

JET AIRWAYS

Fact Sheet | April 2012



Jet Airways (India) Limited

Jet Airways, which commenced operations on May 5, 1993, has within a short span, established its position as a market leader. The airline has had the distinction of being repeatedly adjudged India's 'Best Domestic Airline' and has won several national and international awards.

Airline Code	: 9W
Founded	: April 1, 1992
Commenced operations	: May 5, 1993
Corporate Office	: Mumbai, India
IATA Membership	: Active Member and a member of the IATA Clearing House. Also a participant of the IATA Multilateral Agreement for Passengers and Cargo Traffic.
IOSA	Earned the distinction of receiving the IATA Operational Safety Audit (IOSA) Registration. IOSA is a quality audit programme under the continuing stewardship of IATA. Has successfully completed the Operational Safety Audit and has entered into the IOSA Registry.
Hubs	: Primary Hub and Maintenance Base: Mumbai (Primary Hub and Maintenance Base) Secondary Bases: Bengaluru, Brussels, Chennai, Delhi, Kolkata, Pune
Frequent Flyer Program	: JetPrivilege
Subsidiary	: JetKonnnect (www.jetkonnnect.com)
Destinations	: 76 (24 international destinations and 52 destinations within India)
Fleet	: 101 (Average fleet age: 5.81 years)
Frequent Flyer Program	: JetPrivilege
Website	: www.jetairways.com / www.9Wagents.com
Employees	: 13,180

IATA Operational Safety Audit (IOSA) Registration

Jet Airways (India) Ltd. has earned the distinction of receiving the IATA Operational Safety Audit (IOSA) Registration. The airline has successfully completed the Operational Safety Audit and has entered into the IOSA Registry.

IOSA is a quality audit programme under the continuing stewardship of IATA (International Air Transport Association). It is a globally recognised and accepted benchmarking and evaluation system for assessing the operational management and control systems of an airline. IOSA uses internationally accepted quality audit principles that ensure the audits are conducted in a standardised and consistent manner. Airlines use IOSA Registration for a variety of benefits, which include improving Safety within the airline, code share facilitation, and audit reduction.

With the implementation and international acceptance of IOSA the industry has achieved the benefits of cost-efficiency through a significant reduction in audits. The focus and scope of the IOSA audit is on proper documentation and implementation of standard operating procedures in various operational areas of the airline such as, Flight Operations, Aircraft Engineering and Maintenance, Flight Dispatch, Cabin Operations, Security, Ground Handling and Cargo.

Our Network

Jet Airways operates flights to 24 international destinations and 52 destinations span the length and breadth of India, thus offering you a better choice in the skies.

International Destinations

- > Abu Dhabi
- > Bahrain
- > Bangkok
- > Brussels
- > Colombo
- > Dammam
- > Dhaka
- > Doha
- > Dubai
- > Hong Kong
- > Jeddah
- > Johannesburg
- > Kathmandu
- > Kuala Lumpur
- > Kuwait
- > London Heathrow
- > Milan
- > Muscat
- > New York
- > Newark
- > Riyadh
- > Sharjah
- > Singapore
- > Toronto

Destinations within India

- > Agartala
- > Ahmedabad
- > Aizwal
- > Amritsar
- > Aurangabad
- > Bagdogra
- > Bengaluru
- > Bhavnagar
- > Bhopal
- > Bhubaneswar
- > Bhuj
- > Chandigarh
- > Chennai
- > Coimbatore
- > Dehradun
- > Delhi
- > Dimapur
- > Diu
- > Goa
- > Gorakhpur
- > Guwahati
- > Hyderabad
- > Indore
- > Jaipur
- > Jodhpur
- > Jorhat
- > Khajuraho
- > Kochi
- > Kolkata
- > Leh
- > Lucknow
- > Madurai
- > Mangalore
- > Mumbai
- > Nagpur
- > Patna
- > Porbandar
- > Port Blair
- > Pune
- > Raipur
- > Rajahmundry
- > Ranchi
- > Silchar
- > Srinagar
- > Thiruvananthapuram
- > Tiruchirapally
- > Tirupati
- > Udaipur
- > Vadodara
- > Varanasi
- > Vijayawada
- > Vishakhapatnam

Fleet Information

With an average fleet age of **5.81 years**, Jet Airways has one of the youngest aircraft fleets in the world.

Jet Airways currently operates a fleet of **101 aircraft**.

Aircraft Type	Airbus 330-200	ATR 72-500	Boeing 737-700	Boeing 737- 800	Boeing 737- 900	Boeing 777- 300ER
Number of aircraft	12*	20	11	46	2	10*
Engine Type	Rolls Royce Trent-772B/ CF6-80E1A4/B	PW127F	CFM56 7B22	CFM56 7B24	CMF56 7B24	GE90-115B
Cruise Speed	870 kmph	511 kmph	838 kmph	835 kmph	835 kmph	905 kmph
Aircraft Length	57.512 m	27.17 m	33.60 m	39.5 m	41.9 m	73.86 m
Wing Span	60.304 m	27 m	35.8 m	35.7 m	34.3 m	64.8 m
Configuration#	0 + 30 + 190 0 + 18 + 236	0 + 0 + 62 0 + 0 + 68	0 + 16 + 102	0 + 16 + 138 0 + 8 + 162	0 + 28 + 138	8 + 30 + 274

* Includes aircraft that have been wet leased / dry leased to other airlines.

