



## Demonstration experiment of remote guidance system at KIX

- Verification of unmanned guidance using AI dialog engine -

Kansai Airports is delighted to announce that it will conduct a demonstration experiment of a remote guidance system\* using an AI dialogue engine from July 27, 2022.

In this demonstration experiment, we will promote contactless guidance, improve multilingual support, and verify the feasibility of effective staff allocation through the digital transformation of airport guidance with unmanned guidance using AI chatbot, remote support by operators, and multilingual automatic translation by voice recognition. Further, by having AI chatbot automatically respond to facility guidance which accounts for the majority of customer inquiries, it is expected that guidance staff can focus on more complicated inquiries.

The guidance system will be installed at the existing information counters and will be verified in line with the actual operations. In addition, we will conduct a user questionnaire with customers who actually used the system to confirm issues from the user perspective.

Kansai Airports Group will actively conduct demonstration experiments aimed at the full-fledged introduction of cutting-edge technologies, and will strive to improve the convenience of airports while providing new travel experiences that are safe, secure and comfortable.

### Details

Period: Wednesday, July 27, 2022 to Tuesday, January 31, 2023

Location: Near the arrival gate on 1F and information counter on 2F of Terminal 1 (planned)

Contents to be verified: Unattended guidance by AI dialogue engine  
Remote assistance by operators  
Multilingual automatic translation by voice recognition

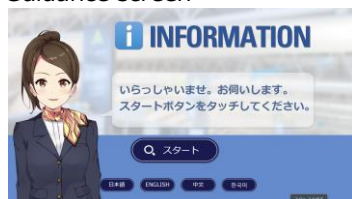


### \*Remote guidance system "CounterSmart"

CounterSmart provided by OKI is a customer service middleware that can realize "unattended service with voice recognition and AI dialogue engine" and "remote consierge service through voice, video and screen sharing." In addition, OKI's unique noise reduction technology enables the use of Area Sound Enhancement Mic that picks up only the area sound operated by the user, and a directional speaker that allows the sound to reach the user easily even in noisy environments. Through the introduction of this system, smooth conversations between system users and remote staff will be achieved even in noisy environments such as airports.

### ●System screen (image)

Guidance screen



Operator guidance



AI chat guidance



Information display



### Contact Information

Public Relations

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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% <sup>1</sup>
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 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 is presently undertaking a wide range of businesses such as corporate finance, industrial/ICT equipment, environment and energy, automobile-related, real estate-related, private equity investment and concession, banking and life insurance businesses. Since entering Hong Kong in 1971, ORIX has been operating its businesses globally by establishing locations in about 30 countries and regions across the world.

Going forward, ORIX intends to utilize its strengths and expertise of always generating new value to contribute to society by engaging in corporate activities that instill vitality in its companies and workforce based on ORIX’s unique business model that continues to evolve perpetually.

For more details, please visit our website: <https://www.orix.co.jp/grp/en/>

(As of September 30, 2021)



The world’s leading private airport operator, VINCI Airports operates 53 airports in 12 countries in Europe, Asia and the Americas. Thanks to its expertise as a global integrator, VINCI Airports develops, finances, builds and manages airports by providing its investment capacity and its know-how in optimizing operational performance, modernizing infrastructures and managing their operations. environmental transition. VINCI Airports is the first airport operator to have committed to an international environmental strategy in 2016, to achieve the goal of net zero emissions across its entire network by 2050.

[www.vinci-airports.com](http://www.vinci-airports.com)

<sup>1</sup> 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.