I CTS CPM**PHOENI X**

The Post COVID Sorting Solution for Airlines.

An advanced passenger screening solution with bio signs detection & biometrics for air carriers

EXECUTIVE **SUMMARY**

ICTS Europe have enjoyed a long, fruitful partnership over the last two decades serving all the major airlines requiring enhanced security, Travel Doc & APIS checks globally

Together we have faced the many challenges that have affected the aviation industry on both a global and local level.

To meet these challenges, ICTS have continually invested in our operations in order to deliver solutions that are both best of breed and cost effective.

Central to this approach has been ICTS's investment in technology. With our subsidiary, ICTS Europe Systems, the ICTS Europe group have an in-house team of software developers, hardware engineers and support staff who have designed, developed and deployed a wide range of technology solutions across the whole group, as well as to many airlines and airports across the globe.

The CPM platform has been developed by ICTS over the last two decades as an aid to the security screening processes. CPM has been deployed annually on 150K flights processing 2.5 million passengers, in addition to over 300 million TravelDoc checks annually.

Modular in nature, CPM is a dynamic support platform that aids in several processes including TravelDoc checks, APIS collection and an optional interview process. A flexible tool, CPM enables the screening process to be quick, efficient and ensure compliance with governmental directives.

As well as investment in technology, ICTS have also invested in the continued development of screening methods, resulting in the APM screen method – a proven, reliable method of passenger screening that reduces the complexity and cost of the screening process.

The CPM process has now been further refined to include enhanced Bio signs detection and Biometric confirmation suite to address the recent Global Pandemic.

The integrated system called CPM**PHOENIX** has the capability to interface with potential World health data bases and travel clearance procedures to be implemented via the ICTS TravelDoc making it a powerful, efficient and effective solution to face the post COVID environment.

CHECK-IN **PROCESS**

With **CPMPHOENIX** deployed at the check-in area, four main processes are conducted,

- Roving Customer Service Agent (RCS) Monitoring
- Sorting Point - Contactless Temperature & Biometric checks.
- RCS Resolution
- TravelDoc, Global Health Regulations- Optional.

These processes enable an efficient and compliant screening process to be undertaken, which eliminates bottlenecks and whilst ensuring all passengers comply with the Health declarations /tempreture regulations prior to check in.

CPMPHOENIX is based around the concept of statuses. These statuses allow a RCS agent to manage the Health checks prior to check in, in an efficient manner, maximising the effectiveness of manpower resources whilst providing a more customer friendly experience for passengers.

GREEN STATUS	No actions required Temp is OK. (Optional Biometrics for boarding).		
AMBER STATUS (Optional)	TravelDoc Alert	-	Inspection
	Global Health Regulations Alert	-	Inspection
RED STATUS*	H* – Temp Check Alert	-	Passengers referred to Airline

