



**Bangalore International Airport Ltd.**  
**Countdown to The Pinnacle Awards  
2026**  
**March 05, 2026**



**Shape the future  
with confidence**

# Agenda

A vertical green wall covered in dense foliage, including several palm trees with spiky, blue-green fronds. At the base of the wall, there are vibrant red flowers and purple blossoms. The background is a soft-focus view of a garden path.

- 1 Awards objective and criteria
- 2 Data based categories & KPIs
- 3 Submission based categories & guidelines
- 4 Our Jury
- 5 Help desk assistance by EY

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Awards objective  
& criteria



## Awards objective

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The Pinnacle Awards recognize excellence and celebrate the outstanding achievements of key stakeholders of BLR Airport



# Awards & criteria

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## Data based Awards

- Partners will be analysed on specific KPIs pertaining to that award category
- The KPIs will be evaluated basis performance data in the last 12 months

## Submission based Awards

- Submissions will be judged on the innovative initiatives implemented within their organisation with significant impact on the BLR Airport community
- They must submit their applications by answering category-specific questions on the Pinnacle microsite
- Participants must have an operational presence at the airport on or before October 01, 2025

## Nomination based Awards

- Awards to recognise contribution of sovereign functions



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Data based categories &  
KPIs

# Data based award categories for the airline segment

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## Airline

- 01 | Partner Airline of the Year
- 02 | Airline of the Year - Domestic Routes
- 03 | Airline of the Year - International Routes
- 04 | Freighter of the Year
- 05 | Aviation Services Partner of the year -  
Cargo Terminal Operators and Ground  
Handling Agents
- 06 | Aviation Services Partner of the Year -  
Other Partners

# Evaluation parameters for airline segment

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Operational parameters



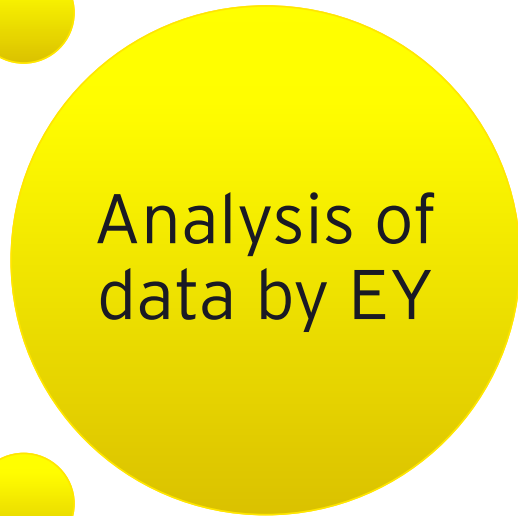
Contribution to the ecosystem



Compliance to safety, etc



Analysis of data by EY



Winner Selection



# Data based award categories for the commercial segment

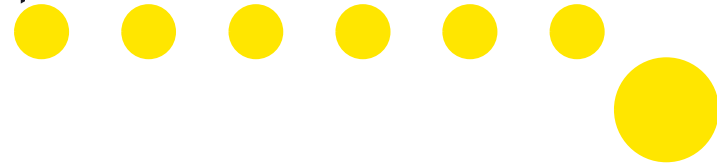
## Commercial

- 01 | Retail Outlet of the Year - Domestic
- 02 | Retail Outlet of the Year - International
- 03 | F&B Outlet of the Year - Domestic
- 04 | F&B Outlet of the Year - International

# Evaluation parameters for commercial segment

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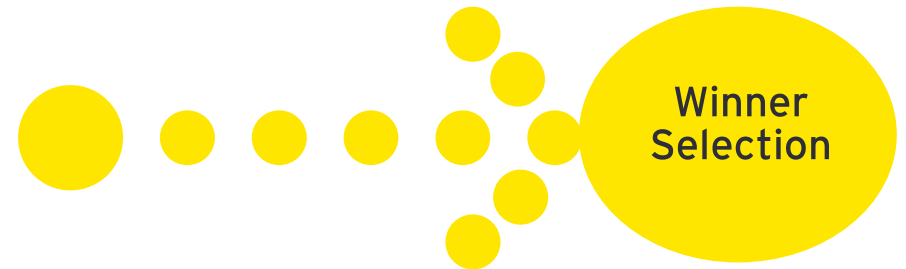
Commercial parameters



NPS Scores



Analysis of data by EY



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## Submission based categories & process overview



# Submission based categories

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Innovation of the Year

ESG Impact Award

Award for Crossing  
Boundaries in Exemplary  
Customer Service

Woman Achiever of the Year

Innovation in People  
Practices

Airport Accessibility &  
Inclusion Impact Award

# Evaluation parameters

## Initiative

- ▶ Elaborate the initiative on following parameters
  - Introduction and Objective of the initiative
  - Solution and Uniqueness of the initiative

## Impact

- ▶ Impact on various stakeholders in and around the BIAL campus

## Scalability

- ▶ Plans to scale up the initiative in the coming years (if any)

