

EVA AIR INVOLVED IN DIGITAL PILOT PROGRAMME FOR COVID-19 TEST RESULTS CONFIRMATION

New platform allows fast verification of passengers' PCR results



London (25 March, 2021) – Taiwan's leading independent airline, [EVA Air](#) is working with digital-solution-provider [Affinidi](#) and joining [Singapore Changi Airport](#) in a pilot programme that uses a digital platform to verify passengers' Polymerase Chain Reaction (PCR) test results for its Singapore-Taipei flights. The airline plans to extend this service to flights from Malaysia and Indonesia to Taipei and is evaluating introduction of digital systems on other routes based on trial outcomes.

EVA Air has always made every effort to safeguard passengers' and crewmembers' health and safety. [Airline Ratings'](#) recognition of EVA as one of the "[World's Top Twenty COVID-19 Compliant Airlines](#)" with "[Seven Star Certification for COVID-19 Epidemic Prevention](#)" reaffirms that dedication as the airline actively pursues development of different digital verification platforms.

When the epidemic started, EVA began monitoring digital verification platform development and cross-border application standardisation that will enable international systems to connect and help prevent further spread of the pandemic. EVA is also working with airlines and industry organisations to implement a reliable digital platform for verifying passengers' PCR test results and vaccine injection records.

Singapore began requiring QR Codes for PCR test results from medical institutions in March 2021. At airports with Affinidi's platform, airline ground staff can scan the QR code and quickly determine the authenticity of test results, including the name of the medical institution, date of the test and whether the passenger meets relevant policy requirements in their destination country. Among regulations that may vary from country to



country, Taiwan currently requires each passenger to present a paper copy of their PCR test results from a medical institution when they check in.

In an earlier trial, EVA found that, on average, digital verification saved passengers as much as 5 minutes of wait time and prevented human errors stemming from individual interpretation of test results. Digital verification improved passengers' experience at the airport and boosted operation efficiency significantly.

EVA upholds rigorous standards for COVID-19 prevention measures and continually enhances and improves the efforts it employs. In addition to adjusting inflight service procedures and further elevating cabin cleanliness, it provides personal hygiene kits. It is also working to optimise ground operations by encouraging passengers to self check-in, re-engineering boarding sequences and implementing biometrics with a facial recognition boarding system that reduces unnecessary contact for passengers. EVA designed these measures to help ensure that its passengers enjoy a safe and comfortable flight. They also further established EVA as an industry standout and led to it receiving [AirlineRatings' "Seven Star Certification for COVID-19 Epidemic Prevention"](#) with recognition among the "[World's Top Twenty COVID-19 Compliant Airlines](#)." EVA is the only airline in Taiwan to receive these honours.

As COVID-19 vaccines roll out across the globe, international travel is likely to resume. Standardised digital health verification systems will make it easier for international travellers to prove they have been vaccinated against COVID-19 and confirm negative test results. In addition to the trial for this system at Singapore Changi Airport and collaboration with international aviation organisations, EVA is working with other digital health verification platforms. It will continue to seek opportunities for cooperation with relevant health verification solution developers to identify the safest, most efficient and convenient system available for safeguarding passengers' health and safety.

Travellers can learn more about all of EVA's routes and services and book travel at www.evaair.com

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About EVA Air:

[EVA Air](#) is a Star Alliance member and one of only 10 [SKYTRAX-rated](#) 5-Star airlines worldwide. Readers voted it one of *Travel + Leisure's* World's Best "[Top 10 International Airlines](#)" and [TripAdvisor](#) awarded it top spots in five categories in its annual [Travelers' Choice Awards for Airlines](#). The carrier was established in 1989 as Taiwan's first privately owned international airline. It is part of the respected Evergreen Group



and a sister company to global container-shipping leader Evergreen Line. It flies a fleet of more than **80** Boeing and Airbus aircraft to over 60 international destinations throughout Asia, Oceania, Europe and North America where gateways are Chicago, Houston, Los Angeles, New York, San Francisco, Seattle, Toronto and Vancouver. Travellers can learn more about EVA and schedule, book and buy tickets at www.evaair.com.

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