Configuration: First Class + Première + Economy

Chairman's Profile



Naresh Goyal, the founder Chairman of Jet Airways, India's premier airline, has over 4 decades of experience in the Civil Aviation industry. In addition to his responsibilities at Jet Airways, Mr. Goyal was also appointed Chairman of JetLite in 2007, following the acquisition and subsequent re-branding of the erstwhile Sahara Airlines Limited.

After graduating in Commerce in 1967, Mr. Goyal joined the travel business with the GSA for Lebanese International Airlines. From 1967 to 1974, he underwent extensive training in all facets of the travel business through his association with several foreign airlines. He also travelled overseas extensively on business during this period.

With the experience, expertise and technical know-how thereby acquired, in May 1974, Mr. Naresh Goyal founded Jetair (Private) Limited with the objective of providing Sales and Marketing representation to foreign airlines in India. He was involved in the development of traffic patterns, route structures, operational economics and flight scheduling, all of which has made him an authority in the world of aviation and travel.

In 1991, as part of the ongoing diversification of his business activities, Mr. Goyal took advantage of the opening of the Indian economy and the enunciation of the Open Skies Policy by the Government of India to set up Jet Airways for the operation of scheduled air services on domestic sectors in India. Jet Airways commenced commercial operations on May 05, 1993.

With his vast experience in the field of aviation, Mr. Goyal currently serves on the prestigious International Air Transport Association (IATA) Board of Governors for the year 2009-2010, having earlier served on the Board from 2008 – 2009 and 2004-2006.

Chairman's Profile

Mr. Goyal is the recipient of several national and international awards, including:

- On November 16, 2011, in a unique honour, Belgium conferred the "Commandeur of the Order of Leopold II", one of the country's highest civilian distinctions, to Mr. Naresh Goyal, for his meritorious service and efforts to foster business and cultural ties with Belgium.
- Re-elected to the prestigious IATA Board of Governors from 2011 - 2013 (August 2011)
- 'Hall Of Fame' honour from Hotel Investment Forum of India (2011)
- Prestigious Lifetime Achievement Award by the Travel Agents Association of India (TAAI) (August 2010)
- 'International Entrepreneurs of the Year' award at the house of commons, UK - Naresh Goyal and Anita Goyal (February 2009)
- Honoured at the fourth edition of the prestigious CNBC TV18 India Business Leader Awards, in the 'Taking India Abroad' award category (January 2009)
- Business Person of the Year award by UK Trade & Investment at the prestigious India Business Awards (September 2008)
- 'Man of the Year' award by the Belgian Aviation Press Club (APC) (April 2008)
- 'Travel Entrepreneur of the Year' award at the 19th annual TTG Travel Awards (October 2007)
- TATA AIG - Lifetime Achievement Award (September 2007)
- First Profit Business Award 2006 (July 2006)
- First BML Munjal Award for Excellence in Learning & Development in the Private Sector category (January 2006)
- Featured by Business Week as one of the five leaders from India in the Asia Edition cover story- 'Stars of Asia - 25 Leaders at The Forefront of Change.' (July 2005)
- 'Aerospace Laurels' for outstanding contribution in the field of Commercial Air Transport (February 2004)
- 'Outstanding Asian-Indian' award for leadership and contribution to the global community given by the Indian American Centre for Political Awareness (November 2003)
- 'Distinguished Alumni Award-2000' for meritorious and distinguished performance as an Entrepreneur' (October 2000)
- 'Entrepreneur of the Year Award for Services' from Ernst & Young (September 2000)
- 'Aerospace Laurels' for outstanding contribution in the field of Commercial Air Transport (April 2000)

Board of Directors

The executive management team of Jet Airways is comprised of professionals with substantial experience in the airline and airline-related industries, both within India and across the world. The executive management team is guided in the execution of the Company's strategy by Board of Directors comprising individuals who have distinguished themselves globally in the private and public sectors.

Board of Directors

- Mr. Naresh Goyal | Chairman
- Mr. Ali Ghandour | Director
- Mr. Victoriano P. Dungca | Director
- Mr. Javed Akhtar | Director
- Mr. Iftikar M. Kadri | Director
- Mr. Aman Mehta | Director
- Mr. Yash Chopra | Director

Senior Management

Jet Airways is led by Mr. Nikos Kardassis as the Chief Executive Officer. The management team also comprises of:

- Mr. Abdulrahman Albusaidy | Group Executive Officer
- Mr. Sudheer Raghavan | Chief Commercial Officer
- Capt. Hameed Ali | Chief Operating Officer
- Mrs. Anita Goyal | Executive Vice President – Network Planning & Revenue Management
- Mr. Gerry Oh | Vice President –Asia Pacific
- Mr. Gaurang Shetty | Sr. Vice President – Commercial
- Mr. Mahalingam Shivkumar | Sr. Vice President, Finance
- Mr. K. G. Vishwanath | Vice President – Commercial Strategy and Investor Relations
- Dato K. Jeyakanthan | Sr. Vice President - Engineering Services
- Ms. Sonu Kripalani | Vice President - Sales (India)
- Mr. Jay Shelat | Vice President – Cargo
- Mr. Raj Sivakumar | Sr. Vice President – Alliances and Planning
- Dr. Samar B. Srivastava | Vice President – Human Resources
- Mr. Ashok Barimar | General Counsel & Vice President – Legal
- Ms. Ragini Chopra | Vice President – Corporate Communication and Public Relations
- Mr. A K Sivanandan | Vice President – Public Relations
- Ms. Monica Chopra | Company Secretary & Associate Legal Counsel

JetKonnnect – Our wholly owned subsidiary

JetKonnnect is a subsidiary of Jet Airways India Ltd. and was acquired by Jet Airways in April 2007. Positioned as a Value based airline, JetKonnnect operates a fleet of 17 Boeing 737 series aircraft. The airline flies to 56 domestic destinations and 1 international destination (Kathmandu), operating over 430 flights a day.