Sorting Point ▢
RCS ▲
Passengers ◯

COUNTER
COUNTER
COUNTER
COUNTER
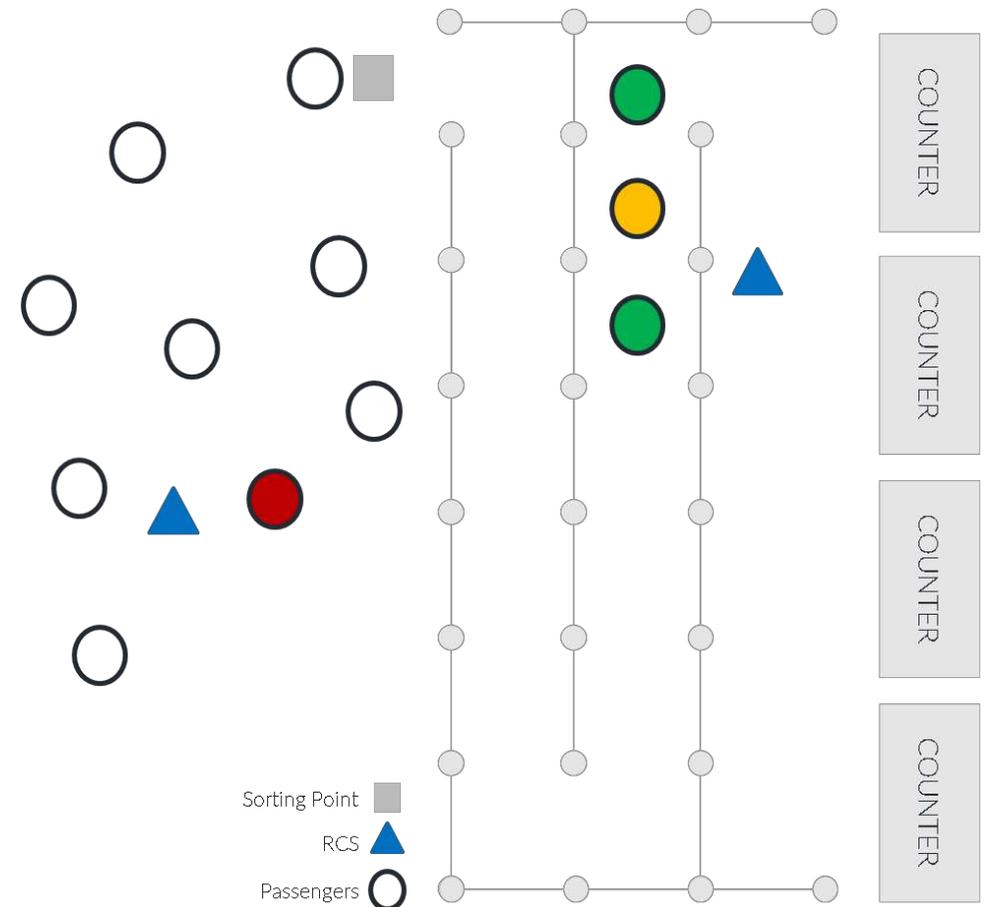
RCS MONITORING

Roving Customer Service staff (RCS's) are deployed in the main check-in area to observe all passengers and enforce the regulation social distancing.

RCS's continuously patrol the area and observes individuals for appearance and behaviour signs, RCS's will approach individuals who appear to show any health symptoms, ascertain if the person is travelling with the carrier and then complete an temperature check via the CPMPHOENIX. RCS agents can also be utilised to monitor queues and assist quickly with any passenger concerns or questions.

Every RCS carries a CPM mobile device to aid in the process an allows the RCS to engage in real time communication with the CPM system.

STEP 1

RCS observes individuals according to local Health Regulations and intercepts those who do not meet the required criteria.

STEP 2

The passengers travel document is scanned and the data, including the passenger's photo, is collected. The CPM application displays the passenger's information, whilst simultaneously a Thermal Health check is conducted and displayed.

STEP 3

The RCS will direct the passenger to the next available desk.

STEP 4

Updated passenger status is sent to all RCS devices in real time.
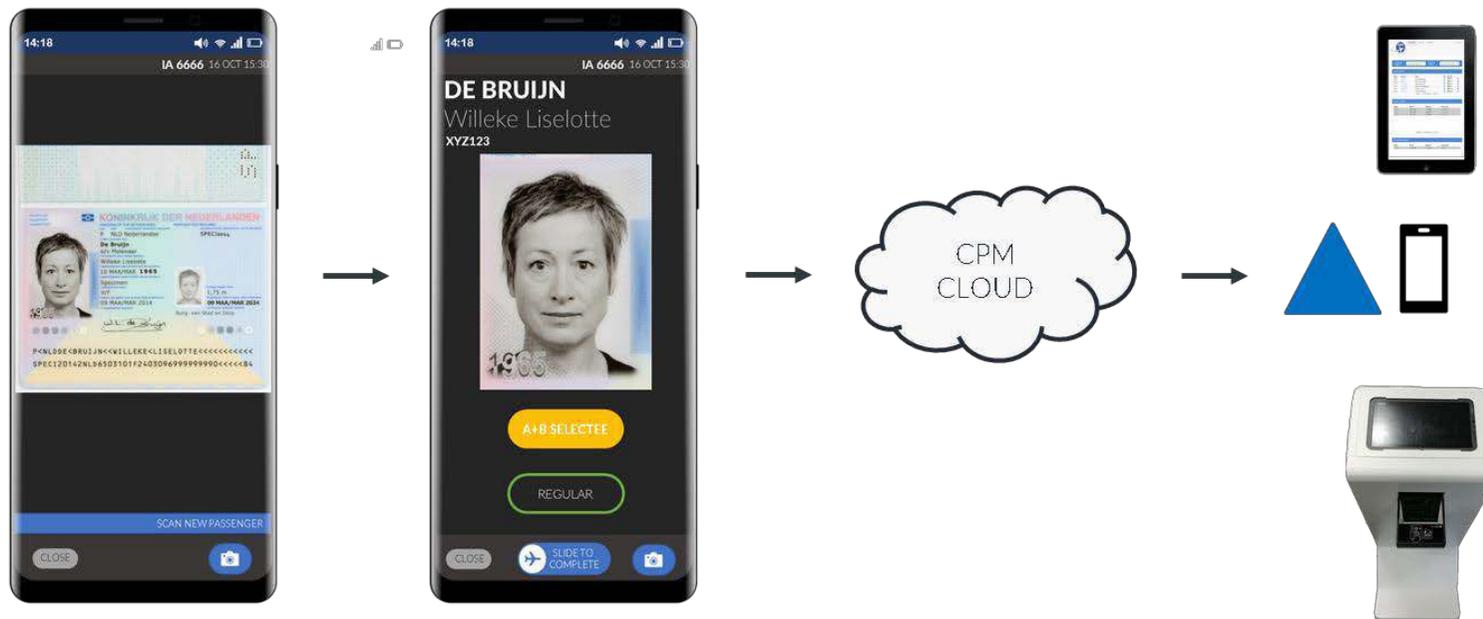
SORTING POINT/ THERMAL CHECK

