

PRESS RELEASE

Kenya Airways Facilitates Contactless Experiences at Jomo Kenyatta International Airport

August 19th 2021..Kenya Airways PLC (“KQ”) has announced the implementation of contactless transactions to enhance customer and staff health and safety priorities in the wake of the COVID-19 pandemic. This service will be effective from 1st September 2021.

The Contactless transactions align with the airline’s strategy to develop sustainable business operations through investing in innovative processes and technologies for customer safety and security throughout the customer journey.

Customers will be encouraged to use mobile money, credit or debit cards to make any transactions at the Jomo Kenyatta International Airport (“JKIA”), including purchasing tickets and paying for checked-in baggage.

Due to the COVID-19 pandemic, more and more industries, organisations, and governments are encouraging the use of alternative options to pay for goods and services as one way to reduce social contact and spread of the coronavirus potentially.

“The aviation industry is increasingly adopting touchless technologies to keep passengers safe, and the COVID-19 pandemic has only heightened the ability to transition to a contactless environment. For Kenya Airways, we aim to keep innovating and digitising our processes to serve our customers faster and more efficiently to minimise future disruptions,” said Julius Thairu, Ag. Chief Commercial and Customer Experience Officer.

“Alternative payment transactions are becoming increasingly popular across several touchpoints within the airline industry. This process will reduce the complexity of work for our agents, who will no longer have to worry about handling cash, finding exact change, or closing out a cash drawer at the end of the day. This is positive news for our customers and our team members at the airport,” he added.

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About Kenya Airways

Kenya Airways, a member of the Sky Team Alliance, is a leading African airline flying to 41 destinations worldwide, 34 of which are in Africa and carries over four million passengers annually. In 2020 KQ was named Africa’s Leading Airline by the World Travel Awards. It continues to modernize its fleet with its 32 aircraft being some of the youngest in Africa. This includes its flagship B787 Dreamliner aircraft. Kenya Airways offers services Cargo services to key locations including London, Amsterdam, Guangzhou, Sharjah, Mumbai and over 25 intra-Africa routes in addition to its passenger network. The on-board service is renowned and the lie-flat business class seat on the wide-body aircraft is consistently voted among the world’s top 10. Kenya Airways takes pride in being at the forefront of



connecting Africa to the World and the World to Africa through its hub at the new ultra-modern Terminal 1A at the Jomo Kenyatta International Airport in Nairobi.

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