JetKonnnect's Network

- > Agartala
- > Ahmedabad
- > Aizawl
- > Amritsar
- > Aurangabad
- > Bagdogra
- > Bengaluru
- > Bhavnagar
- > Bhopal
- > Bhubaneswar
- > Bhuj
- > Chandigarh
- > Chennai
- > Coimbatore
- > Dehradun
- > Delhi
- > Dibrugarh
- > Dimapur
- > Diu
- > Goa
- > Gorakhpur
- > Guwahati
- > Hyderabad
- > Imphal
- > Indore
- > Jaipur
- > Jammu
- > Jodhpur
- > Jorhat
- > Kathmandu
- > Kochi
- > Kolkata
- > Kozhikode
- > Leh
- > Lucknow
- > Madurai
- > Mangalore
- > Mumbai
- > Nagpur
- > Patna
- > Porbandar
- > Port Blair
- > Pune
- > Raipur
- > Rajahmundry
- > Rajkot
- > Ranchi
- > Silchar
- > Srinagar
- > Thiruvananthapuram
- > Tiruchirapally
- > Tirupati
- > Udaipur
- > Vadodara
- > Varanasi
- > Vijayawada
- > Vishakhapatnam

JetKonnnect offers the guests the frequent flier miles (JPMiles) in partnership with JetPrivilege – Jet Airways' Frequent Flyer Program.

Website: www.jetkonnnect.com

Frequent Flyer Program - JetPrivilege

With JetPrivilege, members enjoy a truly rewarding experience with unique privileges across five membership tiers: Blue, Blue Plus, Silver, Gold and the exclusive Platinum. JetPrivilege members can expect to earn more miles, enjoy more benefits, quicker tier upgrades and easier tier retention, enhanced rewards and easier redemption.

JetPrivilege has won Freddie Awards considered 'Oscars' of frequent flyer programmes across the world, for five consecutive years including the most coveted 'Program of the Year' Award 2007 and 2006 for the Japan, Pacific, Asia and Australia region.

Key features that make the JetPrivilege programme a winner

- Ease of enrolment
- Five membership levels
- Faster tier upgrades
- Easier tier retention
- Personalized web access
- Multiple mileage earning opportunities
- JetPrivilege membership updates on SMS
- Global partnerships
- Bonus JPMiles on e-Services
- Redeem JPMiles
- Purchase JPMiles
- Transfer JPMiles
- JPMiles Upgrade
- Cash Upgrade
- Cash N Miles
- Benefits of JetKonnnect

Highlights of Privileges

The JetPrivilege programme offers members benefits and privileges based on their membership tier. Some of the benefits are as follows: Check-in at Première counters, lounge access, additional baggage allowance, priority baggage handling, guaranteed reservations up to 24 hours before departure, priority stand-by, upgrade vouchers and more. Elite members can also enjoy benefits on select airline partners like additional baggage allowance.

For more details visit jetairways.com.

Class of Service

We pride ourselves in providing world-class service coupled with warm Indian hospitality. So you can expect as high a standard of service on the ground, as you'd do in the air.

Moreover, our professional internationally trained staff goes to extra lengths to ensure you have a comfortable and relaxing flying experience.

Welcome aboard Jet Airways, one of the world's finest airlines.

Class of Service on international sectors

- First Class
- Business Class branded as 'Première'
- Economy

Class of Service on sectors within India

- Business Class branded as 'Première'
- Economy

JetKonnnect

JetKonnnect, the new all-economy service, with the same world-class Jet Airways experience, now offers you a lot of advantages for a whole lot less. JetKonnnect is a no-frills all economy service on specific routes/flight timings, designed to meet your need for affordable fares in these trying times. It will complement the Jet Airways' full service product. So, with Jet Airways and JetKonnnect, we will be able to cater to all your needs on the Jet Airways network within India.

All JetPrivilege members using JetKonnnect service will enjoy the accrual and redemption benefits of the JetPrivilege programme.

Your entire journey/experience right from the time of making the booking, airport experience, in-flight experience will be managed by Jet Airways. For example, at the airport, the check-in, queries, transfers etc. will be managed by Jet Airways and its staff as always.

Corporate Partnerships

Codeshare Partners: As Jet Airways expands its wings over international skies, we are also actively entering into codeshare relationships with various international airlines to enable our guests to fly to more destinations than ever before on Jet Airways marketed flights.

Jet Airways places its marketing code on the following routes operated by its codeshare partners:

- > Air Canada
- > All Nippon Airways
- > American Airlines
- > Brussels Airlines
- > Etihad Airways
- > JetKonnnect
- > Kenya Airways
- > Malaysia Airlines
- > Qantas
- > Thalys
- > United Airlines

Interline Partners: Interline eTicketing is the latest ticketing method, which allows two carriers to electronically sell tickets on each other on a single document. Jet Airways has **161 Interline Partners** of which **95 are Interline eTicketing Partners**. All existing eTicketing eligible sectors of Jet Airways and the below Interline eTicketing Partner are applicable for Interline eTicketing.

