

Vistara scores a hat-trick: Awarded 'Best Airline in India and South Asia' for third consecutive year; named 16th Best Airline Globally at 2023 World Airline Awards by Skytrax

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- *'Best Airline Staff in India and South Asia for the fifth consecutive year*
- *Best Cabin Crew in India and South Asia for the third time in a row*
- *Best Business Class Airline in India and South Asia for the second consecutive year*

Vistara, India's finest full-service carrier and a joint venture between Tata Sons and Singapore Airlines, has been ranked 16th worldwide, moving four places up from last year, at 2023 World Airline Awards by Skytrax. This makes Vistara the only Indian carrier to feature in the list of the World's Top 20 Airlines for the second time in a row. Additionally, the airline also won several prestigious awards including 'Best Airline in India and South Asia' for the third consecutive year, 'Best Airline Staff in India and South Asia' for the fifth time in a row, 'Best Cabin Crew in India and South Asia' for the third consecutive year and 'Best Business Class Airline in India and South Asia' for the second time. The award ceremony took place amidst the grandeur of the Paris Air Show 2023 at the iconic Musée de l'air et de l'espace.

Vistara also secured the 8th position, moving up by one rank from last year, amongst the 'Best Airlines in Asia 2023'. The airline ranked 19th amongst 'World's Best Airline Cabin Crew 2023' and 20th in the category of the 'World's Best Inflight Entertainment 2023'.

Vistara was voted for by travellers globally (from over 100 nationalities), as the World Airline Awards are based on the world's largest airline passenger satisfaction survey of more than 20.23 million travellers for the period between September 2022 and May 2023.

Vinod Kannan, Chief Executive Officer, Vistara said, *"We are overjoyed to have done it again! It is extremely gratifying for all of us at Vistara to be awarded the Best Airline in India and South Asia for the third time, and Best Airline Staff in India and South Asia for the fifth time. We are also ranked 16th amongst the world's best airlines along with winning these stellar accolades at 2023 World Airline Awards by Skytrax. These awards are a strong endorsement of our customers' trust in our thoughtful service, consistent operational excellence and constant innovations, all aimed at elevating their travel experience. These awards are also a recognition of the hard work put in by our employees, especially the frontline teams, who have given their all to Vistara throughout our eight years of existence. We would like to express our sincere gratitude to*

Skytrax for these coveted awards which strengthen our resolve to delight our customers at every touchpoint and on every journey."

*Congratulating Vistara and commenting on the awards, **Edward Plaisted, CEO, Skytrax** said, "We congratulate Vistara on the fantastic achievement of winning this award as the Best Airline in India & South Asia. The double success of scooping the award for the Best Airline Staff in India & South Asia for the fifth time is an unprecedented achievement in this region."*

Vistara is India's highest-rated airline on multiple industry forums and has also been the winner of several 'Best Airline' awards. In a short span of over eight years since starting operations, Vistara has raised the bar for operations and service standards in the Indian aviation industry.

THE 2023 WORLD AIRLINE AWARDS

The World Airline Awards are wholly independent and impartial, introduced in 1999 to provide a customer satisfaction study that was truly global. Travellers across the world vote in the largest airline passenger satisfaction survey to determine the award winners. The awards are referred to by media around the world as "the Oscars of the aviation industry".

All costs of the Survey and Awards event are paid by Skytrax, and airlines do not pay any entry or registration fee. There are no charges for use of the Award logos and results.

The online customer survey operated from September 2022 to May 2023, together with invitations sent to previous year respondents in the survey database. The customer survey was provided in English, French, Spanish, Russian, Japanese and Chinese. Over 100 customer nationalities participated in the 2022/2023 survey with 20.23 million eligible entries counted in the results. Survey entries are screened to identify IP and user information, with all duplicate, suspect or ineligible entries deleted. More than 325 airlines are featured in the final Award results.

About Vistara (TATA SIA Airlines Limited)

TATA SIA Airlines Limited, known by the brand name Vistara, is a 51:49 joint venture between Tata Sons Private Limited and Singapore Airlines Limited (SIA). Vistara brings together Tata's and SIA's legendary hospitality and renowned service excellence to offer the finest full-service flying experience in India. Vistara commenced its commercial operations on January 9, 2015, with an aim to set new standards in the aviation industry in India and it today connects destinations across India and abroad. The airline currently has a fleet of 61 aircraft, including 46 Airbus A 320neo, 10 Airbus A 321, 1 Boeing 737-800NG and 4 Boeing 787-9 Dreamliner and has flown more than 45 million customers since starting operations.

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