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March 6, 2018

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Limited,  
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Bandra-Kurla Complex  
Bandra (E),  
Mumbai - 400 051

Dear Sir/Madam

Sub: Press Release  
Intimation under SEBI (Listing Obligations and Disclosure) Requirements, 2015

This is to inform that the Company is proposing to issue press release titled **"GMR's Hyderabad International Airport Recognized as the World # 1 Airport in 5-15 MPPA category in ACI-ASQ Passengers Survey 2017,"** , a copy of which is enclosed.

This is for your information and records.

Thanking you,

For GMR Infrastructure Limited

**T. Venkat Ramana**  
Company Secretary & Compliance Officer

Encl: Press Release [Three Pages]

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## **PRESS INFORMATION NOTE**

### **“GMR’s Hyderabad International Airport Recognized as the World # 1 Airport in 5-15 MPPA category in ACI-ASQ Passengers Survey 2017”**

- *Wins the coveted ACI ASQ World # 1 award for fourth time in its 10-year journey*
- *First airport in India to win the ACI Director General’s Roll of Excellence in ASQ in 2014 for being among top 3 airports for 5 years in a row*

**Hyderabad, 6th March, 2018:** GMR Hyderabad International Airport Ltd. (GHIAL) has announced today that Montreal based Airports Council International (ACI) has awarded Hyderabad Airport as the World # 1 Airport in Airport Service Quality (ASQ) passengers survey in the 5-15 million passengers per annum (MPPA) category for the year 2017. ACI has recognized the airport based on the passenger feedback for its consistent delivery of outstanding customer experience.

In its decade long journey, Hyderabad Airport has clinched this award for the fourth time and has always remained among the top 3 airports. In the year 2014, the airport had the honour to be the first airport in India to be awarded the prestigious ACI-The Director General’s Roll of Excellence in Airport Service Quality for consistently earning the top five ranking in its category in the ASQ for five years in a row.

Commenting on the announcement, **Mr. Srinivas Bommidala**, Chairman-Airports, GMR Group, said, *“This is a recognition of the collaborative work of all stakeholders at Hyderabad Airport. I applaud the efforts made by employees of GHIAL and that of entire Airport community. As we witness robust traffic growth, we look forward to a strong collaboration and support of all airport stakeholders and partners. We are embarking on the expansion of Hyderabad Airport, which will not just provide necessary infrastructure boost to facilitate high air traffic and passenger growth, but also a delightful passenger experience with right fusion of technology and human touch. As custodians of the national asset, we stay committed towards Nation Building by providing adequate capacity for aviation growth and adoption of latest global technologies.”*

Speaking on this recognition, **Mr. SGK Kishore**, CEO, GHIAL, said, *“We feel privileged to be ranked as No. 1 Airport in ACI ASQ survey yet again. Running in 10<sup>th</sup> year of serving our customers, this is a moment of great pride and honour which we owe to them. This milestone reverberates the rigour and camaraderie of our stakeholders including DGCA, CISF, BCAS, AAI Immigration, Customs, Airlines, who are working towards a common goal to serve the*

***customers. We are also thankful to Ministry of Civil Aviation for their support. The boundless efforts put in by our partner airlines, concessionaires, housekeeping, GHIAL personnel and other support staff have played a key role in this achievement. The recognition inspires us to continually exceed the expectations while we are serving our customers.”***

Further commenting on the achievement, Mr. Kishore, said, ***“The growth momentum of Telangana State has been instrumental in the remarkable passenger uptick at Hyderabad Airport. Growing by over 20% in the last four years, the passenger throughput at Hyderabad Airport is all set to reach 18MPPA by end of current Financial Year. To meet this growth requirement, the airport is soon going for expansion, which would enhance its capacity over a period of time to cater to over 30 MPPA’. While we work towards a future-ready airport, we are also sensitive towards environment and this has also been recognized by ACI with a carbon neutral (Level 3+, neutrality) certification– the feat which it has achieved twice in a row. ”***

***Ms. Angela Gittens, Director General - ACI World, said, “Objective measurement and benchmarking are critical in driving performance in any business especially in such a competitive and dynamic one as an airport. Hyderabad Airport has dedicated itself for delivering a stellar customer experience. ACI World proudly recognizes the accomplishments of Hyderabad Airport in the global ASQ network and I look forward to hosting them in Canada for the award ceremony.”***

The ACI ASQ programme is unique as the airport industry’s only global benchmarking programme measuring passenger satisfaction while passengers are at the airport. Implemented at over airports worldwide, the ASQ programme delivers an in-depth assessment of the quality of the customer service experience, including elements such as check-in; security; way finding; food & beverage; and more. The resulting database allows for a comprehensive analysis of the customer service experience at each participating airport. The 2017 results recognize ASQ Award winners as being the world’s best airports for the quality of their customer service experience. The ASQ Award Ceremony will be held at the inaugural ACI Customer Excellence Summit 2018 in Halifax, Canada on 12 September 2018.

**About GHIAL:**

GMR Hyderabad International Airport Limited (GHIAL) is a joint venture company promoted by the GMR Group (63%) in partnership with Airports Authority of India (13%), Government of Telangana (13%) and Malaysia Airports Holdings Berhad (11%). The Company was incorporated to design, finance, build, operate and maintain a world class Greenfield airport at Shamshabad, Hyderabad. Hyderabad airport was commissioned in a record time of 31 months in March 2008, with an initial capacity of 12 million passengers per annum (MPPA) and 1,50,000 MT of cargo handling capacity per annum. The Project has the flexibility to increase capacity to accommodate over 40 MPPA and shall be developed in a phased manner.

For further information about GHIAL, visit [www.hyderabad.aero](http://www.hyderabad.aero)

### **About Airports Council International (ACI):**

ACI is the trade association of the world's airports, was founded in 1991 with the objective of fostering cooperation among its member airports and other partners in world aviation, including the International Civil Aviation Organization, the International Air Transport Association and the Civil Air Navigation Services Organisation. In representing the best interests of airports during key phases of policy development, ACI makes a significant contribution toward ensuring the global air transport system is safe, secure, efficient and environmentally sustainable. As of January 2018, provisional figures show that ACI serves 641 members operating 1,953 airports in 176 countries.

ACI ASQ Programme which includes a full suite of customer experience solutions, including the employee and arrival surveys. The ASQ Awards are presented to those airports whose customers have rated them the highest over the course of the year. The categories have been designated to recognize the achievements of airports of different sizes and in different regions.

ASQ is the only worldwide programme to survey passengers at the airport on their day of travel. It measures passengers' views of 34 key performance indicators, including airport access, check-in, security screening, restrooms, stores, restaurants, additionally capturing passenger comments of their best and worst experience at the airport. Each airport uses the same methodology, creating an industry database that allows airports to compare themselves to other airports around the world. The ASQ Programme also has a feature that facilitates sharing of best practices among airport operators.

For Further details, please contact:	
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