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MILAN BERGAMO AIRPORT CONFIRMS ITS POSITION AS THE BEST AIRPORT IN EUROPE IN THE 5-TO-15-MILLION-PASSENGER CATEGORY

ACI World confirms the prestigious ranking for the second year running

For the second year running, Milan Bergamo Airport has been recognised as the best European airport in the 5-to-15-million-passenger-per-year category by ACI, the International Airport Association, once again receiving the much-desired Airport Service Quality Award. The award is assigned on the basis of opinions expressed by passengers in almost 500,000 interviews gathered by ACI regarding their travel experiences in approximately 300 of the world's best airports.

As well as the Airport Service Quality Award, the International Airport Association has added two more awards that qualify Milan Bergamo as the Most Enjoyable Airport in Europe and Easiest Airport Journey in Europe. These awards are yet further evidence of the commitment of SACBO employees and airport operators, who collaborate on a daily basis to offer services that meet passenger expectations, thus earning their praise.

Luis Felipe de Oliveira, the Director General of ACI Europe, stated: *"Your passengers have recognised and expressed the success of the efforts made by your team in providing customers with a superior experience. Once again, my most sincere thanks and my heartfelt congratulations go to you and to the entire airport community. You have earned our pride!"*

These awards are meaningful not only because they are the result of comparison with the majority of international airports, but also because ACI World compares the services offered by the various airports on the basis of more than 30 aspects of these services.

These are, in short; transportation to and from the airport and infrastructure for access; parking, waiting times for check-in, security checks, passport control and baggage reclaim; staff efficiency, courtesy and problem-solving skills; mobility within the terminal; quality of commercial facilities (including food outlets) and information provided; comfort and cleanliness of areas.

The assessment made by the President of ACI World is even more important in light of the significant increase in passenger traffic seen in 2022, which has doubled in comparison to the previous year. This has led SACBO and other airport operators to quickly adapt services in order to continue to guarantee the best services both before and after flights, to a type of customer that stands out for its young age (73% are under 45, and approximately 50% are under 35), for the high proportion of women (representing 48% of all passengers), familiarity with the use of computers (more than 94% of bookings are made via internet) and the widespread use of public transport (35% of Milan Bergamo Airport passengers use public transportation).

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