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MEDIA RELEASE

SUCCESSFUL LAUNCH OF LOST & FOUND SOFTWARE AT DENVER INTERNATIONAL AIRPORT

Swissport joint venture Hallmark Aviation Services has successfully launched new lost & found software based on image recognition, artificial intelligence and digital processing. The software reunites found items and passengers more quickly.

Hallmark Aviation Services, a joint venture of Swissport and Qantas Airlines, has introduced a new lost & found system at Denver International Airport with the support of "Lost & Found Software". Image recognition, artificial intelligence based matching algorithms, and digital processing increase the rate and speed at which lost items are returned to passengers.

"Hallmark Aviation Services is the exclusive partner selected to implement the software in the U.S., and we look forward to a growing network of airport partners," says Frank Mena, CEO of Swissport US & Canada.

The software allows lost & found staff to reunite a lost item with its rightful owner by using an image. The system recognizes the item and any information visible, for example a serial number or logo, to categorize it. The software identifies the item's details, e.g. type and brand, and stores the item in the system database. When a passenger files a lost item report, the system matches the lost items to the reports and the item is prepared for swift shipment or pickup.

"Naturally we all work hard to ensure no items are left behind. However, when things don't go according to plan, this digital innovation takes us a big step forward," explains Steven Gomez, President of Hallmark Aviation Services. "The user-friendly technology digitizes lost & found processes, which were traditionally a time-consuming manual task of comparing different documents with lost items. This allows lost & found staff not only to process requests faster, but also to return the found items more quickly."

Hallmark has launched the software in the U.S. in 2017 and has since deployed it at 13 airports across the country. In addition to Denver, the lost & found software is used in Anchorage, Blountville (TRI), Dallas, Nantucket, Nashville, Ontario, Palm Springs, Portland, San Diego (CBX), San Jose, Seattle and Tulsa.

In 2020, Swissport International AG provided best-in-class airport ground services for some 82 million airline passengers (pre-Covid 2019: 265 million) and handled roughly 4.1 million tons of air freight (2019: 4.6 million) at over 100 cargo warehouses worldwide. Several of its warehouses have been certified for pharmaceutical logistics by IATA's CEIV Pharma and by the British MHRA. The world's leader in airport ground services and air cargo handling, with currently around 43,000 employees, was active at 274 airports in 44 countries on six continents per July 2021.

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