# Process overview - submission based categories

1

Participant fills form  
on microsite  
Only video  
submissions for case  
study questions

2

EY reviews  
applications  
(for completeness)

3

Eligible entries  
reviewed by  
independent jury

4

Scores tabulated by  
EY

Microsite opens: March 05, 2026  
Submissions to be made on or before: April 13, 2026

# Important guidelines

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- ❑ Only entries submitted on the microsite will be considered for evaluation
- ❑ Submissions must be shared via unlisted YouTube links, or uploaded directly on the microsite if the file size is less than 100 MB.
  - ❑ Please do not submit via google drive
- ❑ You can apply to more than one category, covering multiple initiatives undertaken by the organization
- ❑ The nominated initiative must have been implemented within the past 12 months

# Important guidelines

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- ❑ For the category “Award for Crossing Boundaries in Exemplary Customer Service”:
  - ❑ This category was open in the September 2025 cycle and is being opened again in the March 2026 cycle.
  - ❑ An initiative already submitted in the September 2025 cycle, cannot be re submitted in the March 2026 cycle.
  
- ❑ Individuals must elaborate on the impact of the initiatives implemented.
  - ❑ Specifically on the BIAL campus, or up to Devanahalli (in case of the ESG Impact Award category)
  
- ❑ All subsidiaries and JV's of Bangalore International Airport Limited are not allowed to participate
  
- ❑ For any queries or assistance, please reach out to the Help Desk Team (EY Team)

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Our Jury



# Our jury members

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**Professor Rishiksha  
T Krishnan**

Professor of Strategy  
IIM Bangalore

**Mr. Martin Moodie**  
Founder and Chairman  
The Moodie Davitt Report

**Mr. Sidharath Kapoor**  
Board Member  
Noida International Airport



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Help desk assistance by  
EY

All departure gates  
Toilets and baby care

# Assistance by EY

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**Ask-Me-Anything**  
Sessions to answer  
queries regarding  
the application  
process, guidelines  
etc.

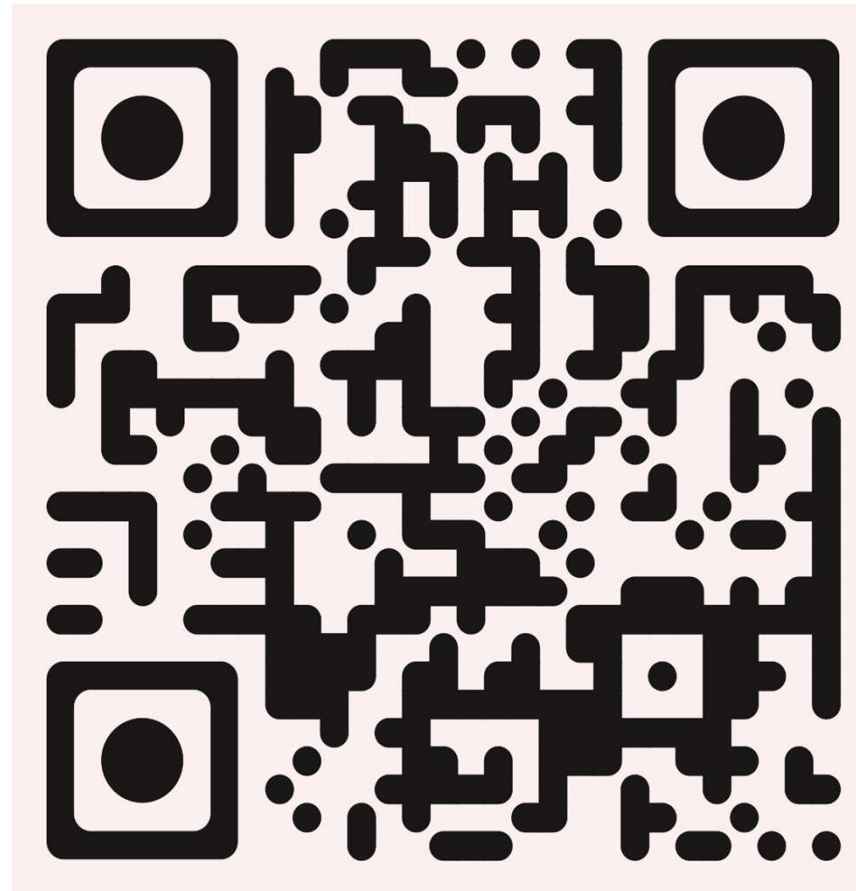


**EY Help Desk**  
Dedicated team to  
address queries  
with respect to the  
process/technical  
issues etc.

Reach us on  
[pinnaclesupport@bialairport.com](mailto:pinnaclesupport@bialairport.com)

## Microsite QR code

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<https://pinnacle.bengaluruairport.com/>

A large white airplane with red accents on the engines and wings is parked on a tarmac. The text "Thank You!" is overlaid in yellow. The background shows an airport terminal building under a clear blue sky. The tarmac is marked with yellow lines and has several orange traffic cones and red and white striped barriers around the aircraft.

Thank You!