The Sorting Point is a lightweight, mobile kiosk equipped with a full-page document scanner, tablet PC and battery power supply. In additional a full contactless Thermal unit is mounted to the Sorting Point mobile unit.

STEP 1

As passengers approach the entrance(s) to the queuing area, they meet a Sorting Point kiosk, manned by a RCS agent.

STEP 2

The passengers travel document is scanned and their personal data (name, date of birth and photo) is collected. Simultaneously the thermal camera will conduct an infrared thermology test and record the passenger's temperature. If the passenger's temperature is OK, they will continue to the check-in area. No sticker is applied to the passenger's passport.

STEP 3

This data is then sent to the CPM server here it is cross referenced against several databases, CPM then assigns the passenger a status code, which is color coded for ease of reference. If the passenger was assigned a status by a RCS prior to the sorting point, then this status is retained and not altered by the Sorting Point process.

STEP 4

The passenger's status is updated on the mobile devices carried by the RCS's.
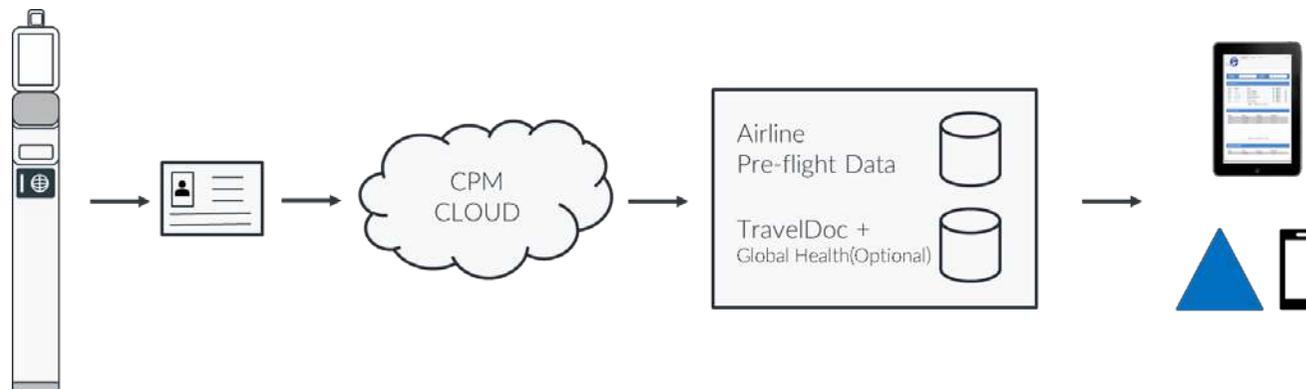
RCS RESOLUTION

Once a passenger has been assigned a status, the RCS's at the check-in area can resolve passengers with certain statuses.

For example, a passenger with a TravelDoc status (i.e. a passenger who requires a visa to travel) can be located by a RCS and have their status resolved before reaching the check-in desk or departure gate.

