member airlines are: Aegean Airlines, Air Canada, Air China, Air India, Air New Zealand, ANA, Asiana Airlines, Austrian, Brussels Airlines, Copa Airlines, Croatia Airlines, EGYPTAIR, Ethiopian Airlines, EVA Air, LOT Polish Airlines, Lufthansa, Scandinavian Airlines, Shenzhen Airlines, Singapore Airlines, South African Airways, SWISS, TAP Air Portugal, THAI, Turkish Airlines, and United. Overall, the Star Alliance network currently offers more than 19,000 daily flights to more than 1,250 airports in 195 countries. Further connecting flights are offered by Star Alliance Connecting Partner, Juneyao Airlines.

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