

Mumbai International Airport achieves Prestigious Level 4 in the ACI World Airport Customer Experience Accreditation, leading the way to World-Class Travel experiences.

- Mumbai Airport achieved Level 4 in the Airports Council International (ACI) World Airport Customer Experience Accreditation.
- CSMIA is the **3rd Airport in the world** and **2nd airport in the Asia-Pacific region** and to achieve esteemed recognition.
- **1st airport in India** to achieve this prestigious certification
- CSMIA's recent initiatives, including customer journey mapping and monitoring customer experience indicators, have contributed significantly to its Level 4 accreditation.

Mumbai, September 07, 2023: Chhatrapati Shivaji Maharaj International Airport (CSMIA) proudly announces its achievement of Level 4 accreditation from the globally acclaimed Airports Council International (ACI). This achievement stands as a momentous stride towards operational excellence and passenger satisfaction. CSMIA now stands as one of only three airports globally to attain this prestigious recognition, and further, it solidifies its stature as the second airport in the Asia-Pacific region to secure this esteemed certification—a remarkable testament to its commitment to setting industry standards.

CSMIA's ascent to Level 4 accreditation can be attributed to a host of recent initiatives, including customer journey mapping and the vigilant monitoring of customer experience indicators. The airport has introduced a slew of enhancements to elevate the passenger experience, encompassing streamlined processes, valet parking facilities, efficient security screening equipped with e-gates, enhanced navigation signage, video analytics for managing wait times in passenger processing and real-time flight information through digital displays. These improvements aim to minimize wait times, augment comfort, and facilitate smoother journeys for passengers.

Among the slew of technological and operational developments, the introduction of FASTag at CSMIA has contributed to a smoother traffic management within the airport premises. CSMIA's digital footprint has also grown exponentially, with substantial increase in its social media followers on platforms like Facebook, Instagram, Twitter, and LinkedIn.

Aiming to further achieve a smooth passenger movement, CSMIA recently unveiled a ground-breaking expansion of its Pre-Embarkation Security Check (PESC) facility. With this infrastructure augmentation, CSMIA now has a total of 5,735 square meters of dedicated space for security screening as against 4,570 sq.m space earlier, and 328 square meters of newly created domestic transfer security check area. The PESC now provides for a contiguous processing area of approximately 2,075 square meters, making it one of the largest in the country. Further boasting the new security lanes, CSMIA introduced - Domestic to Domestic (D2D) transfer facility, an innovative solution to provide ease in transfer for passengers with connecting domestic flights. This move marked a new chapter in the airport's journey, supporting airline customers in reducing Minimum Connecting Time (MCT) and promising passengers a seamless and efficient travel experience.

CSMIA's commitment to reuniting passengers with their lost belongings is evident through its impeccable handling of lost and found items. The airport achieved remarkable success rates in

returning these items to passengers, which also highlights integrity of the personnel across shake-holders at the airport in depositing the items.

Speaking on the occasion, CSMIA's spokesperson said – “Securing Level 4 Accreditation by ACI underscores our relentless commitment to excellence at CSMIA. It represents not just an accomplishment, but our unwavering dedication to passenger satisfaction, environmental sustainability, and operational excellence. We look ahead with enthusiasm, ready to elevate travelling experiences and set new standards in global aviation.”

As CSMIA continues to set new benchmarks in passenger satisfaction and operational excellence, it remains steadfast in their commitment to delivering world-class experiences. CSMIA eagerly anticipates the opportunity to serve travellers with even greater dedication and innovation in the future.

About Mumbai International Airport Limited (MIAL):

Mumbai International Airport Limited (MIAL) is managed by Adani Airport Holdings Limited (AAHL), a subsidiary of Adani Enterprises, the flagship company of the globally diversified Adani Group. MIAL is a Public-Private Partnership (PPP) venture between AAHL, holding a majority stake of 74%, and the Airports Authority of India, holding the rest 26%. AAHL aims to converge India's biggest cities in a hub and spoke model through the Group's proven strength in developing and managing complex transport & logistics hubs.

With a strong understanding of modern-day mobility requirements, the Adani Group's vision for MIAL is to reinvent Mumbai International Airport as India's biggest aerotropolis, where the traditional airport nucleus of passenger and cargo infrastructure will be reinforced by interdependent clusters of commercial and residential infrastructure to create the nation's busiest airport ecosystem.

MIAL has been further envisioned as a global air-travel focal point where domestic and international flyers actively engage in business and leisure supported by metropolitan expansion that catalyses aviation-linked businesses and employment opportunities. At MIAL, we intend to create distinctiveness with an experiential offering that puts Mumbai first.

For more information –

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