

# Secure and contact-free

With eye and face scans – instead of thumbprints – as the primary options to identify travellers, and contactless kiosks, travellers can now get from airport entrance to plane without having to touch common surfaces.

## CHECK-IN

### Proximity touch screens



- 160 automated check-in and bag-drop kiosks, with infrared sensors that track finger movements, are being installed at T1 and T3 terminals. These can be operated without touching the screens.

### Acrylic screens



- 400 acrylic screens are being installed at manual check-in counters, to provide a barrier between travellers and airport staff.

## IMMIGRATION AND BOARDING



- Facial and iris recognition is now primarily used for biometric identification, instead of fingerprint scans. A good number of Singaporeans are eligible for this touch-free clearance.
- Those who are not need to present themselves only once at the manual counters, after which they will also be able to use the automated lanes.
- Fingerprint scanners are sprayed with disinfectant coating and hand sanitisers are available.
- At the gatehold room, travellers are required to only show their boarding pass to the security officer. There is no need to hand it over. Before entering the plane, they can scan their boarding pass and show the airline agent their passport.

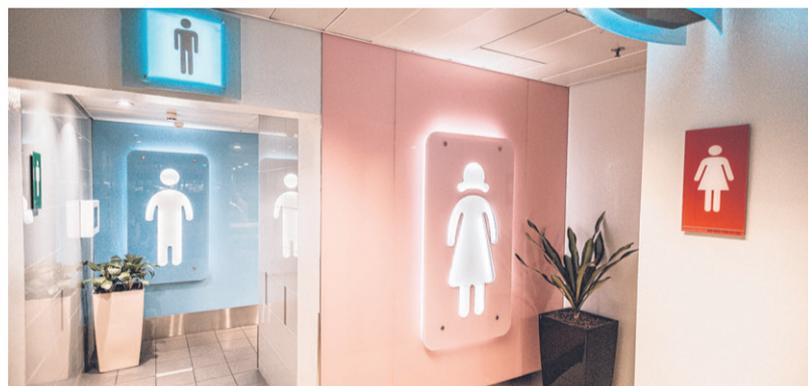
## OTHER MEASURES

### Autonomous cleaning robots



- Autonomous cleaning robots are equipped with an additional spray that disinfects carpet after cleaning.

### Contactless toilets



- All toilets will have door-less entry, as well as automated flushes, taps and soap dispensers.

### Disinfection of handrails



- A trial to use ultraviolet-C light technology to disinfect handrails on escalators and travellers is ongoing.

### Contactless lift buttons



- A trial for lift buttons to be operated without having to touch them is ongoing. Users need to only have their finger hover over the button.