



Europe's best airport team for the fifth time: Vienna Airport Wins the Skytrax Award "Best Airport Staff in Europe 2025"

Vienna Airport has been named Europe's service champion for the fifth time. Friendliness, customer orientation and an actively practiced team spirit combine to make the Vienna Airport team number one in Europe, as confirmed by millions of passenger assessments across the globe. In 2025, the renowned Skytrax Award for the "Best Airport Staff in Europe" goes to Vienna Airport. Travellers rated friendliness, efficiency of security checks and check-in, readiness to help, multilingualism and solution-oriented action, amongst other criteria. Despite growing passenger volumes and a new all-time high of 31.72 million travellers, Vienna Airport succeeded in convincing people based on its excellent service quality and a personal commitment which it lives and practices. The award was bestowed on Vienna Airport within the context of the Passenger Terminal Expo 2025 held in Madrid. In the overall ranking of Skytrax World's Best Airports, Vienna Airport is currently in third place in its size category.

"This award is a strong sign of international recognition, and it belongs to all those who contribute to the smooth performance of everyday operations at Vienna Airport thanks to their commitment and high level of competence. Our employees make the difference. They are creating a travel experience that goes above and beyond – day in and day out. This success is the result of great teamwork, encompassing all companies and partners at the airport. Vienna is one of Europe's most punctual flight hubs. The ongoing Terminal 3 Southern Expansion shows that we are systematically investing in quality, comfort, and growth. In this way, we are laying the foundations for a top level of service at Vienna Airport with respect to our infrastructure," state Julian Jäger, Joint CEO and COO and Günther Ofner, Joint CEO and CFO of Vienna Airport.

"Vienna Airport's staff exemplify the highest standards of customer service. This award reflects the positive feedback from passengers who have experienced this excellence firsthand," commented Edward Plaisted, CEO of Skytrax.

Vienna Airport is the leader in Europe: Skytrax Award for its embodied and lived service culture

Millions of passenger assessments submitted to Skytrax across the globe confirm that Vienna Airport succeeds in convincing passengers of its high service quality thanks to its friendliness, readiness to help and competence of its employees in all areas which are in direct contact with travellers – from check-in and security checkpoints to lounges, shops and restaurants. The current award represents a strong quality seal for Vienna Airport. Vienna Airport has been ranked number one in the Skytrax Awards category "Best Airport Staff in Europe" for the fifth time. This award was already bestowed on Vienna Airport in 2015, 2016, 2017 and 2019, and now once again in the year 2025. The airport was ranked third in 2024 and fifth in 2023. Accordingly, Vienna Airport has been continuously rated as among the very best in Europe for many years. This track record is complemented by the Skytrax 4-Star Airport Rating as well as top positions achieved in the Skytrax World's Best Airport ranking in 2025 with 3rd place in the category "Best Airports" with 20-30 million passengers.

Focus on quality: Vienna Airport on a path to the future

Vienna Airport has been pursuing a consistent quality drive for years, based on investments in digitalisation, infrastructure, and a strong team. Vienna Airport is one of the top airports anywhere in the overall global Skytrax ranking, is the most punctual flight hub in the Lufthansa Group and one of Europe's most punctual airports. Furthermore, the new terminal structure highlights Vienna Airport's efforts to lay the foundation for a future 5-Star Airport Rating. The Terminal 3 Southern Expansion

will create a new, exclusive terminal area by 2027 spanning about 70,000 m². It will feature more than 30 additional shopping and gastronomy outlets, spacious lounges, centralised security checkpoints and comfortable waiting areas with an exclusive ambience. The new infrastructure not only strengthens the airport's quality strategy but is also a key cornerstone on its path to a 5-Star Airport Rating. In this way, Vienna Airport will be even more strongly positioned as one of the very best internationally i.e., as a modern, service-oriented, and elegant flight hub in the heart of Europe.

Skytrax: Internationally recognised quality seal in the aviation sector

The London-based market research institute Skytrax analyses more than 550 airports across the globe each year by means of comprehensive passenger surveys. In particular, the award for the "Best Airport Staff" assesses service quality in areas which are in direct contact with travellers and has become a globally recognised benchmark for customer satisfaction and excellence in air transport.

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