

# Press release

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17 May 2000

## **IATA: Copenhagen Airport rated the world's best airport**

**Air passengers from all over the world recently rated Copenhagen Airport the world's best. Copenhagen Airport has been rated Europe's best airport several times, but on a global level we previously typically lost to Singapore's Changi Airport.**

IATA's annual market survey rates both general and specific factors. In addition to being rated the world's best, Copenhagen Airport also received top scores in five specific categories out of nineteen. Copenhagen Airport was rated best for its shopping centre, staff friendliness, flight information signs, infrastructure to and from the airport, and restaurants.

### **Rating the result of the entire airport's performance**

Copenhagen Airports CEO Niels Boserup says, "I am very proud of our world's best rating – as well as our top scores in important areas such as shopping, restaurant facilities and airport staff friendliness. The good results were obtained through a collaboration between Copenhagen Airports A/S and our many partners at the airport, so it is a sign of the success of our joint efforts. The fact that our passengers express their satisfaction with the airport is about the best we can achieve. In the years to come, we will continue to do everything we can to meet their demands."

### **60,000 passengers participated in the survey**

The top ratings were given in surveys of air passengers from all over the world, who participated in the International Air Transport Organisation (IATA) market survey for 1999 (IATA Global Airport Monitor). The survey was conducted in 57 international airports and included interviews of 60,000 people about the service level in 19 different categories. Passengers were also asked which airport they were most satisfied with overall. Air passengers from all over the world answered the questions in the questionnaire, and IATA was in charge of the survey.

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