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"Josie Pepper" to provide information to passengers:

Munich Airport and Lufthansa start testing of humanoid robot in Terminal 2

She is 120 centimeters tall, with sparkling, round eyes and a pleasant voice: Starting today, "Josie Pepper" the robot will be answering questions for passengers in Terminal 2. Whether they need directions to their gate or want to stop at a certain restaurant or shop – Josie Pepper will look them in the eyes and give them a prompt answer.

With the rollout of Josie Pepper, Munich Airport and Lufthansa are breaking new ground: It is the first-ever test of a humanoid robot equipped with artificial intelligence at a German airport. For the next few weeks, Josie Pepper will welcome travelers to the non-public area of Terminal 2, which is jointly operated by Munich Airport and Lufthansa. In her initial deployment, Josie Pepper, who speaks English, will await passengers at the top of the ramp leading to the shuttle connecting the main terminal to the satellite building. This test phase will be used to show whether Josie Pepper is accepted by passengers.

Josie Pepper's "brain" contains a high-performance processor with a WLAN internet access. This creates a connection to a cloud service where speech is processed, interpreted and linked to the airport data. What sets the system apart: When this robot type speaks, it does not just deliver pre-defined texts. With its ability to learn, it answers each question individually. Just like a "real" brain, the



system gets steadily better at combining questions with the relevant information to provide more precise replies.

IBM Watson Internet of Things (IoT) cloud-based, artificial intelligence technologies are behind Josie Pepper's capabilities. Pepper was developed by the French company SoftBank Robotics. The lady robot was given the name "Josie" by the staff of Munich Airport and Lufthansa when she arrived at the airport.

Note to reporters: Photos of Josie Pepper are available here:

<https://celum.munich-airport.de/pinaccess/pinaccess.do?pinCode=8xAngEReyu8D>

Further information and a film are available here: www.munich-airport.com/pepper

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