



## **Silver Medal for Vienna Airport: Second Place rating for the “Best Airport Staff Europe”**

**Top-notch performance in the Skytrax rankings: 4<sup>th</sup> worldwide in the category “20-30 Million Passengers”**

This year’s silver medal was won by Vienna Airport. The international aviation rating agency Skytrax ranked Vienna Airport second in the category “Best Airport Staff Europe”. Vienna Airport is still among the very best after being rated first in this category for three straight years (2015, 2016, 2017). Moreover, Vienna Airport is rated fourth in the world globally in the category “Best Airport 20-30 Million Passengers.” The Skytrax Awards are recognised quality assessments in the aviation industry and are bestowed annually on airports and airlines. The service orientation, friendliness and competence of employees in passenger-related areas, the level of comfort in airport terminals, the offering of passenger services, the quality of the shopping and food & beverage facilities and many other factors are evaluated. The basis is a worldwide passenger survey featuring more than 13.7 million participants and encompassing in excess of 550 airports across the globe. Vienna Airport has boasted the 4-Star Airport rating from Skytrax since the year 2015.

“The silver medal this year still represents a top performance on the part of our staff after three straight years of the number one ranking. Vienna Airport and all employees at the entire site display the highest level of dedication every day in order to offer a good experience staying at the airport and in their travels. We are pleased that this commitment has gained international recognition. This year in particular, the strong growth in European flight traffic poses major challenges to the aviation sector. The entire industry is being called upon to become even better”, state Julian Jäger and Günther Ofner, Members of the Management Board of Flughafen Wien AG.

### **Silver medal in Europe and fourth-place global ranking in the category of airports with 20-30 million passengers**

Vienna Airport moved up to the top five of the best airports worldwide in the 2018 Skytrax rankings. In its category “20-30 Million Passengers”, Vienna Airport is rated fourth in the world. At the same time, the employees are once again considered among the very best in Europe. After three straight years (2015, 2016 and 2017) as the number one airport, it is rated second in 2018 in the category “Best Airport Staff Europe”. In particular, the service quality provided by employees is analysed in those areas which have direct contact to passengers, for example in the terminals, security checks, shops and restaurants and many other customer-oriented facilities. This year the performance of Vienna Airport in Europe was only surpassed by Amsterdam Schiphol Airport. Furthermore, since 2015, Vienna Airport has featured the “4-Star Airport” quality seal bestowed by Skytrax.

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