JetPrivilege Partners: Our frequent flyer program, JetPrivilege boasts of **119 partners** across various categories like airline, car rental, co-brand card, code share, conversion, dining, entertainment, hotel, lifestyle, publishing, retail and telecommunication.

Through Check-in Partners: We offer through check-in facility for our guests travelling on our flights and connecting on **44 through check-in partner airlines** across the globe.

Awards

2011

- › Favourite Full-Service Airline at the Outlook Traveller Awards 2011
- › Customer & Brand Loyalty Award In "Domestic Commercial Airlines Sector"
- › NDTV Profit Business Leadership Award 2011
- › Best Domestic Airline award by the Travel Agents Association of India (TAAI)
- › Best Airline in Central/South Asia and India at Global Traveller Reader Survey Awards 2011
- › Best Long Haul Airline Ex Brussels - Travel Magazine Awards 2011
- › 'Best Domestic Airline' At CNBC Awaaz Travel Awards 2011
- › Jet Airways conferred three prestigious awards at the "Times Travel Honours 2011"
- › Rated Best On Time Performer Amongst Scheduled Domestic Airline in March 2011
- › Air Cargo Award of Excellence 2011 by Air Cargo World Magazine
- › Regional Deal of the year 2010 Award by Airfinance Journal
- › Customer and Brand Loyalty Award 2011
- › 'Hall Of Fame' honour from Hotel Investment Forum of India – Naresh Goyal

2010

- › 'Airline with Best Business Class Service in the World' at the Business Traveller Awards 2010
- › Global Travelers 7th Annual Readership Survey Award 2010
- › Best Long Haul Airline Ex Brussels-TM Travel Awards 2010
- › 7th 'Friends of Thailand' Awards 2010 in the 'International Airlines' category
- › 'Best Full Service Airline – International (Indian) Award by the Air Passenger Association of India (APAI)
- › 'Best Full Service Airline – Domestic' Award by the Air Passenger Association of India (APAI)
- › Third Best Airline Worldwide for Business Class by SmartTravelAsia.com
- › Top Ten airlines overall for Cabin Service by SmartTravelAsia.com

- 'Most preferred airline for Business class; at CNBC AWAAZ Travel awards 2010
- 'Best Airline – in the Champagne / Sparkling Wine' category at Global Traveller Airline Wine award
- 'Best International Airline' at the Condé Nast Traveller India Awards
- 'Award for excellence in operations – Airline' category of the Bird Express TravelWorld Awards
- 'Best Domestic Full Service Airline of the Year' category of the Bird Express TravelWorld Awards
- Customer and Brand Loyalty Award in the Domestic Commercial Airlines Sector, at Customer and Brand Loyalty Award

2009

- 'Best Long Haul Airline from Brussels' at TM Travel Awards 2009
- 'Best Eastbound Airline from India' at Abacus- TAFI (Travel Agents Federation of India) Awards 2009
- 'Best Domestic Airline in India' at Abacus- TAFI (Travel Agents Federation of India) Awards 2009
- 'Best Indian Airline' at Business Traveller Awards 2009
- 'Best Elite Level' category of the Freddie Awards 2008
- 'International Entrepreneurs of the Year' award at the house of commons, UK - Naresh Goyal and Anita Goyal
- Customer and Brand Loyalty award in the Commercial Airlines Sector (Domestic), at the second Loyalty Awards, 2009

2008

- 'Airline with Best First-Class Service in the World', by readers of the prestigious Business Traveler magazine, at the 20th Annual 'Best in Business Travel' Awards
- 2008 Galileo Express Travelworld 'Best Domestic Full Service Airline' Award
- Best Cargo Airline of Central Asia at Cargo Airline of the Year Awards
- JetPrivilege wins 'Program of the Year' at the 20th Annual presentation ceremony of the Freddie Awards 2007. JetPrivilege, India's largest and most recognized frequent flyer programme, won 9 Freddie Awards.
- 'Man of the Year' award by the Belgian Aviation Press Club (APC) – Naresh Goyal
- Best Airline in Central/South Asia & India in an annual Global Traveller magazine survey
- Award for Customer & Brand Loyalty in the 'Commercial Airlines Sector (Domestic)', at the IndiaTimes Mindscape and Savile Row (A Forbes Group Venture) Awards ceremony

- 2 awards at the prestigious Avaya GlobalConnect Customer Responsiveness Awards 2007 ceremony

Awards

2007

- 'Best Domestic Airline' award at the 18th annual TTG Travel Awards
- 'Travel Entrepreneur of the Year' award conferred on Mr. Naresh Goyal, Chairman at the 18th annual TTG Travel Awards
- Genius of the Web Awards 2007 for the Best Airlines website
- Chairman Mr. Naresh Goyal honoured with the TATA AIG - Lifetime Achievement Award
- TravelBiz Monitor's - Most Innovative Product Launch Award for its 'First Class' product on its long-haul flights
- SAP ACE 2007 – Awards for Customer Excellence, in the Best Travel & Transportation Sector Implementation Category
- JetPrivilege wins 'Programme of the Year' for Japan, Australia, Asia and Pacific regions at the Annual presentation ceremony of the Freddie Awards 2006