The RCS can either clear the current passengers' statuses or they can add additional statuses.

Other status, Global Health check, TravelDoc, Current temperature can be monitored

STEP 1
RCA reviews passengers with statuses that require resolution. Using the passenger's passport photo as identification, passengers can be located quickly and easily.

STEP 2
RCA's can review the passenger's current status, review passenger's itinerary, (optional) scan additional Travel Documents- (such as visas- Optional), temperature etc in order to clear the passenger's status.
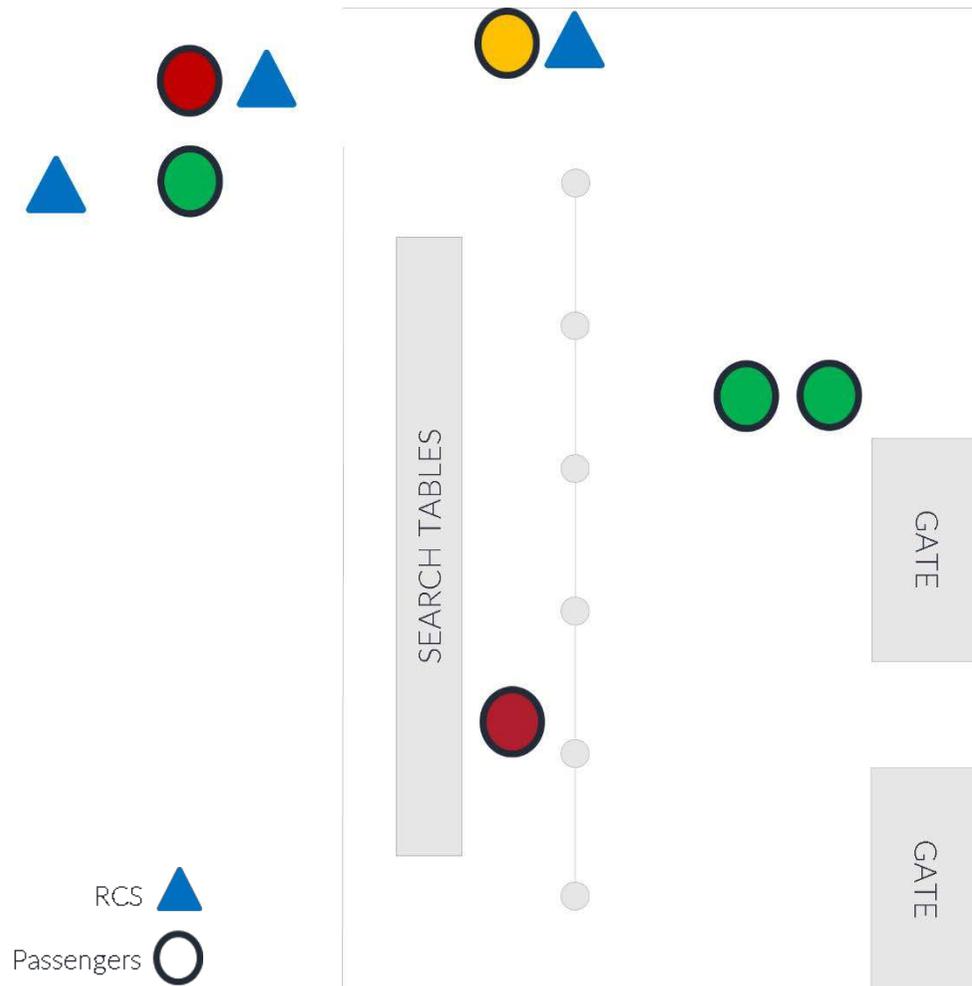
STEP 3
The passengers updated status is sent to the CPM server.

STEP 4
Updated passenger status is sent to all RCS devices in real time.

