

Air India Group completes major milestone in the integration of

Air India Express and AirAsia India

Integration of Reservations System and Customer Interface to bring business and customer benefits

New Delhi, March 28, 2023: The Air India Group today announced that it has completed a significant milestone in the integration of its two low-cost subsidiary airlines, Air India Express and AirAsia India.

On 27 March 2023, the two low-cost airlines moved to a single, unified reservations system and website, and adopted common social media and customer support channels. This migration, which largely involved Air India Express migrating to the systems used by AirAsia India, confers significant capability and efficiency benefits for the airline and passengers.

In particular, passengers are now able to make and manage bookings, and check-in to AirAsia India and Air India Express domestic and international flights, on an all-new integrated website airindiaexpress.com.

This system merger comes five months after AirAsia India was fully acquired and subsidarised under Air India, and three months after both AirAsia India and Air India Express were placed under a single CEO. In the coming months, the airlines will continue integrating other internal systems and, eventually, their air operating permits and regulatory posts.

Commenting on the development, **Mr. Campbell Wilson, CEO & MD, Air India** said, "The integration of the core reservations and passenger-facing systems of Air India Express and AirAsia India marks a significant milestone in the Air India Group's transformation journey. This new Air India Express, operating both domestically and internationally using systems optimised for low-cost airlines, gives the Group a much stronger LCC platform. Together with the Group's recent, benchmark-setting aircraft order, this sets the scene for us to realise many new opportunities for customers, employees and Indian aviation."

The integration of Air India Express and Air India will bring revenue, cost, and operational benefits through broader adoption of each airlines' best practices, systems, and routes, and confer greater economies of scale. The new Air India Express will focus on leisure-oriented and price sensitive markets while improving connectivity between key domestic cities and Air India's fast expanding international network.

AirAsia India flies to 19 destinations across the country while Air India Express operates to 14 international destinations from 19 Indian cities.

About Air India:

Founded by the legendary JRD Tata, Air India pioneered India's aviation sector. Since its first flight on October 15, 1932, Air India has an extensive domestic network and has spread its wings beyond to become a major international airline with a network across USA, Canada, UK, Europe, Far-East, South-East Asia, Australia and the Gulf. Air India is a member of Star Alliance, the largest global airline consortium. After 69 years as a Government-owned enterprise, Air India and Air India Express were welcomed back into the Tata group in January 2022. The present management at Air India is driving



the five year transformation roadmap under the aegis of Vihaan.AI to establish itself as a world-class global airline with an Indian heart.

Vihaan.AI is Air India's transformational roadmap over five years with clear milestones. It will be focussing on dramatically growing both its network and fleet, developing a completely revamped customer proposition, improving reliability and on-time performance. The airline will also be taking a leadership position in technology, sustainability, and innovation, while aggressively investing in the best industry talent. Vihaan.AI is aimed at putting Air India on a path to sustained growth, profitability and market leadership.

About Air India Express:

Air India Express, launched in 2005, is India's first international budget carrier and a wholly owned subsidiary of Air India. It meets the need for affordable services on short and medium haul routes connecting smaller Indian towns directly to the Gulf and South East Asia regions. With 19 Indian cities and 14 international destinations in its network, the airline operates more than 600 flights a week. The airline has a fleet of 26 Boeing 737-800 NG aircraft. In January 2022, Air India Express, together with Air India, was successfully privatized, with ownership returning to the Tata group that had initially founded Air India.

About AirAsia India:

AIX Connect Private Limited, formerly known as AirAsia India Private Limited, was launched in 2014 and is now a wholly-owned subsidiary of Air India Limited. AirAsia India flies over 50 direct and 100 connecting routes across India, offering plush leather seats, Gourmair hot meals, pioneering in-flight entertainment, and a host of exclusive loyalty benefits for members of the Tata NeuPass rewards program and offers fast bookings, fab deals and fantastic value on its award-winning website and mobile app.

About the Tata Group:

Founded by Jamsetji Tata in 1868, the Tata Group is a global enterprise, headquartered in India, comprising 30 companies across ten verticals. The Group operates in more than 100 countries across six continents, with a mission 'To improve the quality of life of the communities we serve globally, through long-term stakeholder value creation based on Leadership with Trust'.

Tata Sons is the principal investment holding company and promoter of Tata companies. Sixty-six percent of the equity share capital of Tata Sons is held by philanthropic trusts, which support education, health, livelihood generation and art and culture. In 2021-22, the revenue of Tata companies, taken together, was \$128 billion (INR 9.6 trillion). These companies collectively employ over 935,000 people.

Each Tata company or enterprise operates independently under the guidance and supervision of its own Board of Directors. There are 29 publicly-listed Tata enterprises with a combined market capitalisation of \$311 billion (INR 23.6 trillion) as on March 31, 2022.

Companies include Tata Consultancy Services, Tata Motors, Tata Steel, Tata Chemicals, Tata Consumer Products, Titan, Tata Capital, Tata Power, Indian Hotels, Tata Communications, Tata Digital, and Tata Electronics.



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