

Media Release

ACI Airport Service Quality Awards 2008

Porto, 22 April, 2009 — Director General of ACI World, Angela Gittens, presented awards to the top performing airports in the Airport Service Quality (ASQ) Survey at the 18th annual ACI EUROPE Airport Trading Conference and Exhibition, hosted by ANA, Aeroportos de Portugal.

Speaking to the 350 airport operators and retailers gathered in Portugal for the event, Gittens opened the awards ceremony in honour of the top three performers in each of the eleven performance categories. “I would like to make one important point about the awards ACI is presenting this evening. ASQ Awards are determined solely on the basis of passenger views expressed through on-site surveys – about 200,000 worldwide each year – which are conducted on a regular basis throughout the year ASQ awards therefore recognize consistent best practice implementation by airports that are genuinely committed to service excellence. It is the passenger who has spoken and who delivers this award to each airport. Accordingly, I warmly congratulate each of the representatives here tonight, including our host ANA, for remarkable customer service performance.”

The ASQ airport customer service benchmarking programme captures the passengers’ perception of the quality of more than 30 aspects of service that they have experienced at the airport. Through regular interviewing at the gates of passengers prior to embarkation, the programme ensures coverage of all seasons and all peaks and troughs.

To be eligible for the annual rankings, an airport must participate during all four quarters of the year. Extensive and regular feedback allows each participating airport to gain insight into how their passengers rate them and their peers around the world. A reliable monitor, ASQ is used by many airports as one of the key performance indicators of the airport’s service. Quarterly reports on performance are provided to the participants during the year. ASQ forums enable the participants to contribute to the on-going enhancement of the programme and to share best practice.

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Notes to editors:

Airports Council International – the ‘voice of the world’s airports’ – is the only global trade representative of airports. The 597 members operate 1679 airports in 177 countries and territories, representing 96% of the world’s airport traffic. For full programme information, please visit the programme website at www.airportservicequality.aero.

Two photos available on ACI website, link from press release www.aci.aero :

Group awards photo: Front row (left) Olivier Jankovec, Director General ACI Europe and Angela Gittens, Director General ACI World, and (center) Mr Fernando Vieira, ANA, Airport Director Porto, winner and host for the event. Also present to receive awards were representatives from the following airports: Abu Dhabi, Beijing, Cancun, Central Japan, Dallas Fort Worth, Doha, Guayaquil, Halifax, Incheon, ACSA (South African Airports) Cape Town, George and Port Elizabeth, Southampton, Tel Aviv, and Zurich.

Top Performer, Worldwide category, photo: Angela Gittens, Director General ACI World, presents award to President & CEO, Incheon International Airport Corporation (IIAC) Mr C. W. Lee, for top performing airport in the Worldwide Category.

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ASQ Top Performers 2008

BEST AIRPORTS WORLDWIDE

- 1) Incheon (ICN) 2) Singapore (SIN) 3) Hong Kong (HKG) 4) Central Japan (NGO) 5) Halifax (YHZ)

BEST AIRPORT BY REGION

Africa

- 1) George (GRJ)
- 2) Port Elizabeth (PLZ)
- 3) Cape Town (CPT)
- 4) Johannesburg (JNB)
- 5) Durban (DUR)

Asia-Pacific

- 1) Incheon (ICN)
- 2) Singapore (SIN)
- 3) Hong Kong (HKG)
- 4) Central Japan (NGO)
- 5) Taipei (TPE)

Europe

- 1) Zurich (ZRH)
- 2) Southampton (SOU)
- 3) Porto (OPO)
- 4) Keflavik (KEF)
- 5) Moscow Domodedovo (DME)

Latin America & Caribbean

- 1) Guayaquil (GYE)
- 2) Cancun (CUN)
- 3) San José (SJO)
- 4) Mexico City (MEX)
- 5) Lima (LIM)

Middle East

- 1) Tel Aviv (TLV)
- 2) Abu Dhabi (AUH)
- 3) Doha (DOH)

North America

- 1) Halifax (YHZ)
- 2) Ottawa (YOW)
- 3) Austin (AUS)
- 4) Houston Hobby (HOU)
- 5) Jacksonville (JAX)

BEST AIRPORT BY SIZE OF AIRPORT

fewer than 5 million passengers

- 1) Halifax (YHZ)
- 2) Ottawa (YOW)
- 3) Guayaquil (GYE)
- 4) George (GRJ)
- 5) Southampton (SOU)

5 – 15 million passengers

- 1) Central Japan (NGO)
- 2) Tel Aviv (TLV)
- 3) Austin (AUS)
- 4) Houston Hobby (HOU)
- 5) Jacksonville (JAX)

15 – 25 million passengers

- 1) Taipei (TPE)
- 2) Zurich (ZRH)
- 3) San Diego (SAN)
- 4) Moscow Domodedovo (DME)
- 5) Vancouver (YVR)

25 – 40 million passengers

- 1) Incheon (ICN)
- 2) Singapore (SIN)
- 3) Minneapolis St. Paul (MSP)
- 4) Detroit Metropolitan (DTW)
- 5) Shanghai Pudong (PVG)

over 40 million

- 1) Hong Kong (HKG)
- 2) Dallas Fort Worth (DFW)
- 3) Beijing (PEK)
- 4) Denver (DEN)
- 5) Bangkok Suvarnabhumi (BKK)

BEST DOMESTIC AIRPORT

- 1) Central Japan (NGO)
- 2) Halifax (YHZ)
- 3) Ottawa (YOW)

AIRPORT PEOPLE AWARDS

- Europe: Southampton (SOU)
Asia-Pacific: Incheon (ICN)
North America: Halifax (YHZ)

BEST IMPROVEMENT

- Beijing Capital International Airport (PEK)