



**Commemoration
Newsletter**

12 February, 2015



Check-in Islands



Dr. GVK Reddy

Executive Chairman, GVK MIAL



Dear Colleagues,

A year has gone by since we began operations at the T2. And within this span, T2 has achieved an iconic status that fills every Indian's heart with pride.

At GVK, our commitment lies in developing world-class infrastructure projects that enhance the quality of life and contribute towards the nation's progress. When GVK was entrusted with developing the new international airport at Mumbai, our vision was to be one of the world's best airports that consistently delights its customers. The enthralling T2 is an engineering marvel with state-of-the-art technology, features and amenities, all combined with breathtaking, India-inspired design. Today, we are proud to have created an airport where customer delight exceeds expectations and is truly a tribute to not just Mumbai but the entire nation.

The Terminal 2 reiterates our commitment towards creating infrastructure icons that would last for generations. Soon after commencing operations, the airport created ripples across the globe with almost every traveller passing through T2 commenting positively on the design and also the facilities on offer.

GVK CSIA's T2 has won many laurels during the last one year for its striking structure, features and amenities, thus further strengthening our position as a leading infrastructure player in the airports space. Our people are our biggest assets. Over the years, we have built upon our people's strength and manoeuvred through various challenging situations by converting them into new opportunities to create a better future for the generations to come.

I would like to thank our partners, ACSA, BidVest, Airports Authority of India, all the stakeholders including the ATC team, the DGCA, the CISF, Customs, Immigration, the local Police, all our F&B and Retail partners, the ground and cargo handling agencies, all the airlines, and last but not the least, all my colleagues comprising the GVK CSIA Operations staff from all the departments, who have been instrumental in delivering customer delight and constantly raising the bar in service quality.

I congratulate everybody at GVK MIAL on this first anniversary, and am very confident that we will continue to cross many more milestones as we enter the second year of T2's operations.



Mr G V Sanjay Reddy

Managing Director, GVK MIAL



Dear Colleagues,

As we celebrate the completion of a year's operations from GVK CSIA's Terminal 2 or T2, as its more popularly referred to, it's heartening to note that travellers from across the world who have passed through its portals, have been hailing it as an icon of modern India and a bellwether for other airports across the world to emulate.

Looking back, building the new T2 in the same location as that of the existing international terminal without affecting operations at India's busiest and the world's most constrained airport was the most challenging task. But our vision and determination backed by our strengths steered us through, and today, T2 stands as an epitome of modern engineering, art and technology. The new T2 is the pride of Mumbai as well as the country. It has redefined global benchmarks in airport development and has strongly positioned India on the global map, while firmly establishing GVK as an airport developer and operator of repute.

Within a year of commencing operations, T2 has brought home many awards and accolades for its brilliant design and passenger friendly facilities, and I take this opportunity to compliment all our partners, stakeholders and colleagues who form part of the Projects team, as well as the airside and landside teams at GVK MIAL.

As we enter the second year of operations with so many awards and encomiums under our belt, we cannot afford to let our guard down one bit, and hence I would like to exhort every one of you at GVK MIAL to constantly look towards raising our service and quality standards higher and higher.

I would like to end with a quote from Sam Walton of Walmart who said, "The goal as a company is to have customer service that is not just the best but legendary."

I look forward to your continued support towards our endeavour of making GVK CSIA the best and the most preferred airport in the world.



Mr Rajeev Jain

CEO, GVK MIAL



Dear Colleagues,

The key highlight of the year 2014 was the launch of 'T2' which has been applauded internationally by experts in the travel fraternity and has won multiple prestigious accolades across the globe. We are proud that T2 captured the eyeballs of the travelers across the global canvas and has been successful in bringing world's attention to Mumbai, India. As T2 completes one year of successful operations, it's perhaps appropriate to look back at the year gone by, and enumerate the achievements which have been made possible by all the teams concerned – Projects, airside and landside, alongwith our key stakeholders both within and outside our premises.

2014 was another year full of achievements and recognition for us. We won a host of awards which are detailed further down in this special commemorative newsletter. Following up on our commitment to sustainability, our 2nd Sustainability Report for 2014 was released. This makes **GVK CSIA only the first airport in Asia and the fifth in the world to release a report as per the G4 guidelines.**

Operational excellence is one of the prime objectives at GVK CSIA. This has been exemplified by the achievement of 52 hourly ATMs, and the handling of Airbus A380 of Singapore Airlines and Emirates. Global connectivity from GVK CSIA was enhanced in 2014 with the commencement of operations by Malindo Air, Druk Air, flydubai and Air Seychelles. Additional frequencies were begun to Paris, Singapore, Bangkok, Colombo, Kathmandu, Abu Dhabi and Doha. And our untiring commitment in 2014 led to an early commencement of domestic operations from T2, with the latest entrant - Vistara commencing it's operations from this terminal from 9 January, 2015.

