



**6 March 2019**

## **Bristol Airport wins Best Airport in Europe Award**

### **Results based on ACI World's globally-established Airport Service Quality programme**

Bristol Airport has been awarded the title of Best Airport in Europe for airports in the 5 to 15 million passengers per annum category.

Today (Wednesday 6 March) Airports Council International (ACI) World revealed the winners of its world-renowned Airport Service Quality Awards which recognises those airports around the world that delivers the best customer experience in the opinion of their own passengers.

The Airport Service Quality (ASQ) programme is the world's leading airport passenger service and benchmarking programme measuring passengers' satisfaction across 37 key performance indicators. During 2018 quarterly surveys were completed, asking passengers to rate their experience through the airport these factors included security, cleanliness and ambience.

Dave Lees, Chief Executive Officer, Bristol Airport said;

"We are delighted to announce that ACI have recognised Bristol Airport as a winner in the 2018 ASQ European 5-15 million passenger category. This is the first year we have won the award and it is an outstanding achievement which highlights the dedicated and continued hard work of all the teams at Bristol Airport.

This award follows on from last year's achievement, judged by a panel of independent experts at ACI Europe's annual gala dinner in Brussels, being voted the Best Airport in Europe 5 – 10 million passenger category. Highlighting Bristol's investment in facilities to enhance the customer experience, public transport improvements and special assistance initiatives such as being an 'autism friendly' airport."

Ends

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Editor notes:

- Information about the ACI ASQ programme <https://aci.aero/customer-experience-asq/>
- Full ACI ASQ press release <https://aci.aero/news/2019/03/06/worlds-top-airports-for-customer-experience-revealed/>
- Quarterly surveys completed by passengers covering 37 key performance indicators
- Sochi and Newcastle airports were also recognised.