

TATA GROUP AIRLINES COMPLETE HARMONISATION OF OPERATING MANUALS, INITIATE CREW TRAINING TO ACTION HARMONIZED PROCESSES ACROSS FOUR AIRLINES

DELHI, July 08, 2024: Tata Group airlines have concluded the harmonisation of the operating procedures across its key functions, including harmonisation of the supporting manuals across all four carriers, reaching an important milestone in the merger of four airlines into two.

Over the last 18 months, a team of more than 100 members have worked to align on the best practices and adopting common operating procedures. The result of this will be two separate manuals for the full-service carrier and the low-cost carrier.

“This is an important milestone in the merger of the Tata Group airlines and we are grateful for the support received from the Ministry of Civil Aviation in terms of timely clearances for the merger process. We are also grateful to DGCA for their continuous guidance, systematic review and approval of the harmonized operating manuals. DGCA has guided our teams with a safety-first change management approach which is congruent with the safety-first priorities of the TATA Group. The live tracker created by the Flight Standards Directorate of DGCA with a dedicated team for continuous monitoring of the progress of the harmonisation process has been instrumental in achieving the challenging task in a time bound manner,” said **Campbell Wilson, Chief Executive Officer & Managing Director, Air India.**

Air India and group companies are initiating the necessary crew training to action the harmonized processes, which will be another step in the direction towards building the new Air India and Air India Express.

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 built an extensive domestic network with non-stop flights to cities around the world, across the USA, Canada, UK, Europe, Far-East, South-East Asia, Australia, and the Gulf. After 69 years as a government-owned enterprise, Air India and Air India Express were welcomed back into the Tata group in January 2022.

Air India is navigating through a major five-year transformation roadmap under the aegis of *Vihaan.AI*, with an ambition to become a world class airline with an Indian heart. The first phase of this transformation, the taxi phase was recently concluded, and focused on fixing the basics. These included bringing back to service many long grounded aircraft, addition of talent across flying and ground functions, rapid upgradation of technology and strengthening of customer care initiatives amongst others. A member of Star Alliance, the largest global airline consortium of leading

international airlines, Air India offers seamless connectivity and facilities to passengers all over the world.

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