



BANGALORE INTERNATIONAL AIRPORT LIMITED

TODAY. TOMORROW.



At the Bengaluru International Airport, the watchword is change. The Airport constantly upgrades itself, always meeting and often exceeding world standards. Keeping pace with globalization, it seeks to position itself as a futuristic airport, transforming everything from passenger experience to operational efficiency to the way business is done. It is hardly surprising that Bengaluru International Airport has become a catalyst of change, not just for the aviation industry but for the entire region. Likewise, it is now a port of entry not just to Bangalore but to the whole of South India.

The owner and operator of Bengaluru International Airport is Bangalore International Airport Limited. Committed to propel Bengaluru International Airport to a leadership status, **the company strives to ensure quality operations, top-of-the-line efficiency and friendly service, day after day.**

## USHERING IN THE WINDS OF CHANGE.

### FOCUS AREAS

- ✦ Passenger experience
- ✦ Modernization of airport management
- ✦ Upgrading technology in aviation systems
- ✦ Passenger and airline needs

Bangalore International Airport Limited is a public limited company registered under the Companies Act. Majority of its stake (74%) is held by private promoters - Siemens, GVK, Flughafen Zurich airport and the rest by the government - Airports Authority of India (AAI) and Karnataka State Industrial Investment & Development Corporation Limited (KSIIDC). The company is responsible for the Airport's operations, commercial activities and infrastructure development to keep pace with growing air-traffic. It ensures that Bengaluru International Airport is always readying for a demanding future, never missing the flight of change.

The airport has emerged the fourth busiest international airport in the country. With the advent of new international flights and new domestic routes it has already marked the beginning of better connectivity between Bangalore and the world. Further, winning the Routes Asia Airport Marketing award goes to show the sustained efforts of the Airport in making Bangalore the aviation hub of South India.

## BENGALURU INTERNATIONAL AIRPORT - A NEW ERA IN AVIATION.

### FASTFACTS

- ✈ Operating hours: 24 hours a day, 365 days a year
- ✈ Total land available: 4,000 acres (approx.)
- ✈ Runway: 1 (4 kms. long and 45 mts. wide)
- ✈ Terminal: 1
- ✈ Airlines: 31
- ✈ Destinations served: 40
- ✈ Countries connected: 16
- ✈ Aircraft movement per day: 300
- ✈ Aircraft parking bays: 42
- ✈ Aerobridges: 9
- ✈ Car parking slots: 2,000
- ✈ Annual passenger numbers: 9.8 million
- ✈ Employment generated: 7,500



In India, air travel is becoming increasingly common. There is a rise in the number of passengers and airline operators. Hence, the Airport constantly strives to keep up with the rise in its users' demands. Precisely why it is equipped with an infrastructure that not only caters to the current requirements of airline operators and passengers, but also lends itself to expansion in the future.

## AN AIRPORT THAT UNDERSTANDS YOUR NEEDS.

### Taking the stress out of travel

It is the little touches that go a long way in putting passengers at ease and bringing a smile on their faces. The terminal is designed with a keen eye for user-friendly detail, making it a truly passenger-focused airport.

### Passenger transfers under one roof

The integrated terminal is designed to cater to both domestic and international passengers. This makes it convenient for passengers taking connecting international or domestic flights. The terminal is fully air-conditioned and Wi-Fi-enabled, so that a passenger enjoys a pleasant stay, however brief it is.

### Short walkways

This simple terminal building is designed with short walkways that ensure passengers walk convenient distances to reach the aircraft or the exit.

### Star hotel

The star hotel opposite the terminal building will provide the right setting, with all comforts, for those who prefer to do business without having to travel far. The hotel will be operational by the end of 2010.

### Multiple check-in options

The Airport is equipped with 53 check-in counters and 18 self check-in kiosks. In addition, passengers can check-in through the internet or roving agents.

## INDUSTRY FIRSTS

### Open Access Model

A pioneering concept for an Indian airport, the Open Access Model enables airline operators to choose from a host of qualified fuel suppliers to buy fuel at competitive prices. The implementation of this model is of strategic importance to the Airport, as it will attract many airline operators who stand to benefit immensely from this model.

### ATF (Aviation Turbine Fuel) pipeline

Bengaluru International Airport is the first in India to be connected by an offsite ATF pipeline that meets international quality standards. It is a 33-km underground pipeline, commissioned for the common use of all fuel suppliers by the Airport's fuel farm concessionaire, Indian Oil Skytanking Limited (IOSL). The pipeline, running from the train depot at Devanagonthi to the airport fuel farm, has the capacity to pump over 1,56,000 liters of ATF per hour.

### Common IT infrastructure

The Airport provides and manages service-oriented common IT infrastructure- Network (wired and wireless), telecommunications, internet, check-in counters, security and baggage reconciliation to name a few. The common check-in counters and boarding gates can be switched around seamlessly between the airlines.