2006

- Galileo Express TravelWorld Award in the 'Best Full Service Carrier' category from Galileo Express TravelWorld for the fourth consecutive year
- India's best airline at the 17th Annual Travel Awards 2006 function of TTG Travel Asia (Travel Trade Gazette) at Pattaya, Thailand
- 'India's leading airline' by travel professionals worldwide at the 13th Annual World Travel Awards 2006
- 'Best Overall In-Flight Entertainment' by the World Airline Entertainment Association (WAEA) for its in-flight entertainment system
- 'Best Single In-Flight Audio Program' by the World Airline Entertainment Association (WAEA) for its in-flight entertainment system
- JetPrivilege was honoured at the 18th Freddie Awards ceremony in the Best Customer Service and Best Bonus Promotion categories for the region Japan, Pacific, Asia and Australia
- 'Indian Domestic Airline with Spectacular Growth' at SATTE 2006 (South Asia Travel and Tourism Exchange)
- 'India's Most Popular Domestic Airline' at SATTE 2006 (South Asia Travel and Tourism Exchange)
- Star Of The Industry Awards for the Best Domestic Airline For The Year 2005 by the ITM Institute of Hotel Management
- Chairman, Naresh Goyal received first BML Munjal Award for Excellence in Learning & Development in the Private Sector category

Awards

2005

- 'Emerging Company of the Year' Award for 2004-2005 at the Economic Times awards for Corporate Excellence
- 'Best Domestic Airline for 2005' at the TTG Travel Asia's Travel Awards
- 'Emerging Company of the Year' at The Economic Times Award for Corporate Excellence 2004-05
- JetPrivilege won the Industry Impact Award for the newly introduced Dynamic Tier Review programme

2004

- Galileo-Express Travel & Tourism Award for 'India's Best Domestic Airline'
- 'Most Respected Company' in the Travel and Hospitality sector award of the leading business magazine Businessworld
- 'Best Domestic Airline' by the travel trade, readers of Travel Trade Gazette (TTG)-Asia and TTG-China
- 'Best Business Class' in the Domestic Airline Category at the first edition of feBusiness Traveller Awards
- 'Best Economy Class' in the Domestic Airline Category at the first edition of feBusiness Traveller Awards
- 'Best Service (Airport & Inflight)' in the Domestic Airline Category at the first edition of feBusiness Traveller Awards

2003

- 'India's Best Domestic Airline' at the first ever Galileo-Express Travel & Tourism Award
- Jet Airways was declared a 'Superbrand' by the leading international authority on branding, the Superbrands Council
- Boeing Company Award for maintaining 'Best Technical Despatch Reliability' for 2002
- 'India's Most Respected Company in the Travel and Hospitality Sector' for 2003 by the business weekly Businessworld

Awards

2002

- › 'Best Domestic Airline' of Asia by the readers of Travel Trade Gazette's (TTG) Asia and China editions of 14 countries in the region 'for dedication towards commitment and service excellence'
- › 'Best Domestic Airline of the Year' 2001 at the Ninth H&FS National Awards for Excellence in Hospitality and Tourism

2001

- › Award in the Co-branded / Affinity Programme category at the MasterCard Annual Meeting Asia-Pacific 2001
- › Air Transport World Market Development Award

2000

- › H&FS – Best Domestic Airline of the Year 1999 for excellence in hospitality
- › Vocational Excellence Award by Rotary Club of Mumbai, North End

1998

- › H&FS – Best Domestic Airline of the Year 1998 for excellence in hospitality
- › India's Best Domestic Airline at the International Brand Summit

1997

- › Best Domestic Airline Award for Service Excellence – Key to Competitiveness
- › Best' by the Rangaswamy Tourism Foundation associated with the Karnataka Tourism Development Corporation
- › Best Airline of the Year 1996-97 Award conducted by IATA Agents Association, Kozhikode (Kerala)

Awards

1996

- H&FS Best Domestic Airline of the Year Award for excellence in hospitality
- The Great Management Show Award for punctuality, safety, quality of service and customer orientation
- The World Travel Market Global Award by Reed Exhibition Companies in conjunction with Trav Talk for contribution to travel and tourism in the respective media sponsor regions worldwide

1995

- Citibank Diners Club Blue Moon Award for Service Excellence

1994

- Service Excellence Award at an International Seminar called Global Managers in Jurassic Park hosted by Global Managers.

Brussels – Our European Hub

Not only is Brussels the capital of the European Union, its physical location combined with our partner airline network, makes Jet Airways hub in **Brussels** the *natural gateway to Europe and Africa*.

Designed to serve transfer traffic, the single terminal Brussels airport facilitates quick, easy and seamless connections for its customers. Brussels, further distinguishes itself as one of the most convenient and passenger friendly airports in Europe.

With Jet Airways' hub at Brussels, business and leisure flyers can connect to New York (Newark and JFK) and Toronto daily from Delhi, Mumbai, Chennai and also to **49 other destinations within India**. Moreover, from Brussels, our guests can connect to over **58 European destinations** with our partner airlines.

Reservations

Co-hosted in SABRE, reservations can also be made on all major Computerised Reservations Systems (CRS).

- > SABRE (co-hosted)
- > Abascus
- > Amadeus
- > Apollo
- > Axess
- > Galileo
- > Infini
- > Topas
- > Travelsky
- > Worldspan

Jet Airways offers call centre facilities for international and domestic flights and services that operate on a 24x7 basis.