It is notable that the past year has been replete with achievements, and numerous laurels have been bestowed upon CSIA in recognition of our endeavours for making CSIA a remarkable experience for the passengers. With your diligent and unwavering efforts, GVK MIAL continuously strives to position CSIA as one of the best airports in the world that besides being the pride of Mumbai, ensures a world class experience for its passengers.

Taking inspiration from 2014 let us all work with renewed verve to make CSIA the best airport on the globe and bring many more laurels in the coming years!



Mr Karthi Gajendran

President, Airport Development, GVK MIAL

Mr Chanderbhan Manwani

Project Director, GVK MIAL



Dear Colleagues,

It is very gratifying for all of us in the Projects team that T2 has completed one year of successful operations. And what is even more heartening is that along the way, it has been picking up a host of awards and encomiums!

The iconic status that T2 has garnered over the year, fills the hearts with pride, of each and every member in the Projects team, who were associated in the construction of this megastructure. It is to their credit that they all stood up to the challenge of creating a brand new terminal, even as flights were taking off and landing from the old premises.

And once T2 was functional, we successfully completed the demolition of the old terminal, without causing any operational disruptions!

Even as we congratulate all our team members for their excellent dedication and relentless pursuit of perfection, we would like to state that the best is yet to come.

T2 will finally have 62 gates, up from the existing 27 gates, and for this our team is racing against time, so that the handover to the Operations team can be effected in two phases – the South East Pier and the North East Pier by end June 2015, along with the extension of the South East Pier by December, 2015.

With the completion of this phase, besides becoming the most preferred airport, we hope that T2 will continue to bring in many more awards and accolades in the coming years.

GVK inaugurated its new integrated, state-of-the-art Terminal 2 at CSIA, Mumbai on 10 Jan, 2014. Reaffirming Mumbai's status as a global economic city, T2 is the outcome of the company's vision to make CSIA one of the world's best airports that consistently delights customers and is the pride of Mumbai and India.





GVK CSIA opened its new integrated T2 for international operations on 12 Feb, 2014.

Awards & Accolades for GVK CSIA Jan 2014 - Feb 2015



GVK CSIA received the Gold rating in Leadership in Energy and Environmental Design (LEED) India from the Indian Green Building Council (IGBC) for its energy efficient, eco-friendly and sustainable terminal building design.



GVK CSIA was bestowed with the first ever Forbes India Art Award under the Corporate Commitment to Art category for its magnificent Art Museum at T2, GVK CSIA.



Stat Trade Times honoured GVK as the 'Best Cargo Airport of the Year' for excellence in Air Cargo at the Air Cargo India-2014, 5th International Networking Conference & Exhibition.



February



February

Malaysia's hybrid airline Malindo Air started direct flights from GVK CSIA, Mumbai to Kuala Lumpur.

'Pranaam GVK Guest Services' were launched with an objective to cater to the passengers with a more personalized approach and provide them with a seamless and hassle-free travel experience.



February



GVK CSIA hosted India's first ever International Air Transport Association (IATA) regional passenger experience workshop in Mumbai that focussed on the methods and technologies to make the passenger travel smooth and hassle free.



GVK MIAL signed a Memorandum of Understanding (MoU) with Auckland Airport, forming a 'sister airport' relationship that would help increase international air links and tourism between and beyond both airports' respective countries.



GVK CSIA, Mumbai received the DNV Business Assurance Management System Certificate for its conformation to the Management System Standards.

GVK CSIA was bestowed with the 'Golden Peacock Innovative Product/Service Award' for its Pranaam GVK Guest Services. This is a special initiative to provide guests with seamless and stress-free experience while travelling through CSIA, Mumbai.





May

GVK CSIA welcomed the world's largest commercial passenger aircraft, Airbus A380 Singapore Airlines for the first time after the inauguration of its iconic T2.



June

GVK CSIA was honoured as the 'Best Managed Airport' at the 8th CNBC AWAAZ Travel Awards.