The common-use model is cost-effective for the airlines as well as the concessionaires. It saves them the effort of managing the underlying IT infrastructure as the Airport is a full-fledged IT service provider, maximizing the efficiency of shared IT resources.

### CUTE (Common Use Terminal Equipment)

At Bengaluru International Airport there are no dedicated airline counters. For the first time at an Indian airport, all domestic and international airlines are working on CUTE, which allows optimal use of check-in facilities resulting in reduced operating costs for the airlines.

### CUSS (Common Use Self-Service)

The CUSS kiosks provide a faster check-in option to the passengers besides resulting in an improved operational efficiency with reduced costs to the airline.

### BCBP (Bar Coded Boarding Pass) compliant

Bengaluru International Airport is the first BCBP-compliant airport in India to receive a platinum certification from the International Air Transport Association (IATA). The 2D-barcode system not only helps passengers by introducing a faster and easier check-in process and paperless travel, but also helps the airline industry significantly reduce costs.

### AOCC (Airport Operations and Control Center)

India's first 24/7 AOCC is the nerve-center of the entire airport. It is here the crucial daily operations are streamlined for smooth, efficient and well-coordinated airport functioning. The AOCC provides a common overview of real-time operations to all its stakeholders and thus facilitates a collaborative decision-making process.

### Swing gates between international and domestic areas

To enhance capacity and for a smoother flow of airport traffic, swing gates have been strategically positioned between the international and domestic areas. This is an innovative concept pioneered by the Bengaluru International Airport in India.

### There's more to this airport than flights

**Bengaluru International Airport is the first in India to offer retail spaces that are seamless with the passenger flow.** The passengers at the airport can conveniently shop at one place without having to go to separate shopping areas. Furthermore, the Airport also offers varied transport facilities that connect to the city. These include bus shuttle, taxi and heli-charter services.

### Giving cargo requirements a lift

To cater to the needs of the cargo fraternity as well as the local economy, Bangalore International Airport Limited has commissioned two cargo majors. The company has also laid a framework to ensure the cargo operations comply with international standards and are offered at competitive prices.



Today



## PIONEERS OF THE PARTNER-SELECTION APPROACH.

### Selection of partners and concessionaires

Bangalore International Airport Limited has made substantial efforts in selecting the right partners and concessionaires for various services. They are chosen based on their global experience and local insight. This ensures that airport users are treated to a world-class travel experience. The partners and concessionaires include flight caterers, ground handlers, into-plane fuelling service providers, cargo facilities, food & beverage, duty-free and retailers who are able to provide services at par with the highest international standards.

### Competitive price structures

Bangalore International Airport Limited follows a global bidding process for selecting its partners and concessionaires. This approach clearly rules out monopoly and is fair to all. Since the company is transparent in its dealings, it does not enter into joint ventures with any of its partners and concessionaires. They are chosen on the basis of their expertise, experience and competitive price structures.

### Defined minimum quality standards

Bangalore International Airport Limited is responsible for achieving and maintaining the overall quality and efficiency of airport services. The quality parameters laid out by the company ensure that its partners and concessionaires strive to emulate international processes and standards.

A man in a dark suit and glasses is smiling broadly while holding a young girl in a white shirt and dark skirt. He is also holding a large, brown, fluffy teddy bear. They are in a bright, modern airport terminal with large windows in the background. The man is looking at the child, who is looking at the bear. The overall mood is joyful and family-oriented.

## WHERE BUSINESS MEETS LEISURE.

Bangalore International Airport Limited has set new benchmarks in the Indian airport sector with its innovative concepts in the commercial business. It has brought with it the space and the opportunity to generate non-aeronautical sources of revenue, retail being one of the largest and the most profitable. **There is a vibrant mix of travel-retail and eateries that create the ambience for passengers to indulge.** The Airport also offers spacious, aesthetically-designed areas, advertising and promotional spaces.



Bangalore International Airport Limited aims to be the engine of economic growth for the region by connecting Bangalore to the world and evolving into a Central Business District (CBD). Taking the first step towards achieving this objective, the company has visioneered a concept called 'Airport City'.

# A FUTURE THAT WILL CHANGE THE WAY PEOPLE DO BUSINESS. AND FLY, TOO.

Airport City is a city within a city. A destination in itself. Airport City will be much more than an airport. Apart from catching flights, Airport City will be a perfect rendezvous for people to conduct business, shop, dine and unwind.

Tomorrow



# THERE'S MORE TO BENGALURU INTERNATIONAL AIRPORT THAN MEETS THE EYE.

More international visitors than ever are choosing Bengaluru International Airport as their preferred port of entry to South India. These include conglomerates, airline operators, tourists and other partners who contribute to the Airport's growth. Keeping their best interests in mind, **Bangalore International Airport Limited** plans to expand its infrastructure, increase its efficiency across departments and usher in technology at par with global standards, so that airline operators can maximize operating hours and offer cost-effective options to make air travel more affordable.