Reservation facilities are available through Jet Airways' multi-purpose call centre number 3989 3333 – across Mumbai, Delhi, Chennai, Hyderabad, Bengaluru and Kolkata.

Jet Airways' electronic ticketing service offered on / enables guests to book tickets to any destination on the airline's route network through the Internet.

Check-in Options

You may now check in for your flight from 48 hours to 2 hours before the scheduled departure time. We have numerous check-in options for you to choose from.

Save time by checking in online or on your mobile phone. Or simply visit the airport and check-in using our new age Kiosk machines and avoid long queues at the check-in counter.

The check-in options that are easily available to you are as follows:

- Airport Check-in
- Check-in while walk-in
- City Check-in
- Early Check-in at Singapore
- Kiosk Check-in
- One Time Check-in on Return Journey
- SMS Check-in
- Tele Check-in
- Through Check-in
- Web Check-in

For more details visit jetairways.com.

eCommerce @ Jet Airways

Technological innovation is an integral part of Jet Airways' business strategy. Our focus has always been to use cutting edge technology to enhance guest experience by implementing innovative products that will ensure a seamless customer experience.

As the world hails e-age as a revolution in consumer convenience, Jet Airways has been keeping its guests ahead by launching technologically-advanced customer touch-point services.

Website: Jet Airways website, jetairways.com, is India's leading travel site, which is available in 34 country sites and 16 multilingual sites in 6 languages, providing a complete travel solution offering flight bookings, hotel bookings and travel insurance.

Log on to our multi-country & multi-lingual website where you can benefit from a host of services, offers, rewards and much more, every time you visit. With 34 country and 16 multilingual sites and 24x7 real-time content updates, you can be assured of viewing customised offers and content in your language preference.

You can book air tickets with Jet Airways, JetKonnnect and other partner airlines like All Nippon Airways, Air Canada, American Airlines, Brussels Airlines, Etihad Airways, Malaysia Airlines, Qantas and United Airlines.

JetPrivilege members can redeem their JPMiles online to make flight bookings on Jet Airways, view and manage their JetPrivilege account online, use our Mileage Calculator to plan award trips, view real time JPMiles and activity details, Transfer JPMiles as well as Purchase JPMiles online.

Jet Airways also offers an exclusive portal for travel agents – www.9wagents.com.

eCommerce @ Jet Airways

Online Booking Engine: You can book your flights with one of the best-in-breed internet booking engine with 27 currencies and multi-payment options. It is a simple 4-step booking process linked real-time to Jet Airways' reservation system, offering 3 options of Fixed, Flexible & Lowest. You can purchase JetProtect Travel Insurance whilst booking and get compensated for lost or delayed baggage, flight delays due to fog, medical expenses during your trip and protection of your home for loss due to fire or burglary while you are on the move. You get a confirmation of your booking on SMS. You can benefit from our multi-city booking option and get your past flight searches in just one click.

Book online with our codeshare and interline partners, which allow us to provide you with a greater choice of destinations with seamless connections. Earn 500 Bonus JPMiles every time you book online and benefit from a host of other offers on flights through promotional codes, corporate deals, special offers, etc. Indian Armed Forces, Paramilitary Forces and their families can avail of special discounted fares when they book on jetairways.com.

Check-in: Appreciating our guests' invaluable time, we pioneered easier ways to check-in:

- Web Check-in: Web check-in and choose your preferred seat in 4 simple steps before you reach the airport
- Kiosk Check-in: Check-in via our easy-to-use interactive Kiosks and choose the seat of your preference from the real-time seat map displayed on the touch screen.
- SMS Check-in: JetPrivilege members can check-in with a single SMS and instantly avail a confirmed seat number on their mobile phones by simply sending - JetC<PNR><JetPrivilege No.> - as an SMS to 56388.

Enjoy a hassle-free check-in experience – anytime, anywhere and earn 250 Bonus JPMiles by using any one of the above check-in services.

eCommerce @ Jet Airways

Online Data Security and Payment Options: We offer multiple options to make your booking online. Online bookings can be done using Credit, Debit/Maestro cards, through Equated Monthly Instalments (EMI) and using Net Banking/Cash Cards. All booking and ticketing options are highly secured using the latest industry standards.

- Your credit card is protected by the most stringent safety standards when you book online
- Information provided online is secured using SSL-128 bit encryption standard with most advanced security methods and practices
- CyberSource solutions are implemented and our payment gateway uses the most up-to-date security standards
- Latest payment security feature of 3D Master Secure Code (MSC) & Verified By Visa (VBV)
- MasterCard (MIGS) Payment Gateway is used for online authorisations and payments

JetMobile: JetMobile is a real-time and fully automated service designed to provide you – our esteemed guests, with instant information on your mobile phone – be it for bookings, flight status, check-in, JetPrivilege account updates or simply searching for the lowest air fare.

WAP Site: We have tailored our website to fit your mobile phone! You don't need to get near a computer to access jetairways.com; you can do it from your GPRS enabled mobile phone anywhere anytime by simply logging onto m.jetairways.com and access a range of services.

Mobile Ticketing: Book your tickets while on the move. Jet Wallet – our innovative Mobile Ticketing solution - offers a new booking channel and is a convenient and highly secured booking option.