July



Emirates commenced its first scheduled Airbus A380 service to India with a daily flight between Dubai and Mumbai.

GVK CSIA T2 was bestowed with the Structural Steel Excellence Award 2014 for the 'Innovative, Efficient and productive use of Steel Structures in the Built Environment' in the 'Infrastructure or Transportation Structures (Overseas)' category from Singapore Structural Steel Society.

July



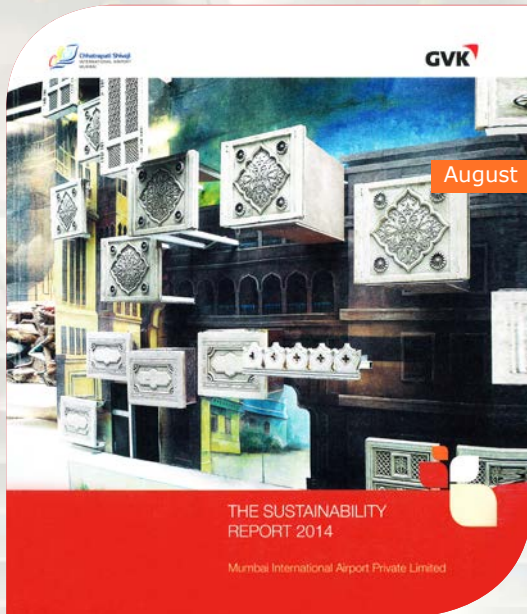
July



GVK CSIA T2 helped Formglas Products Ltd, provider of GFRG ceiling for T2, to win the Gold award in the 'Interior Finishes' category from CISCA (Ceiling & Interior System Construction Association, North America).



National Geographic awarded the title of '3rd Best Smart City' to Mumbai for its artsy infrastructure including 'Jaya He' – GVK Art Museum' at CSIA T2, in its 2014 Traveler 50: World's Smartest Cities list. Mumbai is the only Indian city that made it to the list.



GVK CSIA was the 1st Airport in Asia and the 5th in the world to release "The Sustainability Report 2014" as per GRI G4 reporting guidelines.



GVK MIAL launched the New Export Unitization Terminal to enhance the overall capacity of export handling and expedite the cargo processing beyond screening.



GVK CSIA T2 was bestowed with the Outstanding Concrete Structure Award 2014 by Indian Concrete Institute. Last year too, GVK MIAL received this honour for the new ATC Tower.



GVK CSIA T2 received the Most Outstanding Project award from the National Council of Structural Engineers Associations (NCSEA).



GVK MIAL bagged the prestigious 'Golden Peacock Award for Sustainability' for CSIA.



Dun & Bradstreet (D&B), the world's leading business information & knowledge organisation honoured GVK for its exemplary performance for the project T2, CSIA, Mumbai.



Flydubai began its operations from GVK CSIA, Mumbai.



GVK CSIA was awarded with the 'Best Airport' for the 3rd Consecutive year for Excellence in connecting Air Cargo Community at the 41st Annual ACAA convention 2014 held in Shanghai.



November

GVK CSIA T2 inaugurated its all new Luxury Lounge for its First and Business class travellers. The GVK Lounge is the first ever Luxury Lounge at any airport in the world, common for all airlines.



November

Mr Sanjay Reddy was honoured with the Conde Nast India Traveller Excellence Award for Shining the World's Spotlight on India with GVK CSIA T2.



November

GVK CSIA T2 was honoured with the Conde Nast India Traveller Award under the 'Favourite Airport' category.



GVK CSIA was awarded the most prestigious Health and Safety Award, 'Sword of Honour' by the British Safety Council. The most admired and esteemed Health and Safety Award, it represents the pinnacle of achievement in the world of health and safety management.



GVK CSIA was conferred the 'EPC World Award' for outstanding contribution towards Airports under the Infrastructure category.



Air Seychelles began its operations from GVK CSIA, Mumbai.

December



GVK MIAL was recognised for CSIA's Intelligent Washrooms at the WB-Washroom and Beyond Honours 2014.

January 2015



Mr Sanjay Reddy and Mrs Pinky Reddy were felicitated by CNBC Awaaz for creating the iconic T2 at GVK CSIA, Mumbai.

January 2015



GVK CSIA opened doors for Air Vistara on 9 Jan, 2015 making it the first domestic airline to commence its services from T2.



