

Winners announced: FTE APAC Pioneer Awards



Group shot of winners at the FTE APAC Pioneer Awards Ceremony on November 8 in Singapore. Photo credits throughout this article: Future Travel Experience

Day one of [FTE APEX Asia Expo](#) came to a close today with the FTE APAC Pioneer Awards Ceremony, sponsored by [AERQ](#). Hosted on the Expo stage at the [Marina Bay Sands](#) Expo & Convention Center in Singapore, the FTE APAC Airline Pioneer Awards and FTE APAC Airport Pioneer Awards shine a light on the 20 leading airlines and airports from across the region that were nominated for pushing the boundaries of innovation, enhancing the customer experience, and playing a vital role in advancing the air transport industry. At the awards ceremony, 10 of the nominees were presented with an 'Outstanding Achievement' trophy and a further four took home 'Highly Commended' certificates.

Event organizers called the presentation the "perfect opportunity to honour the region's innovators amongst industry friends and colleagues."



Reception party. Photo credit: Future Travel Experience

The party continued into the night for Expo Premium Pass holders at the Lotus Foyer in the Convention Center. Sponsored by Intelsat, the socializing and networking event celebrated the achievements of the nominees and winners.

The 2023 FTE APAC Airline Pioneer Awards and FTE APAC Airport Pioneer Awards are as listed below, with words by [Future Travel Experience](#).

Winners for FTE APAC Airline Pioneer Awards 'Outstanding Achievement' include:

AirAsia



[AirAsia](#) is truly a ground-breaking, progressive and guest-focused airline. It received an ‘Outstanding Achievement’ trophy in recognition of fast-tracking its digital transformation with the mission of pivoting from being primarily an airline into an all-in-one digital company with close to 20 travel and lifestyle products and services.

Singapore Airlines



[Singapore Airlines](#) is best-known for its multiple travel accolades and impeccable service standards. It was recognized with an ‘Outstanding Achievement’ trophy for its open innovation strategy, incorporating automation and deploying Artificial Intelligence (AI) to optimize operations and the passenger experience. Among its many other initiatives, this carrier also developed a world-first blockchain-enabled loyalty wallet.

Air New Zealand



[Air New Zealand](#) has a strong Pacific Rim strategy and was recognized with an 'Outstanding Achievement' trophy for its approach to ultra-long-haul travel. The airline expects its Skynest – the world's first sleep pods in the sky – to be a real game-changer. It was also awarded for Mission NextGen – its initiative to accelerate the development of zero emissions aircraft.

Cathay Pacific



[Cathay Pacific](#) is in a very exciting phase right now with some really big deliveries coming through in the next couple of years. It was recognized with an 'Outstanding Achievement' trophy for pioneering

enhancements to the customer experience, including the all-new business class Aria Suite, through to significant sustainability efforts, an impressive IFEC upgrade, and the use of advanced conversational AI to enhance travellers' digital experience.

All Nippon Airways



[All Nippon Airways](#) continues to push the boundaries of aviation beyond today's horizon. Among many recent initiatives, which contributed to it being awarded an 'Outstanding Achievement' trophy, the airline has entered the Metaverse and is leveraging the power of virtual travel. It is also promoting contactless travel and is entering the Urban Air Mobility space.

Winners for FTE APAC Airport Pioneer Awards 'Outstanding Achievement' include:

GMR Group



[GMR Group](#) received an 'Outstanding Achievement' trophy in recognition of developing both digital and non-digital next-generation solutions, as well as investing in cloud technologies, video analytics, computer vision, data sciences, blockchain, DroneTech, smart tagging, AI and Machine Learning, contactless technology, autonomous vehicles, Augmented and Virtual Reality, Internet of Things, and Human Machine Interactions, just to name a few.

Incheon International Airport Corporation



[Incheon International Airport](#) drives ceaseless advancements towards being the world's best, and it received an 'Outstanding Achievement' trophy for the development of the first Metaverse airport. Incheon is also working to improve the passenger experience using robotics and autonomous vehicles, and is leveraging Artificial Intelligence (AI) to enhance operational efficiency.

Airport Authority Hong Kong



[Hong Kong International Airport](#) is one of the world's most iconic and Airport Authority Hong Kong received an 'Outstanding Achievement' trophy for its new facilities, services and technologies "to give passengers a brand-new airport experience". Advanced biometrics are being used to create a single-use digital token, enabling travellers to pass through various checkpoints without queuing. Mobile technology, automation and robotics are also being leveraged in innovative ways.

Narita International Airport Corporation



[Narita International Airport Corporation](#) was awarded an 'Outstanding Achievement' trophy for

proactively incorporating robotics, Artificial Intelligence (AI) and other cutting-edge technologies to promote operational efficiency and enhance the passenger experience. The airport has also introduced the first end-to-end biometric boarding process in Japan.

Changi Airport Group



[Changi Airport Group](#) keeps reinventing just what an airport can be, which sees people visit even when they aren't flying, while its passengers always want to get there early to enjoy all that is on offer. It was recognized with an 'Outstanding Achievement' trophy for "turbocharging digitalization efforts to enhance the travelling experience for passengers". A key element has been entering the Metaverse. Changi has also established the pioneering 'Digital, Innovation, Ventures & Analytics' programme to successfully tap into many new and emerging technologies and trends.

Winners of FTE APAC Airline Pioneer Awards 'Highly Commended' include:

IndiGo



[IndiGo](#) is among the fastest-growing low-cost carriers in the world out of India and was 'Highly Commended' for multiple initiatives that have contributed to a clear strategy and blueprint for its digital transformation journey, in order to be future-ready.

Japan Airlines



[Japan Airlines](#) is one of the world's premier carriers and was 'Highly Commended' for initiatives such as its new 'JAL SKY SUITE' configurations and pioneering onboard dining experience, as well as its efforts in the Urban Air Mobility space.

Winners of FTE APAC Airport Pioneer Awards 'Highly Commended' include:

Airports of Thailand



[Airports of Thailand](#) has a vision to “Operate the World’s Smartest Airports” and was ‘Highly Commended’ for its digitalization and innovation projects across multiple passenger touchpoints, including fast automatic self-check-in, baggage tracking, advance passenger processing and much more.

Malaysia Airports



[Malaysia Airports](#) was ‘Highly Commended’ for its digital innovation framework, called Airports 4.0. It is also implementing state-of-the-art technologies such as 5G, Wi-Fi 6, Internet of Things (IoT) and Artificial Intelligence (AI).