IVR Ticketing: Our Interactive Voice Response (IVR) based payment and ticketing service is a booking facility that we provide through our 24x7 call centre to book and pay for your eTickets over an exclusively customised and secure Interactive Voice Response (IVR) system.

eCommerce @ Jet Airways

Social Media: 'Listen. Engage. Respond.' That's the motto we live by as we welcome you to be a part of Jet Airways' Social Media presence on Facebook and Twitter. This platform will give us a better opportunity to serve, inform and share any new developments with you. On the other hand, you can discuss, network, share and connect with us, and the many fans and followers that we already have.

Browse our official presence on Facebook (facebook.com/jetairways) and Twitter (twitter.com/jetairways) where you will be able to view our latest information, photos, videos and much more

Connect with over 500,000 Jet Airways Facebook fans and over 12,000 Twitter followers, and share your experiences.

Be part of our professional network on LinkedIn and stay connected with us on your mobile phone through check-ins using foursquare.

Innovations @ eCommerce – First in Indian aviation industry:

- jetairways.com was the first to offer 30 country specific websites and multilingual sites in Thai & French language
- Introduced India to e-ticketing - a feature that made the web not just a convenient way to book tickets, but also to print them yourself
- Kiosk Check-in, a first in the Indian Aviation
- Implementation of Automated Online Risk Management solution
- First airline in India to reach 500,000 Facebook Fans
- Brought in mobile ticketing – ticketing at the touch of your mobile phone button, becoming the first airline in India to launch a customised Wallet concept - a highly intuitive, Icon based ticketing solution on mobile phones
- Introduced Quick Response (QR) codes to the Indian aviation industry.

Airport Lounges – Within India

If you are a First Class or a Première guest or a JetPrivilege Platinum, Gold or Silver card member, you can relax and enjoy complimentary snacks and beverages in our plush airport lounges.

Lounges within India

- Ahmedabad: Bica Lounge
- Amritsar: Saptagiri Restaurant
- Bagdogra: Bagdogra Airport Restaurant Workers Co-op. Lounge
- Bengaluru: Food Court
- Bhopal: Airport Restaurant
- Chennai: Taj Flight of Fancy
- Chennai: Jet Airways Premiere Lounge
- Chennai: Clipper Lounge
- Chennai: Royal Lounge
- Coimbatore: Airport restaurant / Café Coffee Day
- Delhi: Premium Plaza
- Goa: Port Lounge
- Hyderabad: Plaza Premium Lounge
- Hyderabad: IIFA Buzz Lounge and All F&B Outlets
- Indore: Saptagiri Restaurant / Lounge
- Kochi: Clipper Lounge
- Kochi: Taj
- Kochi: Casino
- Kolkata: Oberoi Club Lounge
- Lucknow: Airport Restaurant
- Mumbai: Oberoi Clipper Lounge
- Mumbai: Carnations Lounge
- Mumbai: Clipper Lounge
- Nagpur: Airport Restaurant
- Pune: P K Hospitality
- Thiruvananthapuram: Muthoot Plaza Lounge
- Vadodara: P K Hospitality

Airport Lounges – International

If you are a First Class or a Première guest or a JetPrivilege Platinum, Gold or Silver card member, you can relax and enjoy complimentary snacks and beverages in our plush airport lounges.

International Lounges

- › Abu Dhabi: Al Ghazal Lounge
- › Bahrain: Delmon Lounge
- › Bangkok: Thai Airways Business Lounge
- › Brussels: Jet Airways Lounge
- › Colombo: Araliya Lounge
- › Dhaka: Sheraton-Balaka Lounge
- › Doha: Oryx Lounge
- › Dubai: Marhaba Lounge
- › Hong Kong: Air France Lounge
- › Johannesburg: Bid Air Lounge
- › Kathmandu: Radisson Lounge
- › Kuala Lumpur: Plaza Premium Lounge
- › Kuwait: Pearl Lounge
- › London: Sky Team lounge
- › Muscat: Oman Air
- › Newark: Jet Airways
- › New York: American Airlines Admiral Club
- › Riyadh: First Class Lounge
- › Sharjah: Alpha Catering
- › Singapore: SATS Premiere lounge
- › Toronto: Air Canada Maple Leaf Lounge

JetEscapes – Our Holidays Product

JetEscapes provides you with the get-away you want while taking care of the nitty-gritty - right from your flights to your meals, on-ground conveyance to tours and excursions.

A range of innovative JetEscapes travel packages in association with India's leading hotels and resorts. Packages are inclusive of return airfares.

Let your holiday be a break from everything, including the hassles of planning for it. Our all-new JetEscapes provides you with the getaway you want while taking care of the nitty-gritty. Right from your flights to your meals, on-ground conveyance to tours and excursions, we've got it all laid out for you.

More than **750 packages** to over **100 destinations in India and overseas** offering theme-based holidays of Honeymoon, Adventure, Beach, Wildlife and so on

JetEscapes holidays are priced competitively at affordable rates and include return air travel, airport/local transfers, hotel stay in 3 / 4 / 5 - Star categories, sight-seeing, travel insurance and much more

We also provide customised packages to the destinations where Jet Airways operates.

JetPrivilege members have the added advantage of earning 5 JPMiles on every Rs.100 spent

JetEscapes packages can be booked through our dedicated JetEscapes Service Centre or any IATA approved travel agent in India.