## PROPOSED AIRPORT MASTER PLAN

- ✦ Annual passenger numbers: 50 million
- ✦ Aircraft movement per day: 1,000
- ✦ Worldwide connectivity
- ✦ Floor space: 3,50,000 sq. mts.
- ✦ Employment generation: 1,50,000
- ✦ Cargo & Logistics
- ✦ MRO
- ✦ General aviation
- ✦ Conference centers
- ✦ Business park
- ✦ Airport City

## AIRPORT CITY – WELCOME TO THE FUTURE

- ✦ Located along the main access road
- ✦ Spread over a distance of 2.5 kms.
- ✦ Access from a parallel southern main road of 100 mts. width
- ✦ Additional access from three transversal roads of 50 mts. width
- ✦ Airport shuttle bus connectivity
- ✦ Proposed high-speed rail link connectivity (MRTS)
- ✦ Road expressway connectivity from the city center



# MAKING

THE AIRPORT MORE THAN JUST AN AIRPORT.

Since inception, Bangalore International Airport Limited has been increasingly attracting investors, international airline operators, passengers and industry partners. This is made possible by a robust infrastructure which is changing the perception of an airport.

Visitors, both international and domestic, are pouring in; airlines are introducing new routes; real estate is rapidly developing around the Airport; and to sustain these developments, Bangalore International Airport Limited has envisaged growth plans and will suitably expand existing infrastructure to provide its services at greater magnitudes and to operate more efficiently.

#### The expansion phases

The present facilities, at the Airport, are the first phase of the master plan. In the next phase of expansion, a brand new, iconic Terminal 2 will be built and the existing terminal building will be expanded on the east and west side. Even the associated airside infrastructure will be expanded to cater to the new terminal.

In addition, 215 acres of land has been earmarked for the first phase of commercial real estate development. With gradual but continuous expansion phases, the Airport will be a work-in-progress project for the next 10 to 15 years, as it was envisioned.

BANGALORE - THE

# RUNWAY

FOR OPPORTUNITIES TO LAND.

The advent of new international flights and domestic routes has marked the beginning of better connectivity between India and the rest of the world. **The Airport is hopeful of seeing at least 50 international connections by 2022.**

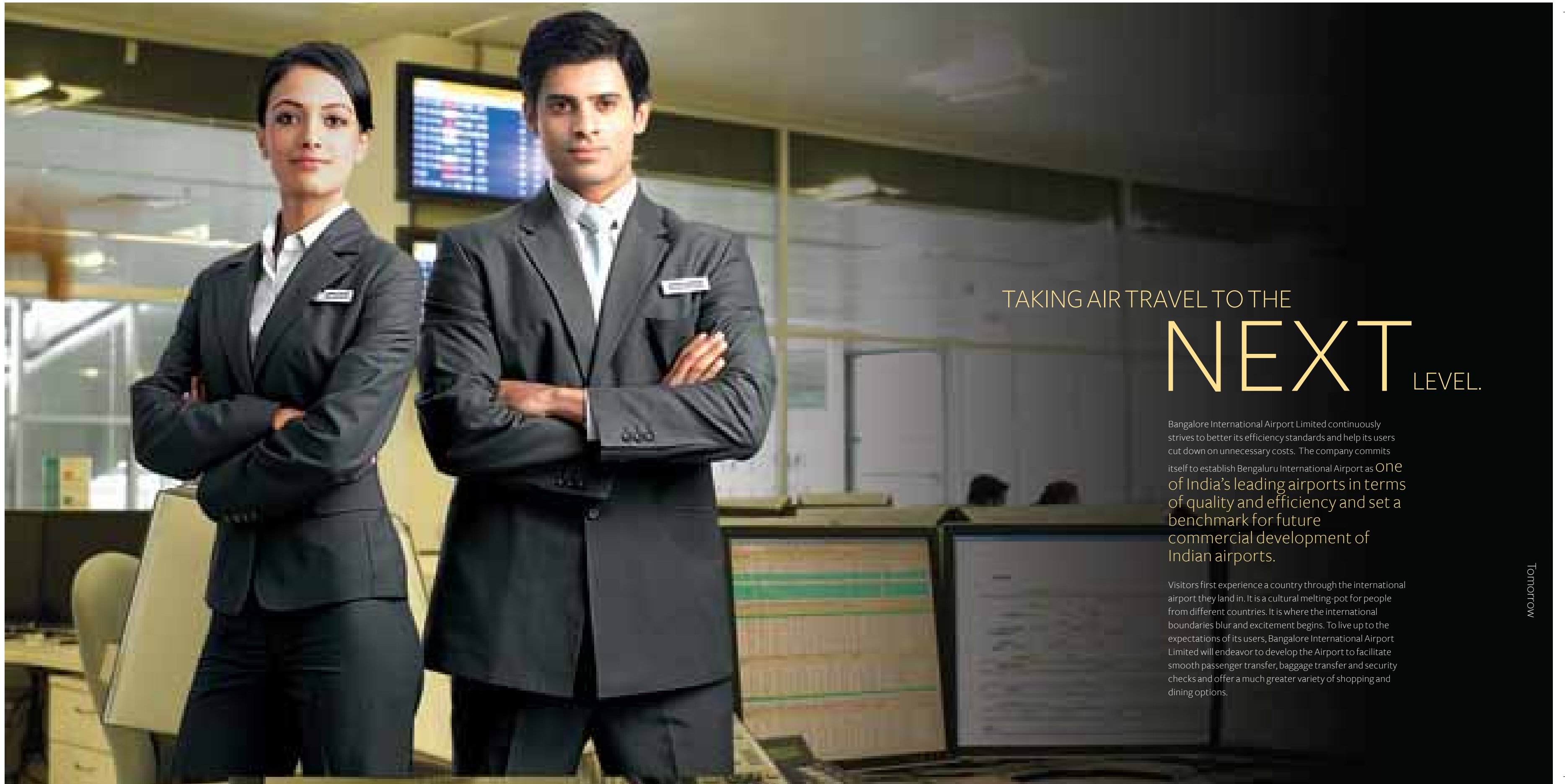
An addition of three new international carriers is expected every year. Depending on the scale of cargo operations, an additional cargo unit will be added every third year.

