**SAFETY & SECURITY**

Jane's Airport Review

# Qatar integrates Smart Security and Fast Travel

**Frits Njio, Doha**

Qatar Airways and the recently opened Hamad International Airport have joined the Smart Security and Fast Travel industry programmes, the organisations announced on 3 June at the end of the International Air Transport Association (IATA) AGM in Doha.

Tony Tyler, director-general and CEO of IATA, noted that Qatar Airways "joins a growing group of visionary airlines and airports, [and is] committed to collaborative optimisation of procedures and technologies".

Smart Security, spearheaded by IATA and Airports Council International (ACI), is designed to capitalise on advanced technologies to strengthen security, while also improving facilitation and operational efficiency at airport security filters and checkpoints.

Hamad International, which is fully operational after a soft launch on 30 April, is the third airport in the world to sign up for Smart Security after Schiphol and Heathrow, where several pilots are running. ACI World director-general Angela Gittens said that the collaborative programme will "increase passenger satisfaction by reducing the hassle factor associated with our current processes."

All six of the self-service strands in the IATA Fast Travel programme are already implemented or trialled by Qatar Airways at Hamad International: document scanning, flight rebooking, bags ready-to-go (adopted by Qatar Airways as My Q-Tag), boarding, bag recovery, and check-in.



*Qatar Airways is one of the visionary airlines and airports to join the quest for collaborative*

*optimisation of procedures and technologies, said IATA's Tony Tyler. (IATA)*

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"We are working in close partnership to give our passengers the self-service options they increasingly expect," said Qatar Airways CEO Akbar al-Baker.

Meanwhile, Tyler told delegates at the AGM that IATA member airlines are expected to achieve a global net profit of USD18 billion in 2014. "That is a net profit margin of just 2.4% or less than USD6 per passenger or sold air ticket," he said. He noted with concern that airspace in the Middle East is becoming congested, as airports in the region expect to handle almost 450 million passengers per year by 2020. This adds a further dimension to the need for seamless passenger flow through hub airports, which must continue to balance technology, cost, and security.