



Kobe Airport to test passenger assistance robots Remote-controlled robots to communicate with passengers

Kansai Airports Kobe is excited to announce that a demonstration experiment of interaction robots will be conducted at Kobe Airport, starting September 17, 2021.

This demonstration will be carried out by CyberAgent's R&D unit AI Lab and Osaka University's Graduate School of Engineering Science under the theme of 'realization of next-generation services using robots' as part of the Moonshot Research & Development Program*.

The three airports in the Kansai region, which will serve as gateways to the 2025 Osaka-Kansai Expo, are seeking ways to provide a variety of services for all guests from in and out of Japan. This time, Kobe Airport aims to further improve passenger satisfaction and experience by guiding and serving customers with the remote-controlled communication robots installed at various locations around the terminal.

Kansai Airports will continue to conduct exciting events to create a new travel experience for airport guests.

*Moonshot Research & Development Program

The program promotes ambitious R&D efforts that aim to meet challenging Moonshot Goals, which are set by the Japanese government to solve crucial social issues such as super-aging populations and global warming. As part of the project driven by Professor Hiroshi Ishiguro — 'realization of an avatar-symbiotic society where everyone can perform active roles without constraint,' AI Lab and Osaka University's Graduate School of Engineering Science are working together to conduct demonstrations in various fields to explore the feasibility and identify the issues of using avatar robots developed with the latest technology for customer services.

Demonstration outline

Description: Demonstration of remote communication robots that assist passengers such as by providing information and making menu recommendations

*Two airport staff members will remotely assist passengers through ten robots located around the airport terminal.

Period: From Friday, September 17 to Sunday, September 26

Location: Levels 2 & 3, terminal building, Kobe Airport

Organizers: CyberAgent, Inc., Osaka University's Graduate School of Engineering Science

Cooperation: Kansai Airports Kobe

Note: During the same period, a demonstration of welcoming robots will also be conducted. Approximately 10 robots will greet arriving passengers on the first floor of the terminal.



Contact Information

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 **KANSAI AIRPORTS**



Kansai Airports was established by a consortium made up of VINCI Airports and ORIX Corporation as its core members. Kansai Airports took over the operations of Kansai International Airport (“KIX”) and Osaka International Airport (“ITAMI”) from New Kansai International Airport Company (“NKIAC”) and has been operating the two airports since April 1, 2016.

Kansai Airports Kobe, Kansai Airports’ wholly-owned subsidiary, took over the operations of Kobe Airport (“KOBE”) from Kobe City and started its business as an operating company on April 1, 2018.

Under the concept of “One Kansai Airports Group”, Kansai Airports group strives to continuously improve its services for all airport guests through appropriate investments and efficient operations, with safety and security being the top priority. Kansai Airports group aims to maximize the potential of the three airports, for the benefit of the communities they serve.

For more information, please visit : <http://www.kansai-airports.co.jp/en/>

Kansai Airports

Location	1-banchi, Senshu-kuko kita, Izumisano-shi, Osaka	Shareholders	ORIX 40%, VINCI Airports 40%, Other investors 20% ¹
Company Representatives	Representative Director and CEO: Yoshiyuki Yamaya Representative Director and Co-CEO: Benoit Rulleau		
Business Scope	Operation and management services, etc. of Kansai International Airport and Osaka International Airport		

Kansai Airports Kobe

Location	1-ban, Kobe-kuko, Chuo-ku, Kobe-shi, Hyogo	Shareholder	Kansai Airports 100%
Company Representatives	Representative Director and CEO: Yoshiyuki Yamaya Representative Director and Co-CEO: Benoit Rulleau		
Business Scope	Operation and management services, etc. of Kobe Airport		



About ORIX:

ORIX Corporation (TSE: 8591; NYSE: IX) is a financial services group which provides innovative products and services to its customers by constantly pursuing new businesses.

Established in 1964, from its start in the leasing business, ORIX has advanced into neighboring fields and at present has expanded into lending, investment, life insurance, banking, asset management, automobile related, real estate and environment and energy related businesses. Since entering Hong Kong in 1971, ORIX has spread its businesses globally by establishing locations in 31 countries and regions across the world.

Going forward, ORIX intends to utilize its strengths and expertise, which generate new value, to establish an independent ORIX business model that continues to evolve perpetually. In this way, ORIX will engage in business activities that instill vitality in its companies and workforce, and thereby contribute to society. For more details, please visit our website: <https://www.orix.co.jp/grp/en/>

(As of March 31, 2021)



VINCI Airports, the leading private airport operator in the world, manages 45 airports in 12 countries in Europe, Asia and the Americas. We harness our expertise as a comprehensive integrator to develop, finance, build and operate airports, while leveraging our investment capability and expertise in optimising operational performance, modernising infrastructure and driving environmental transition. VINCI Airports became the first airport operator to start rolling out an international environmental strategy, in 2016, with a view to achieving net zero emissions throughout its network by 2050.

www.vinci-airports.com

¹ ASICS Corporation; Iwatani Corporation; Osaka Gas Co., Ltd.; Obayashi Corporation; OMRON Corporation; The Kansai Electric Power Company, Incorporated; Kintetsu Group Holding Co., Ltd.; Keihan Holdings Co., Ltd.; Suntory Holdings Limited; JTB Corp.; Sekisui House, Ltd.; Daikin Industries, Ltd.; Daiwa House Industry Co., Ltd.; Takenaka Corporation; Nankai Electric Railway Co., Ltd.; NIPPON TELEGRAPH AND TELEPHONE WEST CORPORATION; Panasonic Corporation; Hankyu Hanshin Holdings, Inc.; Rengo Co., Ltd.; The Senshu Ikeda Bank, Ltd.; Kiyo Holdings, Inc.; The Bank of Kyoto, Ltd.; THE SHIGA BANK, LTD.; The Nanto Bank, Ltd.; Nippon Life Insurance Company; Mizuho Bank, Ltd.; Sumitomo Mitsui Trust Bank, Limited; MUFG Bank, Ltd.; Resona Bank, Limited; and the Private Finance Initiative Promotion Corporation of Japan.