#### Building a Cargo Village

The Airport envisions a 'Cargo Village' to position Bangalore as the epicenter of cargo operations. It will accommodate up to 200 custom house agents (CHAs), providing freight forwarders easy accessibility and increased cargo tonnage. The introduction of animal/plant quarantine unit will boost livestock cargo traffic. Further, its location in the heart of South India makes the Airport easily accessible from other cities and positions it as the regional hub for cargo traffic.

It is projected that the introduction of an Airport Drug Controller will initiate the growth of pharmaceuticals by about 20%. New offices like the Certificate of Origin, Textiles office and Transshipment promise to propel the growth of air cargo. Logistics and hardware parks are also expected to come up in and around the Airport with the help of the Government of Karnataka for the development of air cargo.





TAKING AIR TRAVEL TO THE  
**NEXT** LEVEL.

Bangalore International Airport Limited continuously strives to better its efficiency standards and help its users cut down on unnecessary costs. The company commits itself to establish Bengaluru International Airport as **One** of India's leading airports in terms of quality and efficiency and set a benchmark for future commercial development of Indian airports.

Visitors first experience a country through the international airport they land in. It is a cultural melting-pot for people from different countries. It is where the international boundaries blur and excitement begins. To live up to the expectations of its users, Bangalore International Airport Limited will endeavor to develop the Airport to facilitate smooth passenger transfer, baggage transfer and security checks and offer a much greater variety of shopping and dining options.

BANGALORE – THE

# RISING STAR

AMONGST THE EMERGING CITIES.

The grand combination of IT and aerospace, coupled with a cost advantage, has given Bangalore a competitive edge. In addition to IT, Bangalore is growing to be the new global aerospace engineering hub. With the city's R&D centers working hand-in-hand with aviation giants, it is more than likely that the world's leading aircraft-makers will choose Bangalore as their destination.

Bengaluru International Airport, in a short time span, has become the pride and identity of Bangalore. It has overcome many challenges, earned accolades and remained focused on its objectives without compromising on its values. It has delivered a win-win outcome for its airline partners, government, tourism and the community.

Bengaluru International Airport is all set to clear the runway for Bangalore to take off as the 'Rising Star' amongst the world's emerging cities and as the land of opportunities for generations to come.



# A LANDMARK IN THE MAKING.

The T1 expansion at Bengaluru International Airport will offer the world a bigger welcome to South India. The new T1 epitomizes the technological prowess of Bangalore with a computer-chip-like pattern on the roof. Further, its radiant interiors and breathtaking exteriors mirror the rich culture of South India and the vibrant colors of the Garden City.



# A NEW WAVE OF FRESHNESS.

The massive building elegantly sits under an aerodynamic, dramatic, swooping and a curving roof - the high-spot of the new T1. The 'curving roof' also impeccably doubles up as an impressive canopy to the main entrance, offering passengers and public a spacious covered area. And the undulating 'wave' provides the terminal with greater physical presence. The T1 expansion will be completed by 2012.



BON  
VOYAGE





[www.bengaluruairport.com](http://www.bengaluruairport.com)



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