

Air India launches FogCare initiative, takes major steps to minimize disruption due to fog

New Delhi, 24 December 2022: Air India, India's leading airline and a Star Alliance member, today announced its "FogCare" initiative to mitigate the impact of disruptions due to fog on passengers. This initiative, which will initially be launched for flights departing from and arriving at IGI airport, New Delhi, aims to take care of unforeseen circumstances such as delays and cancellations of flights amid thick fog that engulfs northern India during the winter season. Under the new FogCare initiative, Air India will be taking proactive steps to isolate the impact of fog on flight operations, which usually takes place in the early mornings and late evenings, but often also cascades throughout the day.

Air India will proactively reach out to customers during periods of Fog and give them easy options to reschedule or cancel their impacted flights at no extra cost. Passengers of impacted flights can make the decision to not travel to the airport and avoid the inconvenience of long waits. This will also serve to ease congestion at the airports. Customer-friendly e-mails, calls, and SMS with flight-specific advisories will be sent to passengers on impacted flights, giving them easy options to minimize inconvenience due to fog-related disruptions.

Commenting on this initiative, **Mr. Rajesh Dogra, Chief Customer Experience Officer and Global Head of Airport Operations, Air India** said, "We are pleased to launch the FogCare initiative, a customer centric measure to ensure the best possible experience for our customers. This is one more step in our journey to becoming a world-class airline and will significantly improve the passenger experience during fog affected days. We will strive to give our customers up to date information on whether their flight has been impacted by fog and help them make the best choice given the circumstances. By proactively tackling the issue, we will be able to maintain the overall network schedule integrity as best as possible, and offer a better experience to all passengers, particularly those on flights unaffected by fog in Delhi, who would otherwise have been subjected to the cascading effects of rolling fog delays."

The airline is also ensuring adequate availability of aircraft, pilots, maintenance, and cabin crew to be able to deal with fog-related exigencies. With a fully trained cockpit crew, that is equipped with the capability to operate in low visibility conditions through the CAT-III Instrument Landing System (ILS), Air India has geared up to minimize disruption due to Fog.

Additionally, a campaign to create awareness around the FogCare initiative will be launched, along with a dedicated FogCare web page that is being created on www.airindia.com. Passengers can find more information, including detailed FAQs, live information on the flight status as well as support for rescheduling and refunds on this page.

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 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 2020-21, the revenue of Tata companies, taken together, was \$103 billion (INR 7.7 trillion). These companies collectively employ over 800,000 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 \$314 billion (INR 23.4 trillion) as on December 31, 2021. Companies include Tata Consultancy Services, Tata Motors, Tata Steel, Tata Chemicals, Tata Consumer Products, Titan, Tata Capital, Tata Power, Tata Communications, Indian Hotels, Tata Digital and Tata Electronics.

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