Highlights from GVK CSIA's Operations during Jan-Dec, 2014



GVK CSIA handled a record 3.41 million passengers in the month of Dec, 2014



GVK CSIA handled 34.99 million passengers at a growth of 9.5% during the calendar year Jan-Dec, 2014



Air Traffic Movements grew by 3.6% with 729 daily movements in the calendar year 2014



GVK CSIA handled one million international passengers in the month of Dec, 2014



Reduction in International to International Connecting time - down from 90 minutes to 60 minutes



50 ATMs in an hour handled for the first time during the month of Sep, 2014



New International Airlines: Malindo Air, Druk Air, Fly Dubai and Air Seychelles launched flights to/from GVK CSIA



In July 2014, GVK CSIA became the first airport in India to handle 2 Airbus A 380 aircraft - Emirates and Singapore Airlines



New International Routes added: Seychelles & Paro



International Routes / Frequency increased to: Abu Dhabi, Bangkok, Singapore, Colombo, Dubai, Kathmandu and Doha



MoU signed with Auckland Airport for Sister Airport Partnership in March, 2014

Our congratulations to all the Operations staff and the Airline marketing team at GVK MIAL!



GVK CSIA's Traffic figures for Jan 14 – Dec 14

	Jan 14 - Dec 14	Jan 13 - Dec 13	% Growth compared to previous year
Total Passengers	34,993,738	31,958,546	9.5%
Domestic Pax	23,864,405	21,751,336	9.7%
International Pax	11,129,333	10,207,210	9.0%
Total ATMs	266,200	257,052	3.6%
Domestic ATMs	192,602	184,820	4.2%
International ATMs	73,598	72,232	1.9%
Avg ATMs /Day	729	704	



New flights and New routes from T2

New Int'l Airlines	New Int'l Routes	New/Additional Domestic Routes	A380 @ Mumbai
Malindo Air (Kuala Lumpur)	Seychelles by Air Seychelles	Vistara	Singapore Airlines
Druk Air (Paro, Bhutan)	Paro by Druk Air		Emirates
Fly Dubai (Dubai)			
Air Seychelles (Seychelles)			

Additional frequencies introduced

Airlines	Sectors (Additional Freq)
Etiihad Airways	Abu Dhabi
Air India	Bangkok, Singapore
Jet Airways	Paris, Bangkok, Colombo, Dubai, Kathmandu, Doha, Singapore & Abu Dhabi



