



Europe's best airports for customer experience revealed

Airport Service Quality awards based on the views of customers in 2020

ACI EUROPE

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Brussels, 1 March 2021: ACI EUROPE has today revealed this year's winners of the *Airport Service Quality (ASQ)* awards in Europe. The awards highlight the world's best airports as judged by their customers.

The COVID-19 pandemic had a dramatic impact on global passenger traffic in 2020 as well as changing customer perceptions and expectations of the airport experience.

Based on new hygiene related questions added to the survey questionnaire, ACI has introduced a new award - '*Best Hygiene Measures by Region*'. There are 15 inaugural '*Best hygiene measures*' winners in Europe. These additional questions provided airports with a reliable method of gauging customer response to new health measures while the new award recognizes airports' success in responding to the intense focus on hygiene. It also complements ACI's *Airport Health Accreditation* programme, launched last year, which has resulted in more than 240 airports being accredited already.

Despite the challenge to collect departure survey responses in 2020, airports in Europe managed to collect data throughout the year, and the new Hygiene category enabled airports to measure their customer experience with safety and hygiene, crucial during this time.

Olivier Jankovec, Director General of ACI EUROPE, said: "*These accolades signify the very essence of Europe's airports: resilience teamed with the highest standards of customer care. This has been the toughest year in our industry's history, and the effects of the pandemic have hit hard as passenger numbers plummeted, workforces were reduced and local communities were paralysed by travel restrictions. So more than ever, bravo to all our winners, and to each and every member of our airport community as they continue to deliver excellence in the face of adversity*".

Best Hygiene Measures in Europe:

- Aeropuerto de Alicante-Elche - Alicante, Spain
- Aeropuerto de Federico García Lorca Granada-Jaén - Granada, Spain
- Aeropuerto de Menorca - Menorca, Spain
- Aeropuerto de Pamplona - Pamplona, Spain
- Aeropuerto Internacional Región de Murcia - Murcia, Spain
- Aeropuerto Seve Ballesteros-Santander - Santander, Spain
- Belgrade Nikola Tesla Airport - Belgrade, Republic of Serbia
- Faro Airport - Faro, Portugal
- Helsinki-Vantaa Airport - Helsinki, Finland
- Joao Paulo II Airport - Ponta Delgada, Portugal
- Keflavik International Airport - Keflavik, Iceland
- Madeira Airport - Madeira, Portugal
- Porto Airport - Porto, Portugal
- Skopje International Airport - Skopje, North Macedonia
- Tallinn Airport - Tallinn, Estonia

ASQ departures awards:

Under 2 million passengers per year

- Aeropuerto de Federico García Lorca Granada-Jaén - Granada, Spain
- Aeropuerto de San Sebastián - San Sebastián, Spain
- Inverness Airport - Inverness, United Kingdom
- Joao Paulo II Airport - Ponta Delgada, Portugal

2 to 5 million passengers per year

- Krasnoyarsk International Airport - Krasnoyarsk, Russian Federation
- Skopje International Airport - Skopje, North Macedonia
- Tallinn Airport - Tallinn, Estonia
- Zagreb Airport - Zagreb, Croatia

5 to 15 million passengers per year

- Belgrade Nikola Tesla Airport - Belgrade, Republic of Serbia
- Faro Airport - Faro, Portugal
- John Paul II International Airport Krakow - Balice - Kraków, Poland
- Keflavik International Airport - Keflavik, Iceland
- London City Airport - London, United Kingdom
- Malta International Airport - Malta, Malta
- Porto Francisco Sá Carneiro Airport - Porto, Portugal
- Sochi International Airport - Sochi, Russian Federation

15 to 25 million passengers per year

- Helsinki-Vantaa Airport - Helsinki, Finland
- Prague Airport - Prague, Czech Republic
- Pulkovo Airport - St. Petersburg, Russian Federation

25 to 40 million passengers per year

- Lisbon Airport - Lisbon, Portugal
- Moscow Domodedovo Airport - Moscow, Russian Federation
- Zurich Airport - Zurich, Switzerland
- Aeroporto di Roma-Fiumicino - Rome, Italy
- Sheremetyevo International Airport - Moscow, Russian Federation

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Note to editors:

The ASQ Awards are sponsored by travel technology company Amadeus and, this year, 108 awards have been won by 89 individual airports around the world. The Airport Service Quality programme is the world's leading airport customer experience measurement and benchmarking programme. The ASQ Departures programme measures passengers' satisfaction across 34 key performance indicators. More than half of the world's travellers pass through an ASQ airport.

ACI adapted the rigorous quality control process for the ASQ awards programme to ensure the benchmarking and findings from the ASQ surveys remained of the highest quality during the COVID-19 pandemic.

[Learn more about the ACI ASQ Programme](#) which includes a full suite of customer experience solutions, including the ACI employee survey for customer experience, the ASQ arrival surveys, and the new ASQ Commercial Survey. ASQ delivers 640,000 individual surveys per year in 49 languages across 91 countries.

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ACI EUROPE is the European region of Airports Council International (ACI), the only worldwide professional association of airport operators. ACI EUROPE represents over **500 airports** in 46 European countries. Our members facilitate over 90% of commercial air traffic in Europe: **2.5 billion passengers, 20.7 million tonnes of freight** and **25.7 million aircraft movements** in 2019. In response to the Climate Emergency, in June 2019 our members committed to achieve **Net Zero** carbon emissions for operations under their control **by 2050**, without offsetting.