GATE PROCESS

SEARCH TABLES

GATE

GATE

RCS
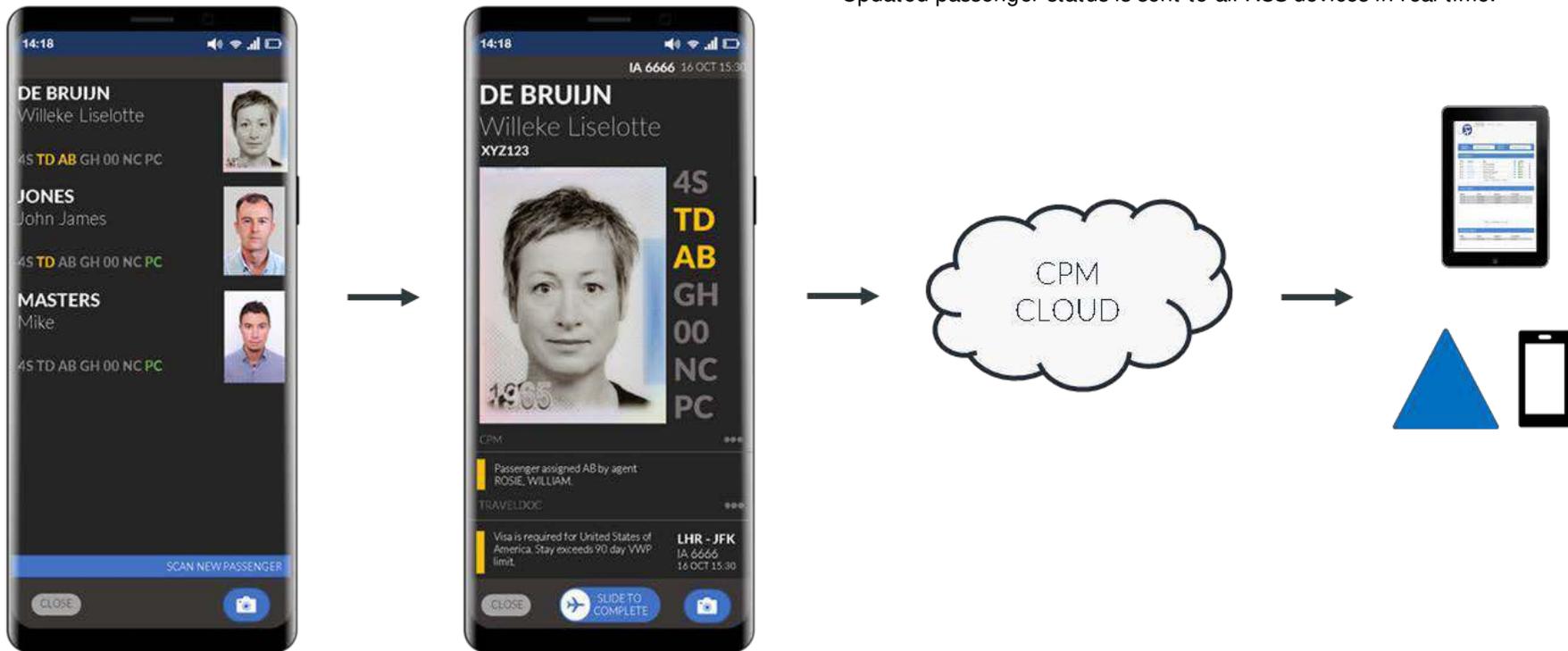
Passengers

Prior to boarding, RCS's will evaluate passenger status and identify any passenger requiring additional processing

RCS will patrol the pre gate area and monitor and approach any passenger who appear to be transfer passengers.

As passengers enter the gate area passengers travel documents will be scanned and their current status will be retrieved. Simultaneously a second temperature check will be conducted on all passengers enter the gate.

- If the passenger status is Green, they will be directed to the main gate area.
- If the passenger status is Amber, a RCS will intervene and resolve the status as required.
- If the Temperature Check is RED the passenger will be directed to the airline deck.

As passengers are processed, all passenger status updates are synced in real-time with all RCS devices.

ONLINE DASHBOARD

The **CPMPHOENIX** Online Dashboard acts a central point of management for the whole CPM platform.

As passengers are processed, all passenger data is sent to the CPM server.

Users can gain an immediate overview of the current operational state by seeing expected passenger volumes, number of processed passengers, passenger's temperature at checkin/Gate and so on.

Each CPM device reports it's state including battery levels, current user and data connection method.

All passenger data is synced in real time across secured channels. Passenger data is stored in an encrypted database and passenger data is automatically deleted after a configurable period of time to ensure GDPR compliance at all times.

Reports and messaging can be configured to interface with Airline systems as per requirements.

