

SVPI Airport Achieves Prestigious ACI Level-4 Accreditation for Customer Experience

Ahmedabad, Gujarat – 6th June 2025: Sardar Vallabhbhai Patel International (SVPI) Airport, operated by Adani Airport Holdings Limited, a subsidiary of Adani Enterprises Ltd., the flagship incubator of the globally diversified Adani Portfolio, has reached a significant milestone in its journey toward customer service excellence. Today, the SVPI airport has received the prestigious Level 4 accreditation in Airport Customer Experience by Airports Council International (ACI), a remarkable upgrade from the Level 3 accreditation received in May 2024.

This recognition places SVPI Airport among a select group of airports globally and 3rd in India, demonstrating an exceptional commitment to enhancing passenger experience across all touchpoints. The accreditation evaluates multiple parameters, including airport culture, governance, operational improvement, measurement, customer strategy, and customer understanding.

Over the past year, SVPI Airport has implemented many initiatives focused on technological innovation, infrastructure development, and enhanced passenger engagement. These efforts have significantly elevated the travel experience and operational efficiency.

Key initiatives driving the SVPI airport's level 4 accreditation:

Technology-Driven Enhancements:

- Digitalisation of SOPs and introduction of Aviio App.
- Launch of Digi Yatra and Self-Baggage Drop at both terminals - T1 and T2
- A rejection line for baggage belts was introduced, increasing baggage handling from 600 to 1,600 bags/hour.
- 24 Smart Cleaning Robots deployed in T1 and T2 for superior hygiene.
- AI-based surveillance cameras are installed for enhanced safety and project monitoring.
- Adani One App, which was launched recently, helped unify and enhance the passenger experience.
- Fast Track Immigration – Trusted Travellers' Programme introduced.
- Free Wi-Fi kiosks, Flight Information Displays, IPTVs, and curated background music are now operational for a seamless digital experience.

Passenger Experience and Infrastructure Upgrades:

- 2 EV buses launched for free inter-terminal shuttle service.
- Infrastructure additions include Hawaii Adda, a new smoking room, a multifaith prayer room, and themed artworks representing Gujarat's heritage.
- Check-in counters increased: T1 from 23 to 39, T2 from 32 to 56.
- Boarding gates increased in T1 from 8 to 12 and from 9 to 12 in T2.

- 22+ new retail and dining outlets operationalised in the T2 forecourt.
- Live cricket match telecasts (Aero Fan Park), enhanced restrooms with baby-changing stations, and 970+ new signages have improved Airport Service Quality scores from 4.72 to 4.93.
- Parking capacity has been enhanced: 2-wheelers from 450 to 700, 4-wheelers from 790 to 1,370, with improved lighting, CCTV coverage, and automated entry and exit systems.

Recognitions and Certifications:

- ISO Certifications: ISO 14001:2015, ISO 9001:2015, ISO 45001:2018.
- Recently, SVPI airport became 1st Indian airport to receive Quality Circle Forum of India certification for 5S workplace implementation.
- Received multiple honours like
 - Nine Awards at QCFI Awards, 2024
 - Two Par Excellence awards and one Excellence award at the 25th Indian National Suggestion Scheme Association (INSSAN) event, 2024

This Level 4 accreditation is a testament to SVPI Airport's commitment to putting passengers at the heart of every decision and the continuous pursuit of excellence in service delivery. The airport continues to serve as a benchmark in India's aviation sector, consistently innovating to ensure a world-class travel experience. SVPI Airport is proud to serve the people of Ahmedabad and contribute to the city's growing reputation as a modern, globally connected destination.

About Ahmedabad International Airport Limited (AIAL)

Ahmedabad International Airport Limited (AIAL) manages Sardar Vallabhbhai Patel International Airport (AMD), Ahmedabad, India. AIAL operates under the leadership of Adani Airport Holdings Limited (AAHL), a subsidiary of Adani Enterprises, the prominent infrastructure arm of the diversified Adani Group.

Leveraging Adani Group's expertise in transport and logistics hubs, AAHL aims to connect India's major cities through a strategic hub-and-spoke model. This, coupled with a deep understanding of modern mobility needs, fuels AIAL's vision to **establish Ahmedabad Airport as the premier gateway for passenger and cargo traffic in Western India.**

AIAL prioritizes sustainable growth, emphasizing exceptional customer experiences, efficient operations, and fostering strong stakeholder relationships.

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