

MEDIA RELEASE

Airports Company South Africa wins big in Airport Service Quality Awards

JOHANNESBURG, 20 October 2017 – Airports Company South Africa and four of its airports were honoured at this week's 27th Airports Council International (ACI) Airport Service Quality (ASQ) Awards, held in Port Louis, Mauritius on Tuesday evening.

King Shaka International Airport, Cape Town International Airport, Bram Fischer International Airport and Upington International Airport have taken top positions in their categories in the annual Airport Service Quality (ASQ) Survey for their customer service excellence, as recognised by their passengers.

Airports Company South Africa has been presented with the following awards per category:

- **King Shaka International Airport** achieved first place in Best Airport by Region;
- **Cape Town International Airport** achieved third place in Best Airport by Region; and
- In the Safety Awards, **Cape Town International Airport** was named Best Airport in Africa (over 20 000 air traffic movements). This award was judged separately on the basis of verified responses to safety criteria.

Two of Airports Company South Africa's regional airports were also honoured:

- **Bram Fischer International Airport** achieved first place in Best Airport by Region in the under 2 million passengers category and Most Improved Airport; and
- **Upington International Airport** joined the 2016 Director's Roll of Excellence for being ranked in the top five airports for its category, size and region from 2006 to 2015. Upington International Airport was one of only four airports worldwide to receive the recognition in 2016.



Airports Company South Africa CEO Bongani Maseko attended the awards event. “It is heartening to see our airports once again featuring prominently in the ACI ASQ Awards, which recognise airports that are satisfying their customer’s needs. We continuously strive to improve our customer service by ensuring our airports meet passengers’ needs unreservedly. We are honoured to be recognised by ACI in this way,” he said.

“Airports Company South Africa sees these awards as an opportunity to continue to plan improvements and benchmark our levels of customer service against other airports. The data obtained through the ASQ survey provides us with valuable insights that enable us to identify what our passengers value most and what the respective airport communities need to do to achieve passenger service excellence,” adds Maseko.

The ACI awards programme is the world’s premier passenger service benchmarking programme for airports. Passengers rate airports according to their travelling experience, an important component of the business of airports as it reflects on whether expectations have been met.

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For media queries contact:

Kutlwano Mtyeku
Group Manager: Brand Marketing and Communications
Corporate Office
Email: kutlwano.mtyeku@airports.co.za
Contact: +27 11 723 2703