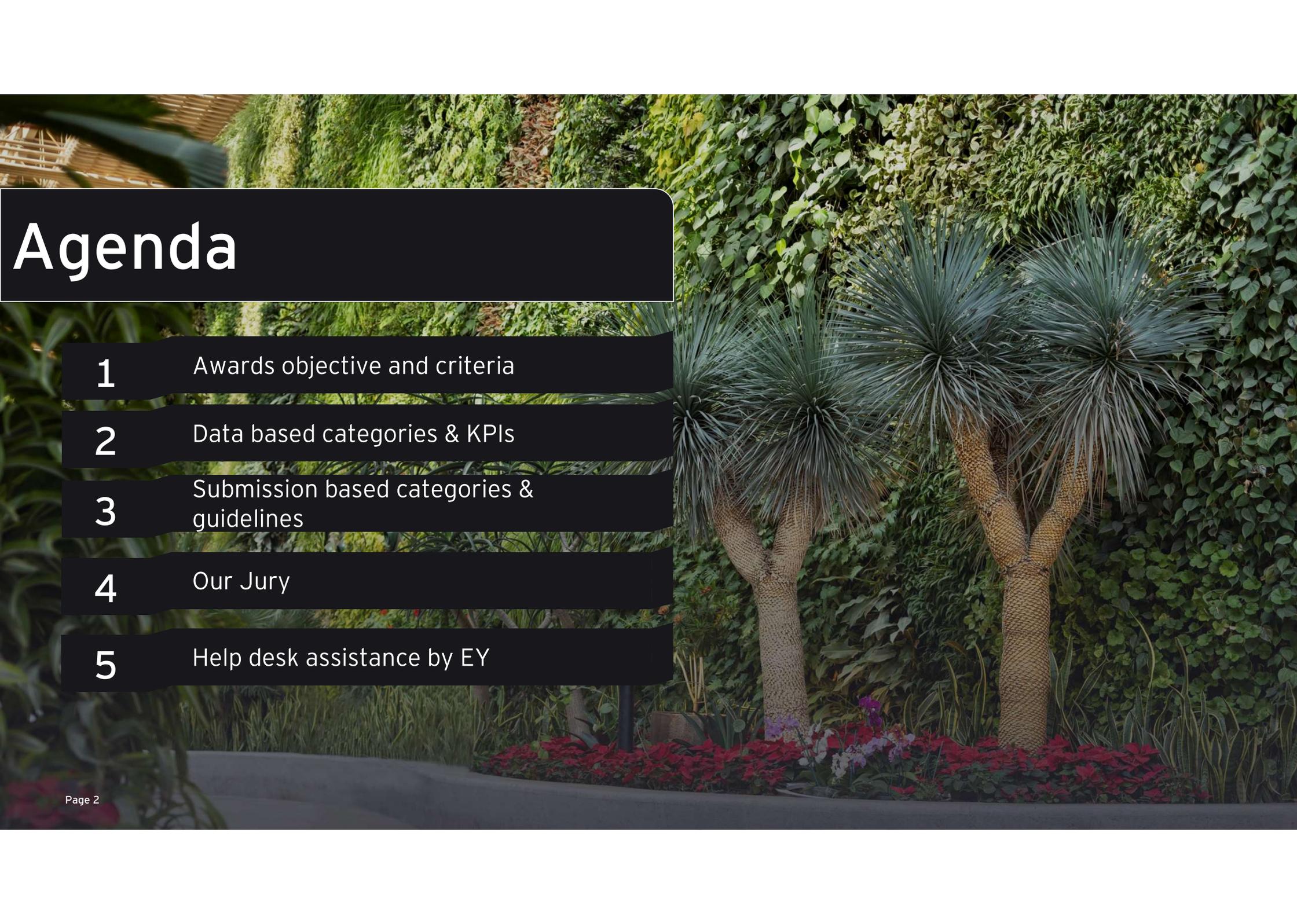




Bangalore International Airport Ltd.
Countdown to The Pinnacle Awards 2026
Resources & Guidelines





Agenda

- 1 Awards objective and criteria
- 2 Data based categories & KPIs
- 3 Submission based categories & guidelines
- 4 Our Jury
- 5 Help desk assistance by EY

