

# Press release

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## **IATA names Copenhagen Europe's best and the world's second-best airport**

**Copenhagen Airport was once again rated among the very best in IATA's annual customer satisfaction survey.**

The 70,000 passengers selected at random were asked to rate 51 airports all over the world on their facilities and service in 22 different categories.

Copenhagen Airport did particularly well in the categories overall passenger satisfaction, transport to and from the airport, flight information, posting, courtesy, helpfulness of airport, availability of flights to city and ambience of the airport.

### **Constantly evolving**

Says Niels Boserup, President & CEO of Copenhagen Airport: "Being voted the best in Europe and second-best in the world is something we can truly be proud of. Passenger perception is the best way to monitor our performance, and a high rate of customer satisfaction certainly helps us achieve our goal of being among the best airport operators in the world. We do everything we can to improve – and we're successful. This year we improved our points total over last year's, but we're still in second place in the 15-25 million passenger category. We see that as a challenge."

### **About IATA and Global Airport Monitor**

The organisation awarding the "Global Airport Monitor" prize is IATA (the International Air Transport Association). These awards are based on ratings given in passenger surveys. Each year, 2,200 questionnaires are handed out to a broad cross-section of passengers at Copenhagen Airport. Fifty-one airports all over the world are included in the survey, and a total of 70,000 passengers returned IATA's questionnaires.

It is difficult to compare airports of different sizes, so the 51 airports are divided into four categories, depending on the annual number of passengers they serve. With its 18.3 million passengers in 2002, Copenhagen Airport was in the 15-25 million passenger category.

In the same category you will find Dubai chosen as the best airport. Athens is best, in the category 0-15 million passengers. Singapore is number one in the category 25-40 million passengers. Amsterdam is elected as the best in the category 40 million passengers and upwards.

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