

# Press release

---

21 June 2002

## **IATA: Copenhagen Airport in the lead - again**

**Passengers from all over the world have once again rated Copenhagen Airport the world's best airport.**

Eighty thousand passengers have reached a verdict: out of the participating airports rated on 22 different aspects, Copenhagen Airport was the top scorer in 12 out of the 22 categories. The 12 categories were overall passenger satisfaction, atmosphere at the airport, ease of finding your way through the airport, flight information boards, range of flight services to cities in Europe, ease of making connections with other flights, restaurants, shopping facilities, ground transportation to/from nearest city, parking facilities, security, and customs control.

### **Passengers improve us**

President & CEO of Copenhagen Airports Niels Boserup says, "We are very proud of the results, but Copenhagen Airport cannot take full credit for this excellent rating. Passenger perception of the airport is the result of a close collaboration between our business partners and ourselves.

"It takes a process of continual improvement to remain at the top; those who stand still will lag behind. The survey actually shows that we are one of the ten airports in the world that have done the most to improve within the areas we didn't score so well in before. So in this way we also use passenger ratings to become a better airport."

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

IATA (the International Air Transport Association) is in charge of awarding the so-called "Global Airport Monitor" prize. The awards are based on ratings given in passenger surveys. Each year, Copenhagen Airport hands out 1500 questionnaires to a broad section of passengers. Fifty-two airports all over the world take part in the survey; and a total of 80,000 passengers returned IATA's questionnaires.

Additional information is available from Press Co-ordinator Camilla Kjærsgaard on tel +45 3231 2806.