

MEDIA RELEASE

CAPE TOWN INTERNATIONAL AND KING SHAKA INTERNATIONAL COME OUT ON TOP IN 2020 WORLD AIRPORT AWARDS

BEDFORDVIEW, 11 May 2020 – Airports Company South Africa’s airports serving Cape Town and Durban have been named Africa’s best in the 2020 Skytrax World Airport Awards.

Air travellers voted Cape Town International Airport the Best Airport in Africa. This is the fifth consecutive year that Cape Town International Airport secured this award and the airport has over the past several years been recognised on multiple occasions in the awards.

King Shaka International Airport in Durban, which marked its 10th birthday on 1 May, won this year’s award for Best Regional Airport in Africa and Best Airport Staff in Africa serving 5 to 10 million passengers.

This is the tenth time that the airport has secured this accolade and the second consecutive year and the third time in four years that has come out on top in the service category. Cape Town International Airport was runner-up in the staff service category.

The World Airport Awards are the most prestigious accolades for the airport industry, voted by customers in the largest, annual global airport customer satisfaction survey.

Mpumi Mpofu, Airports Company South Africa’s CEO, said: “These accolades affirm the importance we place on quality across every dimension of the passenger’s airport experience. We are delighted to be recognised and especially proud that the awards reflect the continuing dedication and efforts of airport staff.

“We are still in the early stages of what is going to be an exceptionally challenging time for the entire value chain in the aviation sector. These awards show that as a company we have the right approach and the right staff to deliver a safe and secure airport experience in the months ahead,” said Mpofu.

The World Airport Awards are regarded as the quality benchmark for the world airport industry, assessing customer service and facilities across over 550 airports around the world.

The survey and awards are independent of any airport control or input and are based on the World Airport Survey questionnaires completed by over 100 nationalities of airport customers during the six-month survey period. The survey evaluated the customer experience across airport service and product key performance indicators from check-in, arrivals, transfers, shopping, security and immigration through to departure at the gate.

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