

# News Release

**FOR IMMEDIATE RELEASE**

## **Hitachi begins Proof of Concept tests of “EMIEW3” humanoid robot at Haneda Airport**

**Tokyo, Japan, September 2, 2016** --- Hitachi, Ltd. (TSE:6501, “Hitachi”) and Hitachi Building Systems Co., Ltd. (“Hitachi Building Systems”) announced today that on September 2, they will begin Proof of Concept (PoC) tests of passenger services using the “EMIEW3” humanoid robot, which was developed by Hitachi. The tests will be conducted at Haneda Airport Passenger Terminal 2 (Domestic Flights) in collaboration with Japan Airport Terminal Co., Ltd. Through these PoC tests, Hitachi and Hitachi Building Systems will strive to create new added value in order to enhance customer reception and guidance services in locations where many customers gather, such as shopping malls, airports, and other public facilities.

Hitachi originally developed the EMIEW robot, which engages in dialogue and physical interactions with humans, in 2005. After numerous modifications, the EMIEW3 was released in April 2016\*. The EMIEW3 is a humanoid robot that moves independently with customers who require support in shopping malls and other public spaces. It was developed to provide support in customer operations through various services, such as customer reception and guidance.

Haneda Airport is a “gateway to the world” that welcomes not only passengers traveling within Japan, but also foreign travelers visiting Japan from other countries. There has been an increasing demand to improve “barrier free” services and provide greater information accessibility to all persons using this airport; at the same time, this is an ideal location for introducing Japan’s cutting-edge technologies to the world. Through the PoC tests conducted at Haneda Airport, Hitachi and Hitachi Building Systems will use the EMIEW3’s multi-language dialogue and autonomous running functions to provide customers with information on shops and facilities, and to guide them to their destinations. By offering support in these types of guidance operations, they will improve the quality of services for diverse customers, and contribute to smooth movement in the airport by optimizing guidance methods.

\*Please refer to the following Hitachi, Ltd. press release for details on the technologies involved.

<http://www.hitachi.com/New/cnews/month/2016/04/160408.html>

**PoC tests:**

1. Test period: September 2 to around December, 2016
2. Location  
Haneda Airport (domestic flights); Passenger Terminal 2; 2<sup>nd</sup> Floor Departure Lobby  
In front of Security Check D; near Clock Tower 6
3. Details of tests

Step 1: September 2 and September 6-7, 2016

The EMIEW3 will greet airport users at a dedicated guidance counter, responding in both Japanese and English. When users ask a question, it will offer guidance using a variety of information and media, in conjunction with the guidance information display installed next to the guidance counter; e.g., displayed maps, outlines of airport facilities, and photos of shops. (See Fig. 1)

Step 2: September 8-14, 2016

When airport users ask a question, the EMIEW3, moving autonomously, will lead the users to the guidance information display, and provide answers and explanations. (See Fig. 2)

Step 3: Scheduled for around December 2016

Based on requests from airport users wishing to be led to a given destination, the EMIEW3 will guide them there, running within a broader area of the airport floor.

Details and locations for Steps 2 and 3 will be studied based on results and evaluations of previous PoC tests.

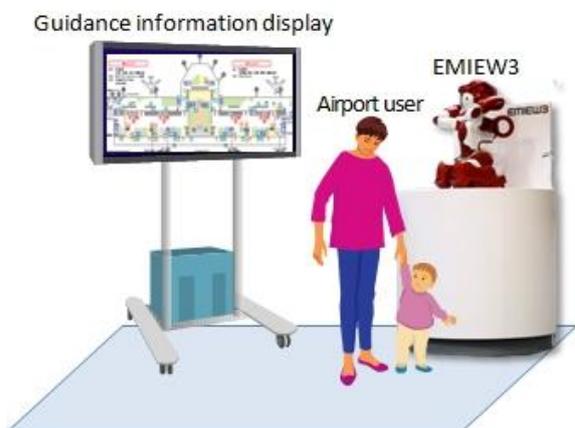


Fig. 1: Image of PoC tests (Step 1)

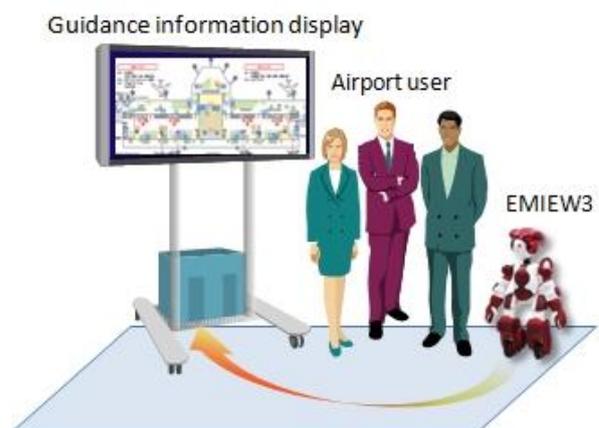


Fig. 2 Image of PoC tests (Step 2)

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