1

Awards objective
& criteria



Awards objective

The Pinnacle Awards recognize excellence and celebrate the outstanding achievements of key stakeholders of BLR Airport



Awards & criteria

Data based Awards

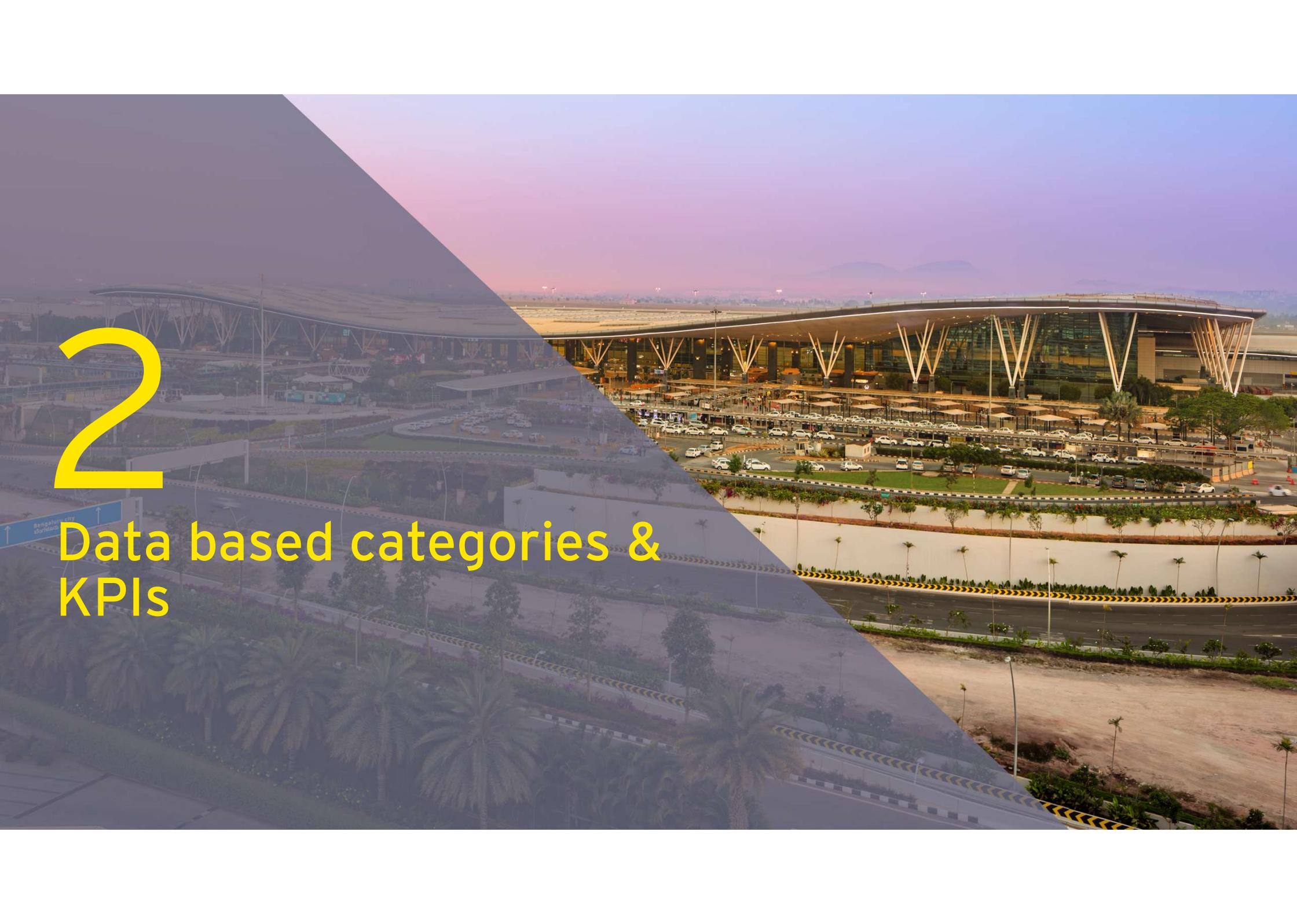
- Partners will be analysed on specific KPIs pertaining to that award category
- The KPIs will be evaluated basis performance data in the last 12 months

