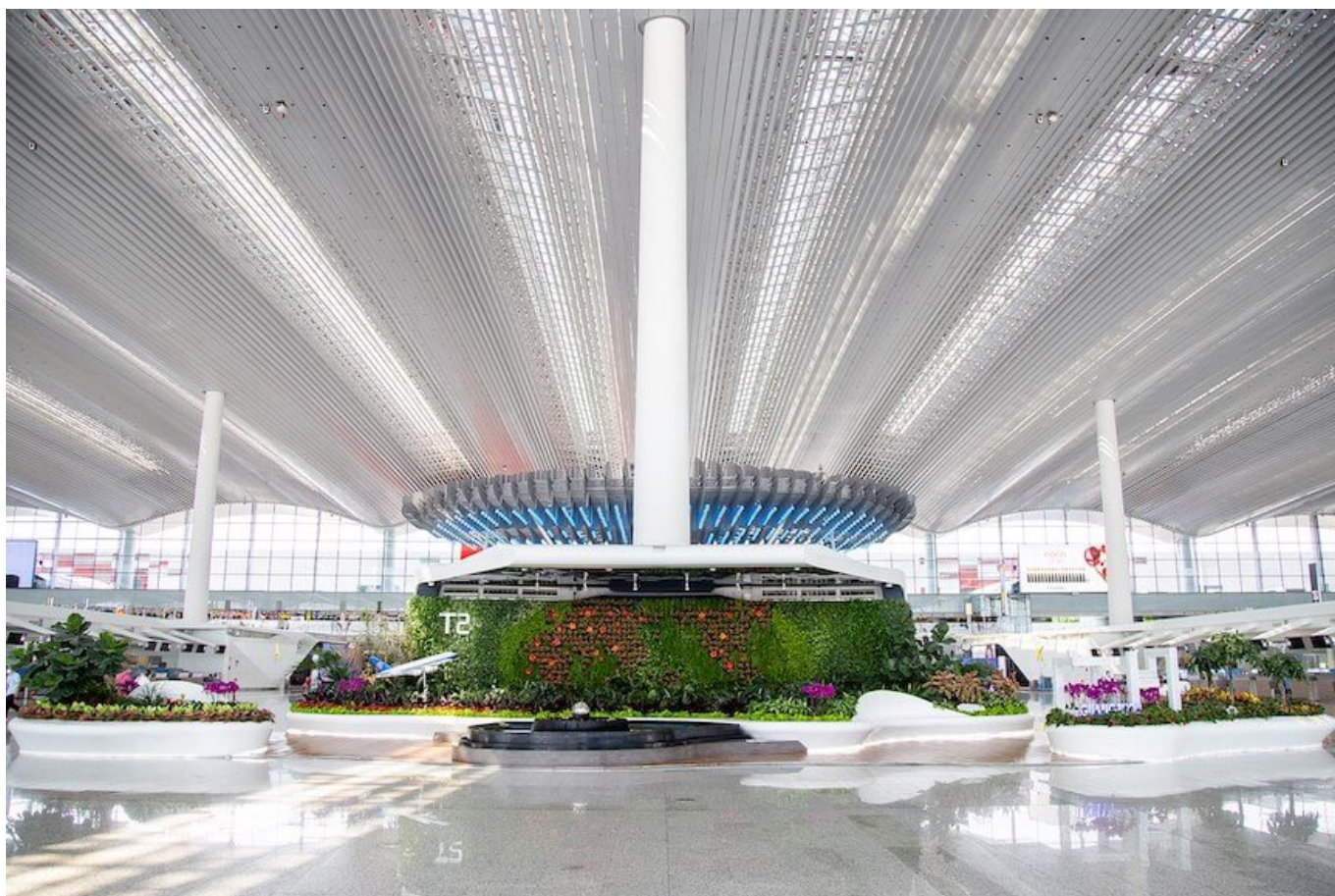


ACI gala recognizes world's best airports for customer experience



Guangzhou Baiyun International was one of the winners in Asia's over-40 million passenger category

During the Customer Experience Global Summit today, Airports Council International (ACI) World in partnership with Amadeus celebrated the winners of this year's Airport Service Quality awards — the world's best airports as judged by their customers.

The Airport Service Quality program is the world's leading airport customer experience measurement and benchmarking program, measuring passenger satisfaction across 34 key performance indicators.

As the pandemic has affected travelers' expectations as it has passenger numbers, ACI has ensured the ASQ program has evolved in line.

As one example, ACI has introduced a new award – “Best Hygiene Measures by Region” – based on hygiene related questions added to the survey questionnaire.

The awards celebration was held as a hybrid event, comprising virtual and physical elements and sponsored by ACI World's partner Amadeus. In total, 108 awards which have been won by 89 individual airports around the world.

See winners [here](#)

“Amid the most challenging year in the history of our industry, ACI's ASQ awards recognize airport

members that have prioritized listening and responding to the voice of the customer - this has never been more important," ACI World Director General Luis Felipe de Oliveira said. "I celebrate and congratulate all our winners and those recognized today as they set an example for the entire industry as we rebuild crucial global connectivity and lead the global economic recovery. ACI continues to adapt the ASQ program to ensure the benchmarking and findings remain the industry standard and reflective and relevant for the changing landscape of air travel. I am very happy that we have also continued our successful partnership with global travel technology company Amadeus to deliver the awards."

Global travel technology company Amadeus and ACI World have entered into a long term partnership to deliver the ASQ Awards, furthering the support for airports to improve the travel experience for passengers all over the world.

"Across the world, airports are adapting the passenger experience to provide a safer and more streamlined airport journey. New technologies like biometrics and contactless self-service will be key to help our industry rebuild air travel so that it's better for passengers and airport players alike" said Elena Avila, EVP Airport IT and Airline Operations, Amadeus. "Today we celebrate airports that, despite the difficulties of the current environment, place the passenger at the center of what they do, and encourage business transformation while moving the industry forward. We are delighted to continue supporting the ASQ awards together with ACI and join them in congratulating all the winners."