

‘The Science of Arrivals:’ thyssenkrupp Airport Solutions hosts panel at inter airport Europe 2019

- thyssenkrupp brings together leading experts to discuss what contributes to a great and memorable airports arrival experience
- Panel to take place at key aviation show on thyssenkrupp stand at Munich Trade Fair, located in Hall B5 stand 1270, on October 10th
- thyssenkrupp presents its latest innovation, the Remote Control System, which allows passenger boarding bridges to be safely controlled by an operator at a remote post

thyssenkrupp Airport Solutions – one of the leading providers of technology solutions to airports and airlines globally - will this week host a panel debate exploring what makes a great arrival experience at the inter airport Europe Expo in Munich.

The inter airports Europe Expo which takes place at the Munich Trade Fair Centre in Germany will attract thousands of visitors worldwide to see and hear more about the latest airport-related technology. The exhibition brings together solutions for the design, planning and equipment of terminal buildings, the latest ground support kits, as well as latest IT systems. These solutions are what will have an important impact for the future of airports, [streamlining the passenger experience through technology and design](#).

Representatives on the panel will include Mauro Carneiro (CEO of thyssenkrupp Access Solutions GmbH), Paul Dickens (Consultant Aviation Psychologist), Peter Rieff (Airport Planning and Building Design Architect, NACO) and Edmund Frey (SVP, SAP Customer Experience, MEE).

‘The Science of Arrivals’ panel will explore what contributes to a great arrival experience, from both a technical point of view as well as the sociological aspect. Why do first impressions matter?; what can add or detract from a passenger’s experience?; why do brands need to invest more in a great arrival experience?; and what sensory and experiential factors are vitally important to first impressions will all be themes explored during the panel debate?.

Mauro Carneiro (CEO of thyssenkrupp Access Solutions GmbH) commented: “With air passenger numbers expected to double to 8.2 billion by 2037, it’s vitally important for the travel industry to consider what key mobility needs are important for the arrival of passengers. We’ll be sharing insights from the panel to take a deeper look into what exactly is behind the ‘Science of Arrivals’.”

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Company domicile: Düsseldorf, Commercial register: Düsseldorf HR B 47444

Paul Dickens, Consultant Aviation Psychologist added: "Our panel today will explore the good, the bad and the ugly of airline experiences - and most importantly, put forward some ideas and solutions for some of the common challenges faced in airports. I'm looking forward to joining thyssenkrupp to discuss exactly what defines a great arrivals experience, and what brands can take away from this for the benefit of their customers."

thyssenkrupp will be showcasing some of its latest innovations on the stand where the panel will take place for the public to see first-hand including: the Remote Control System, which is a combination of technology hardware and software that allows PBBs to be safely controlled by an operator at a remote post as well as our Intelligent Management Gate System (iGMS) and our Visual Docking Guidance System VDGS. Visitors to the stand can also learn more about MAX, the first real-time cloud based, predictive maintenance solution and how MAX is integrated into airports today.

thyssenkrupp Airport Solution's goal is to improve every airport's efficiency and every traveller's experience at airports all over the world. thyssenkrupp operates and maintains more than 1000 passenger boarding bridges worldwide and each year helps move 1.8 billion people with ease and comfort.

Some examples of thyssenkrupp's work at airports globally include:

Istanbul Airport: thyssenkrupp provides and services 143 passenger boarding bridges – making it one of its biggest thyssenkrupp contracts for new installations globally. The airport is recognized as the Turkish Republic's biggest ever investment, estimated at more than €22 billion. Although recently opened, it has potential to be the largest airport in the world, with the capacity to host an average of 200 million passengers each year.

Toronto Pearson International Airport: thyssenkrupp maintains more than 350 elevator and escalator units to improve passenger mobility in and around the terminal. Its high-speed moving walkway technology units first went into operation in 2009. Today it transports more than 19 million passengers, enabling them to reach a 12 km/h speed by walking, while offering the airport the capacity to transport more than 14,000 people per hour.

Doha Airport: thyssenkrupp delivered its largest ever service contract at Hamad International Airport. This includes maintenance of 90 passenger boarding bridges, which includes one VIP boarding bridge exclusively used by the Royal Family and Senior Government Officials. The service contract includes maintaining more than 500 aircraft support units that assist once the airplanes are parked. Along with the maintenance of the passenger boarding bridges,

thyssenkrupp has also installed 391 units including 234 elevators, 105 escalators, and 52 moving walkways at the airport.

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For more information on thyssenkrupp Airport Solutions please visit: <https://www.thyssenkrupp-elevator.com/airport-solutions/>

[Press images](#) and [video footage](#) are available below the hyperlinks (please credit thyssenkrupp Elevator).

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About us:

thyssenkrupp Elevator

thyssenkrupp Elevator brings together the Group's global activities in passenger transportation systems. With sales of €7.6 billion in fiscal 2017/2018 and customers in 150 countries, thyssenkrupp Elevator built its position as one of the world's leading elevator companies from scratch in a mere 40 years' time applying thyssenkrupp unique engineering capabilities. With more than 50,000 highly skilled employees, the company offers smart and innovative products and services designed to meet customers' individual requirements. The portfolio includes passenger and freight elevators, escalators and moving walks, passenger boarding bridges, stair and platform lifts as well as tailored service solutions for all products. Over 1,000 locations around the world provide an extensive sales and service network to guarantee closeness to customers.

thyssenkrupp

thyssenkrupp is a technology group with traditional strengths in materials. Over 160,000 employees in 78 countries work with passion and technological know-how to develop high-quality products and intelligent industrial processes and services for sustainable progress. Their skills and commitment are the basis of our success. In fiscal year 2017/2018 thyssenkrupp generated sales of €42.7 billion.

Together with our customers we develop competitive solutions for future challenges in their respective industries. With our engineering expertise we enable our customers to gain an edge in the global market and manufacture innovative products in a cost- and resource-friendly way. Our technologies and innovations are the key to meeting diverse customer and market requirements around the world, growing on the markets of the future, and generating strong and stable earnings, cash flows and value growth.

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