Submission based Awards

- Submissions will be judged on the innovative initiatives implemented within their organisation with significant impact on the BLR Airport community
- They must submit their applications by answering category-specific questions on the Pinnacle microsite
- Participants must have an operational presence at the airport on or before October 01, 2025

Nomination based Awards

- Awards to recognise contribution of sovereign functions



2

Data based categories &
KPIs

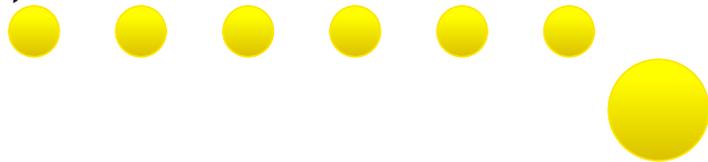
Data based award categories for the airline segment

Airline

- 01 | Partner Airline of the Year
- 02 | Airline of the Year - Domestic Routes
- 03 | Airline of the Year - International Routes
- 04 | Freighter of the Year
- 05 | Aviation Services Partner of the year -
Cargo Terminal Operators and Ground
Handling Agents
- 06 | Aviation Services Partner of the Year -
Other Partners

Evaluation parameters for airline segment

Operational parameters



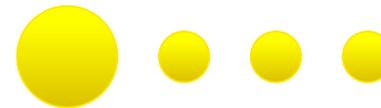
Contribution to the ecosystem



Compliance to safety, etc



Analysis of data by EY



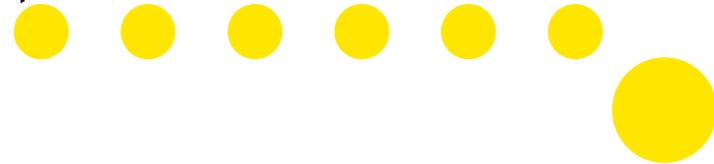
Data based award categories for the commercial segment

Commercial

- 01 | Retail Outlet of the Year - Domestic
- 02 | Retail Outlet of the Year - International
- 03 | F&B Outlet of the Year - Domestic
- 04 | F&B Outlet of the Year - International

Evaluation parameters for commercial segment

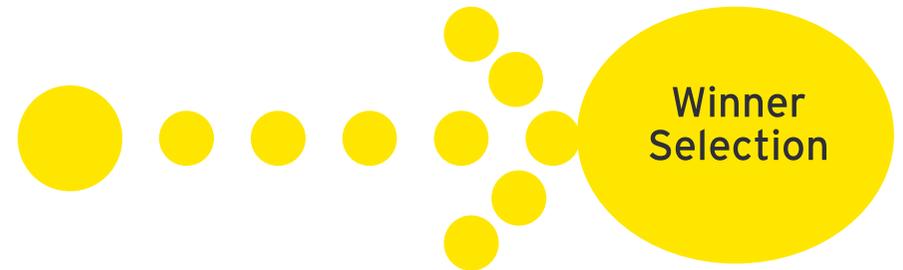
Commercial parameters



NPS Scores



Analysis of data by EY



3

Submission based categories & process overview



Submission based categories

Innovation of the Year

ESG Impact Award

Award for Crossing
Boundaries in Exemplary
Customer Service

Woman Achiever of the Year

Innovation in People
Practices

Airport Accessibility &
Inclusion Impact Award

Evaluation parameters

Initiative

- ▶ Elaborate the initiative on following parameters
 - Introduction and Objective of the initiative
 - Solution and Uniqueness of the initiative

Impact

- ▶ Impact on various stakeholders in and around the BIAL campus

Scalability

- ▶ Plans to scale up the initiative in the coming years (if any)

Process overview - submission based categories

1

Participant fills form
on microsite
Only video
submissions for case
study questions

2

EY reviews
applications
(for completeness)

3

Eligible entries
reviewed by
independent jury

4

Scores tabulated by
EY

Microsite opens: March 05, 2026
Submissions to be made on or before: April 13, 2026