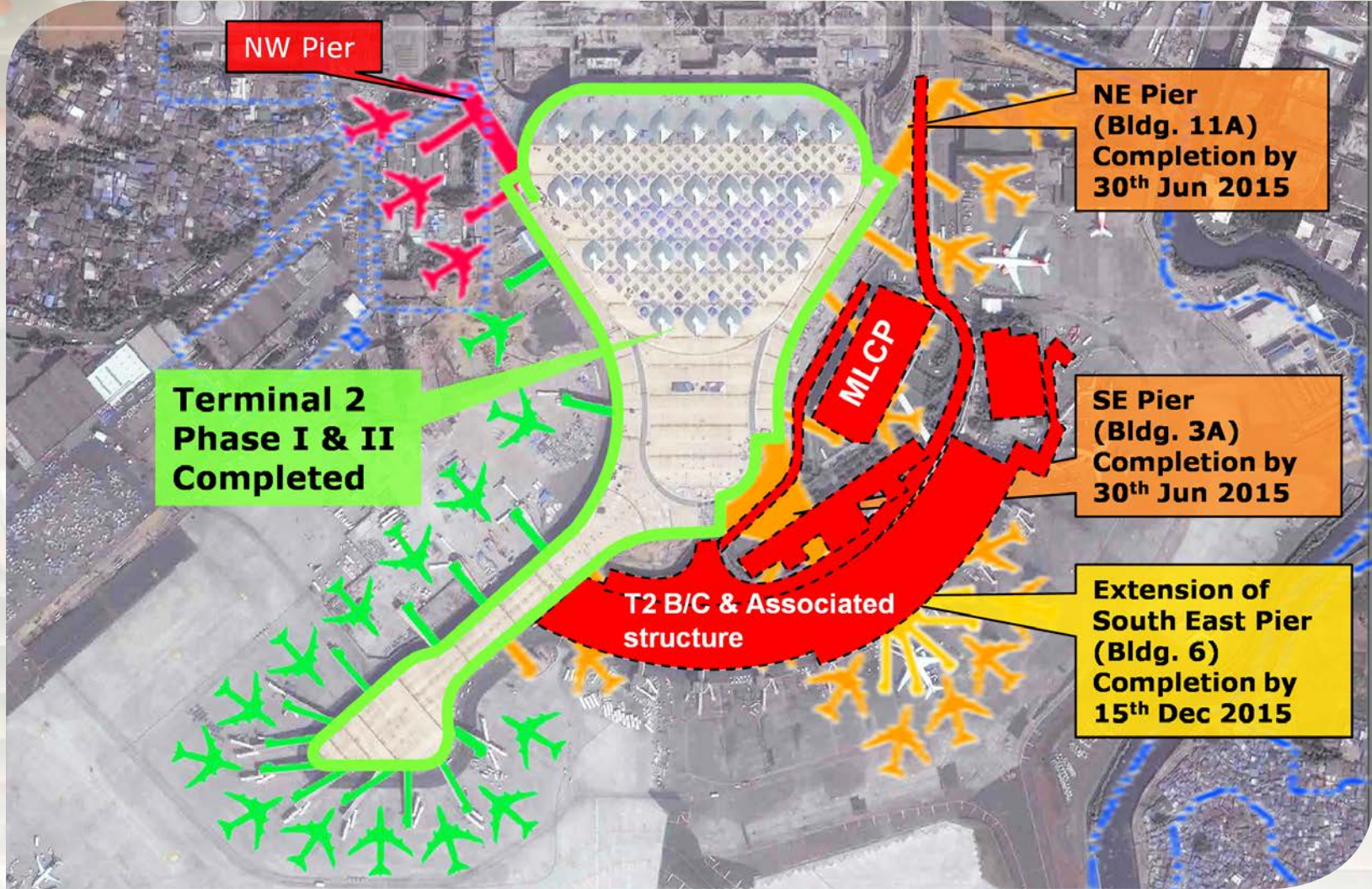
GVK CSIA T2 Project Report



Terminal 2 was built in phases as the new terminal was located on the same foot print where the old terminal existed. When T2 was made operational in Feb 2014, phases 1 and 2 of Terminal 2 got completed which was about 90% of the area. Post opening, the Project team's major task was to demolish the old terminal and extend the remaining arm of T2 and turn the landside to Airside by building an apron on the east side. The Project team is currently building phases 3 and 4. These phases comprise extension of the North East Pier, the South East Pier and extension of the South East Piers and Apron works, Landside works and support facilities including Gate 6. Phase 3 is planned to be completed by June 2015 and Phase 4 by Dec 2015. The development works are in progress and are in an advanced stage. On completion of these phases, domestic airlines will be shifted gradually to Terminal 2 and it will become a fully Integrated Terminal with both International and Domestic flights being operated under one roof.



Terminal 2 Development



NW Pier

Terminal 2
Phase I & II
Completed

NE Pier
(Bldg. 11A)
Completion by
30th Jun 2015

SE Pier
(Bldg. 3A)
Completion by
30th Jun 2015

Extension of
South East Pier
(Bldg. 6)
Completion by
15th Dec 2015

MLCP

T2 B/C & Associated
structure



"I'm sitting in the departure lounge at Mumbai airport, waiting to fly back to California.....The airport is a fantastic example of what India can achieve. Years ago, the experience of traveling in and out of Mumbai was something to forget. Many parts of the airport had no air conditioning. Luggage would routinely get damaged.

I especially used to dread walking out of the airport upon arrival. Hordes of people offering to take your bags, and you wouldn't know who to trust.

But today, the airport is a different world. The arrival and departure process is seamless. The floors are clean, and the terminal is cool. There are a large variety of shops and restaurants. There is even a museum and garden in the departure area. In fact, **Mumbai's airport is now better than most American airports.** Not just the airport, but the entire travel experience."

Asad Dossani

"Mumbai airport has definitely raised the bar better than Dubai in terms of food and interiors."

Kunal Lahori

Passenger Speak

"Stunning terminal... Flew 6-7 times since the new airport was built. Really loved the whole infrastructure, spectacular architecture and art installations. The staff is well managed and very efficient."

Sunita Katyal

"This is how an airport ought to be! A year since we launched it and T2 remains a joy and a jewel."

Roshan Abbas

"Absolutely stunned with what GVK has achieved with CSIA Mumbai's T2. Sheer class oozing out of every detail."

Sagar Kamat



Chhatrapati Shivaji
INTERNATIONAL AIRPORT
MUMBAI