In-flight Facilities

We continually endeavour to better our services, both on the ground and in the air. From our crew, whose priority is your comfort to the safety standards enforced to ensure that you are free of worry are just the basic things that we pay close attention to. Our in-flight meals are designed keeping in mind the varied customers we cater to. JetKids is one more instance of how important we think it is to put a smile on the faces of our younger guests. It is because of this kind of excellence of service that we are today, one of the few airlines in the world to receive an ISO:9001 certification. Our aim is your complete flying comfort. Jet Airways offers customers exemplary in-flight services in First Class, Première and Economy classes on all sectors.

Cuisines: When it comes to service, we always aim at delivering the very best. This includes our in-flight meals, prepared in state-of-the-art kitchens by accomplished chefs. Keeping in mind the individual needs of guests, we offer a vast array of special meals. A choice of vegetarian or non-vegetarian snacks and hot meals are offered in First class, Première and Economy class. All meals are cooked in pure vegetable oil. We also offer a variety of special meals to cater to your every need.

For our international operations, a wide-choice of in-flight entertainment, gourmet meal service using elegant cutlery, exquisite French Wines and Swiss Chocolates, and the finest assortment of coffee and tea. Guests can choose from signature Continental, Oriental and Indian menus which will be served on request. Choice of Australian wines and liquor, comfortable seating, in-flight audio-video, brewed coffee are all available in the Economy class.

Entertainment: JetScreen, our award-winning In-flight Entertainment (IFE) system, offers a virtual feast of entertainment for our guests; from blockbuster movies to the latest music albums, from award-winning TV shows to the best Games! So, fly with us and experience a journey that redefines in-flight entertainment in the skies. The IFE systems are available on a selected fleet strength.

Magazines: Read your favourite in-flight magazine JetWings; find a souvenir of your journey through our in-flight shopping catalogue JetBoutique. A wide choice of newspapers and magazines are offered. The monthly in-flight magazine JetWings is placed in each seat pocket for your pleasurable reading. Première guests may request for exclusive stationery.

Engineering & Maintenance

Jet Airways' Engineering & Maintenance department have been approved by DGCA, India, as Continuing Airworthiness Management Organization (CAMO) under CAR-M and as Aircraft Maintenance Repair Organization under CAR 145. The scope of approval covers Management of Continuing Airworthiness, including Airworthiness Review of aircraft and maintenance of aircraft in the fleet. The fleet supported and maintained by the departments consist of Airbus A330, ATR- 72, Boeing B-737 NG and Boeing B-777.

The Engineering & Maintenance facilities are also approved by various external regulatory agencies under part 145 system such as CAAS-Singapore, GCAA-UAE, QCA-Qatar, DCA-Malaysia, DGSAS-Oman CAA-Bangladesh, ECAA- Egypt, CASA-Australia etc for certification of aircraft registered with the respective state while operated to India and neighbouring countries.

Various policies and procedures adhered by the departments are documented in CAME and MOE which are approved by regulatory authorities, meeting all the applicable requirements of aviation regulations.

The Engineering & Maintenance department also provides complete Engineering and Maintenance solution covering all requirements of CAR-M and CAR 145 for the fleet operated by its subsidiary JetKonnnect.

The Engineering & Maintenance department's headquarters is based in Mumbai. Various departments accomplishing these tasks are Planning & Logistics, Technical Services, Base maintenance, Shop Maintenance, Line Maintenance and Quality. Functions of these departments are executed by a workforce of around 2800 personnel.

The maintenance capabilities are Line and Base maintenance of B737 and ATR fleet and line maintenance of B777 and A330 fleet. The base maintenance hangar and support infrastructure is located at Mumbai Airport, Delhi Airport and at HAL complex, Bengaluru, while the line maintenance facilities are spread across the net work stations. Limited shop maintenance facility exists in Mumbai and Delhi to support the operational need of the fleet.

Engineering & Maintenance

The base maintenance of wide body fleet are accomplished through out sourcing to FAA or EASA and DGCA approved maintenance repair agencies whose capabilities are further evaluated and approved by Jet Airways.

The management and monitoring of Engineering & Maintenance functions are accomplished by using a fully automated and stable IT system called AMOS. The system is adequately backed up and protected as required by regulation.

The Line maintenance department provide certification and handling supports to customer airlines such as Singapore Airline, Emirates, Qatar Airways, Malaysian Airlines, Air Asia, Fly Dubai, Egypt Air, Biman Bangladesh, Oman Air, Air Mauritius, Qantas etc.

It has full fledged engineering training facility, approved by DGCA, for imparting variety of training to aircraft maintenance personnel. These include basic training to Graduate Engineering Trainees, type training on all aircraft in the fleet to basic qualified maintenance personnel. It also impart training on human factors, refresher, familiarization, task based training to maintenance personnel as well as support staff.

All functions of the departments are continuously monitored and evaluated through systematic quality monitoring under Quality Management system constituted internally. In addition, the systems and procedures are being continuously audited by various regulatory authorities to confirm compliance with documented policies and procedures and regulatory requiems. In addition the functioning is audited by industry bodies like IATA, customer airlines, owners of leased aircraft etc.

Going ahead, to meet growing need of engineering support for expanding fleet and to develop in-house capability for base maintenance of wide body fleet, Jet Airways is in negotiations with various agencies to develop additional base maintenance facilities in the coming years.

JET AIRWAYS

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