Important guidelines

- ❑ Only entries submitted on the microsite will be considered for evaluation
- ❑ Submissions must be shared via unlisted YouTube links, or uploaded directly on the microsite if the file size is less than 100 MB.
 - ❑ Please do not submit via google drive
- ❑ You can apply to more than one category, covering multiple initiatives undertaken by the organization
- ❑ The nominated initiative must have been implemented within the past 12 months

Important guidelines

- ❑ For the category “Award for Crossing Boundaries in Exemplary Customer Service”:
 - ❑ This category was open in the September 2025 cycle and is being opened again in the March 2026 cycle.
 - ❑ An initiative already submitted in the September 2025 cycle, cannot be re submitted in the March 2026 cycle.

- ❑ Individuals must elaborate on the impact of the initiatives implemented.
 - ❑ Specifically on the BIAL campus, or up to Devanahalli (in case of the ESG Impact Award category)

- ❑ All subsidiaries and JV's of Bangalore International Airport Limited are not allowed to participate

- ❑ For any queries or assistance, please reach out to the Help Desk Team (EY Team)

4

Our Jury



Our jury members

**Professor Rishiksha
T Krishnan**

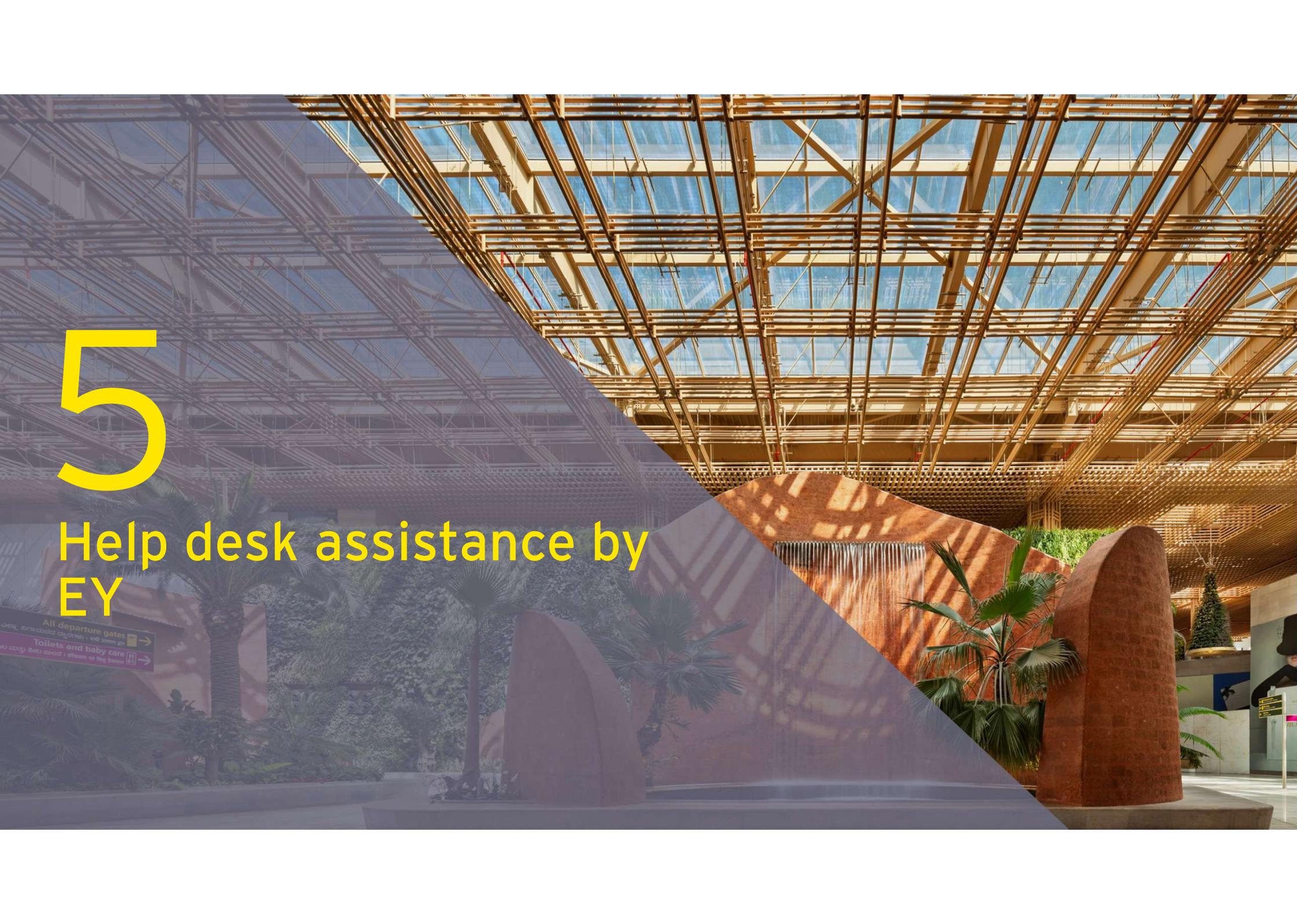
Professor of Strategy
IIM Bangalore

Mr. Martin Moodie

Founder and Chairman
The Moodie Davitt Report

Mr. Sidharath Kapur

Board Member
Noida International Airport



5

Help desk assistance by
EY

All departure gates
Toilets and baby care

Assistance by EY



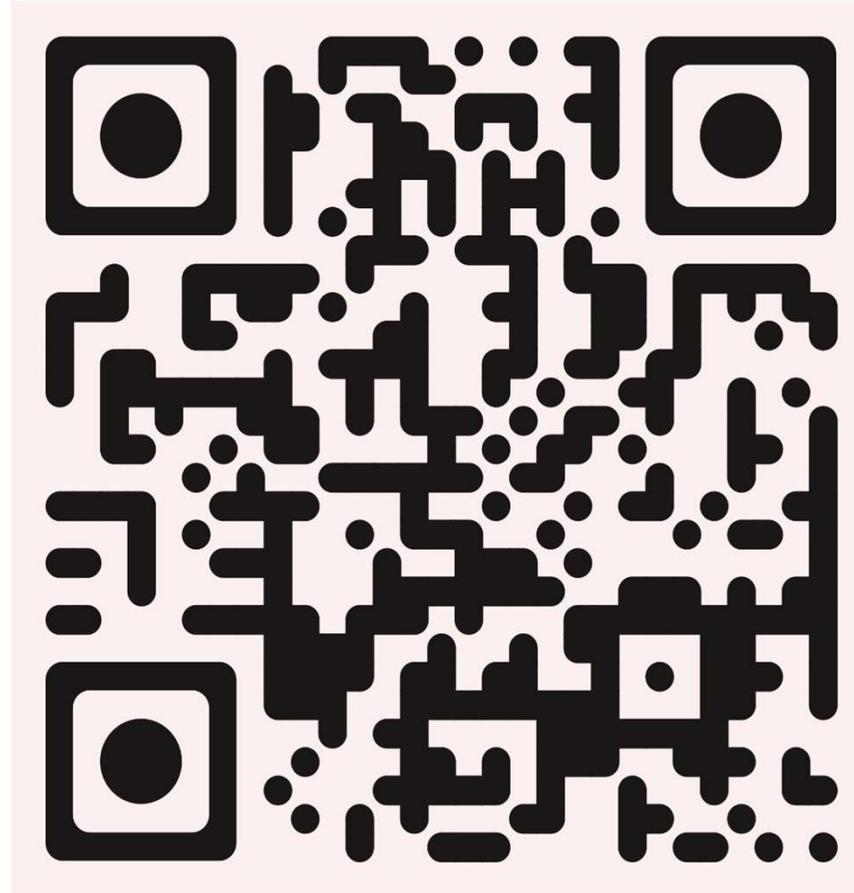
Ask-Me-Anything
Sessions to answer queries regarding the application process, guidelines etc.



EY Help Desk
Dedicated team to address queries with respect to the process/technical issues etc.

Reach us on
pinnaclesupport@bialairport.com

Microsite QR code



<https://pinnacle.bengaluruairport.com/>

A large white airplane with red accents on the engines and wings is parked on a tarmac. The text "Thank You!" is overlaid in yellow. The background shows an airport terminal building under a clear blue sky.

Thank You!