CPM PHOENIX BENEFITS

With **CPMPHOENIX** airlines can benefit from an advanced technology platform which provides many advantages over alternative solutions.

- Automation of passenger checks frees RCS's to concentrate on appearance and behaviour signs during the check in and boarding process, whilst offering an enhanced customer services experience the customer expects.

- Real-time data sync with RCS devices gives increased flexibility. Staff can be deployed to the locations that need them the most and maximise their effectiveness.

- Passport scan allowing RCS to quickly identify passengers via actual passport photo. No security stickers required!

- Quick and accurate Temperature checks at the check in and gate with real time online traceability.

- Increased passenger confidence and satisfaction with a quick yet thorough check.

- Reduce the number of airport/airline staff that have direct contact with the passenger

- Modular system that can be adapted quickly to meet the specific needs of airlines or to meet changing regulatory requirements.

The **CPMPHOENIX** elements INCLUDING the RCS Agents equipped with hand held devices interconnected with the Sorting Point structure and features can be modelled, enhanced and adapted as needed and in short time as per the change of the regulations and requirements.

Quick and efficient process

Reduced manpower costs

Flexible deployment model and scalability

TECHNICAL SPEC

HARDWARE SPECIFICATIONS

In addition to the existing Slim kiosks, the CPM**PHOENIX** process can be housed on a Mini Pod or standalone mobile reader

THERMAL CAMERA

TELPO FACE RECOGNITION TEMPERATURE MEASUREMENT TERMINAL - TPS980T

- Contactless temperature detection + facial recognition.
- Infrared Thermography Testing- Error range +/- 0.5/0.7m
- Binocular Liveness Detection – Recognition rate 99.5%
- 8-inch, 800*1280
- Dual-lens Camera (RGB+IR),2Mp+1.3MP
- Dimensions (mm) 272(L)*135(W)*30(H)
- Android 7.1
- Dual -Core 1.8GHz* Quad Core 1.4Hz
- Memory 4GB, 16GB eMMC
- 1 Reset Key
- Fill Light- White LED
- 1 SIM Slot
- Ethernet/WiFi/Bluetooth LTE (Optional)
- Digital Audio Speaker, Microphone
- NFC Card reader.
- Certification - CE
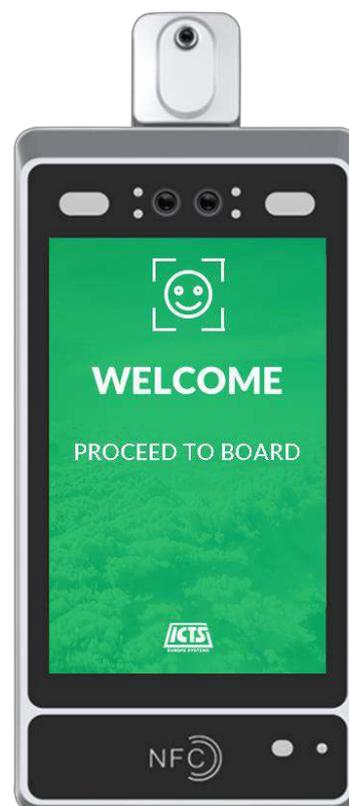
PODIUM / HOUSING

DRIOD POD TR180

- New waist high standalone access control unit
- Integrated Barcode, NFC, Battery & WiFi component
- Dynamic versatility where turnstiles are not required.
- Online/off- line operations
- Battery operated, slim modular design
- Unit will house the document scanner.
- Industrial PC Android 5.1 / 7.1
- 222wh portable battery allowing for hotspots for all day operations.
- Dimensions: H 1150mm, W 145mm, D 180mm
- Connection: IEC C14 Male socket & Ethernet RJ45 female receptacle
- 1D & 2D barcode reading (Paper & Mobile devices)
- 5" LCD colour display 3w Audio speaker

DOCUMENT READER

REGULA 7009.100

- Built-in USB Multi Touch Monitor & Windows PC

- Light sources: White light & IR

- Windows 10

- Standard PC configuration: Intel Core I5-4250U

- Intel HD Graphics 5000, RAM8GB

- SSD 128 GB

- 2x USB3.0

- 2x USB 2.0 ports,

- Mini HDMI port

- Mini HDMI port

- Unlimited Licence and an annual subscription fee per device.

- 24 months manufacturer's warranty