

MEDIA RELEASE

SWISSPORT'S MATCHBOX PLATFORM ACHIEVES ISO 27001, 27017 AND 27018 CERTIFICATIONS

Matchbox, Swissport's digital travel document validation platform, has achieved ISO 27001 (Information Security Management), ISO 27017 (Cloud Security) and ISO 27018 (Cloud Privacy Protection) certification. The triple certification provides independent validation that the platform meets internationally recognized standards for data protection and securing cloud-based operations. The system has already validated more than four million passengers with 100% accuracy regarding inadmissible passengers (INADs).

The digital travel document validation platform Matchbox, developed by Swissport, has secured ISO 27001, ISO 27017 and ISO 27018 certification. Following Swissport's existing ISO 27001 certification, first achieved in 2023, the Matchbox certifications further demonstrate the company's commitment to rigorous, internationally recognized Information Security Management Systems. Designed to automate and secure travel document validation across online check-in, kiosk and agent environments, Matchbox now carries formal third-party validation of its Information Security Management System (ISMS), cloud security controls and protection of personally identifiable information (PII). Together, these certifications confirm that security, privacy and regulatory compliance are embedded in the core architecture of the platform. The additional product-level certifications provide customers with enhanced assurance of Swissport's security posture across its digital solutions portfolio.

"Airlines operate in one of the most regulated and risk-sensitive industries worldwide. Achieving ISO 27001, 27017 and 27018 certifications for Matchbox provides independent validation that the platform meets the highest standards for information security and cloud data protection," says Daniel Steffen, Global Key Account Manager Matchbox Solutions. "For airline IT, cybersecurity and compliance teams, this certification delivers additional assurance during evaluation, integration and scaling of digital document validation solutions."

24-HOUR RULE UPDATES ACROSS 22 MILLION ENTRY REQUIREMENTS

The certification milestone reinforces Swissport's commitment on improving airport operations with innovative technology solutions and optimized passenger processes. Matchbox operates its own global immigration rules database, which is updated every 24 hours and continuously monitors more than 22 million entry requirement

pages and regulations worldwide. This capability allows airlines to verify travel eligibility in real time while removing the risk of inadmissible passengers.

In an environment of increasing cybersecurity scrutiny and evolving global data protection regulations, independently certified systems are becoming a prerequisite for airline procurement and IT approval processes. By aligning with ISO 27001, 27017 and 27018 standards, Swissport enables airlines to mitigate cyber risk, strengthen governance frameworks and accelerate digital transformation initiatives with confidence.

PROVEN PERFORMANCE IN LIVE OPERATIONS

Across several international airports, including Zurich, Geneva, Abu Dhabi, Riyadh, Mexico and Santiago de Chile, Matchbox has validated more than four million passengers, enabling airlines to ensure 100% compliance with immigration requirements before departure. The platform automatically verifies passenger travel documents against destination entry requirements through seamless integration into the airline's booking and online check-in processes. This enables document checks to be completed before passengers arrive at the airport, as well as during the web check-in period, at self-service kiosks, or at check-in and the gate prior to boarding. On average, 30 passengers per 1,000 validated are automatically identified and rejected before boarding because they do not meet destination entry requirements, preventing potential inadmissible passenger cases.

In addition to compliance benefits, Matchbox improves operational efficiency. Airlines using the platform report time savings of more than 70 seconds per passenger during the check-in process, reducing manual document verification and easing pressure on airport staff during peak operations.

ABOUT THE MATCHBOX SOLUTION

Matchbox is Swissport's cloud-based travel document validation platform that enables airlines and ground handlers to verify passenger entry requirements before departure. The solution integrates into airline departure control systems and digital check-in channels, validating passports, visas and other required travel documents against up-to-date immigration rules and destination requirements. By shifting document checks upstream to online and self-service touchpoints, Matchbox reduces manual interventions at the airport, minimizes the risk of inadmissible passengers (INADs), and supports on-time departures. The platform provides audit trails and reporting capabilities that enhance transparency for compliance, station management and central operations teams. Its cloud-based architecture allows scalable deployment across multiple stations and jurisdictions while maintaining strict data protection and access control standards.

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The aviation industry connects the world and Swissport makes it possible. Every year, we serve 250 million passengers, welcome six million airport lounge guests, and handle over five million tons of air freight across 300 airports in 45 countries. That makes us the world leader in aviation services and bigger than any airline. As a team of 65,000 high-skilled aviation professionals, our work powers global travel, trade and innovation. Together we are creating the airport experience of the future.

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