

PLAZA
PREMIUM
GROUP

Plaza Premium Group

Total Airport Hospitality Solution Partner

May 2022



Together,
We Make Travel Better.



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The global leader in integrated, 360° airport hospitality experiences and passenger service solutions.

Who we are

We are committed to Make Travel Better and build the future of travel.

In 1998, we Introduced the world's first independent lounge concept and have since, developed this concept globally, today, we own and operate the world's largest independent lounge network.

And we do not stop creating and innovating to achieve our commitment.

In 2012, we launched ALWAYS, our airport concierge service.

In 2016, we founded Aerotel, the world's first flexible booking hour airport hotel.

And today, we bring all the comforts and conveniences of airport hospitality under one roof.



Our Experience In **Airport Passenger Services**

'The Power of One' – Plaza Premium Group to introduce new passenger services model at Bengaluru International Airport



INDIA. Bangalore International Airport Limited (BIAL) has appointed airport hospitality services provider Plaza Premium Group (PPG) to manage passenger services at Bengaluru Kempegowda International Airport under a ten-year agreement.

Under what the partners call a 'One Team, One Airport, One Experience, One Platform' model, summarised as 'The Power of One' the contract covers 22 areas of the business. PPG will have responsibility for business segments such as Service Delivery, Control Center, Training Center, Customer Engagement, Marketing Communications, Sales & Distribution and Technology.

Services include Meet and Assist, Porter Services, Luggage Storage and Flower Booking, PRM (Persons with Reduced Mobility) Services, Limo Services, Concierge Services, Valet Parking, Car Spa, Travel Concierge, Pet Care Service, Personal Shopper, Robotic Assistance and more, with others to be introduced.



The Power of ONE



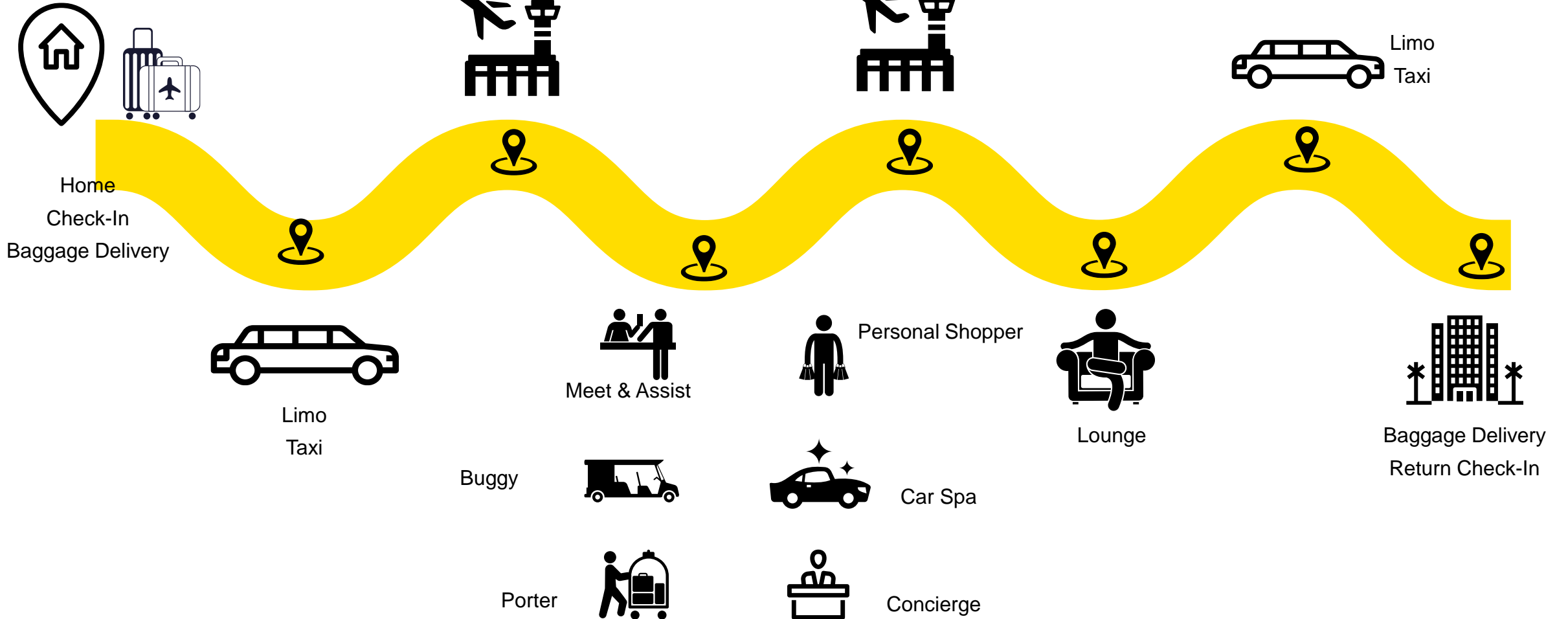
One Platform
One Team
One Airport
One Experience

Airport Passenger Service

- A Seamless Travel Experience Across All Touchpoints

Departure at Origin Airport

Arrival at Destination Airport



Airport Passenger Services

Benefits for Airports



Revenue Generation

- New income streams from additional airport services
- Bundled Pricing
- Worldwide distribution
- Upselling Opportunities at all touchpoints
- Targeted Marketing Campaign management



Loyalty & Engagement

- New income stream
- Single coordinated interface to manage 3rd party integrations
- Developing and managing passenger relationships
- Social Media management & Voice of the Passenger



Operational

- Consistent delivery of high-quality service across all services
- Service delivery agents acting as one team
- Single view of human resources
- Dynamic resource allocation
- Platform for innovation

SMART TRAVELLER: A global membership and engagement platform for air travellers.

Designed by travellers for travellers, Smart Traveller is powered by the world's largest airport hospitality group – Plaza Premium Group (PPG).

We provide a seamless digital customer experience in one united platform for lounge admission and loyalty membership for customers to enjoy rewards, exclusive offers, benefits and service packages of both PPG brands and non-PPG brands.





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