

Changi named World's Best Airport in Skytrax survey; Dubai tops duty free and Copenhagen gains F&B award – 27/05/06

INTERNATIONAL. Singapore Changi Airport has been named as the World's Best Airport in the Skytrax 2006 World Airport Awards judged by passengers worldwide. It beat tough competition from arch rival Hong Kong International with Germany's Munich Airport taking third place.

Japan's Kansai International, Seoul Incheon and Kuala Lumpur International completed an Asia-dominated top six. The Middle East's leadership position in travel retailing was reflected in Dubai Airport and Abu Dhabi International Airport being named first and second in the duty free shopping category, ahead of Changi. Copenhagen's outstanding Food & Beverage offering deservedly topped the Dining category ahead of Hong Kong International Airport.

Skytrax CEO Edward Plaisted said: "After another record-breaking level of customer response to this passenger survey, we have over recent months closely monitored the jostling for the winners accolade. This went down to the wire, with Singapore Changi securing top position in the final month of the survey. The total responses for this 2006 study grew by 1.7 million over year-earlier levels, with more than 7.2 million air travellers casting their votes in this survey, making it the world's largest and most extensive assessment of airport standards.

"Particular praise for the Singapore Changi title as World's Best Airport 2006 is underlined by the fact this is an airport celebrating its 25 year Silver Jubilee in July – and subsequently having to achieve product and service standards that match and exceed competitor airports, many of which are just 5 or 6 years old," said Plaisted.

Skytrax cited a typical consumer response to sum up Changi's appeal: "Singapore have made the airport experience something to look forward to... rather than something one normally dreads".

Hong Kong International Airport remained the key title challenger throughout the survey, with a final voting differential of less than 1,000 nominations between the two front-runners.

Here is the Skytrax top ten:

1. Singapore Changi Airport
2. Hong Kong International Airport
3. Munich Airport
4. Kansai International Airport
5. Seoul Incheon Airport
6. Kuala Lumpur International Airport
7. Helsinki Vantaa Airport
8. Zurich Airport
9. Dubai International Airport
10. Copenhagen Airport

Civil Aviation Authority of Singapore Director-General Wong Woong Liong said: "Changi has won many best airport awards but the Skytrax award is one which we have not won before. We are therefore very pleased to count this endorsement by Skytrax as an important part of our track record. Changi Airport's constant upgrading

in facilities and improvement in services, such as the complete renovation of our Terminal 2 and the launch of a dedicated Budget Terminal earlier this year, has been rewarded with this strong approval from Skytrax global users.”

Munich Airport was ranked Best in Europe and third in the world for these 2006 results. CEO and President of Munich Airport, Dr Michael Kerkloh, said: “Munich is honoured that passengers have chosen us as one of the best airports worldwide and number 1 in Europe for the second year in a row. Winning the Skytrax award is especially significant for us in that it reflects the real opinion of our customers.”

One of the smallest airports in the Top 10 ranking is Helsinki Vantaa Airport, placed 7th overall and up from 13th position in 2005. Stylish, efficient, clean and pleasing architecture were some of the most popular terms used to describe the airport experience at Helsinki.

Looking at regional results (see below for full details), San Francisco (Global rating: 12th) was the top ranked airport in North America; Cape Town (Global rating: 16th) the Best Airport in Africa; Buenos Aires (Global rating: 86th) Best Airport in South America; Dubai (Global rating: 10th) Best Airport Middle East; Sydney (Global rating: 13th) Best Airport Australia/Pacific; Singapore (Global rating: 1st) Best Airport in Asia; Munich (Global rating: 3rd) Best Airport in Europe.

Skytrax Marketing Director Peter Miller said: “In a global survey of this scale, it is heartening to see the considerable breadth of passenger opinions, and ratings applied that relate to very different individual requirements of the airport experience. With a substantial business traveller response, it is quite clear that their priorities and demands are often based upon the speed, efficiency and reliability of airport services – be this fast track services, priority service processing, wifi access etc.

“In contrast, it is often the leisure passengers that expect more from the airport experience – finding oneself with a 5-6 hour transit layover, no access to an airline lounge, and this is when the standard of airport amenities comes under the most scrupulous analysis. Leisure options... seating availability, general terminal comfort, finding a clean washroom, plus ancillary amenities to enjoy or pass away the time all play an important role in the general travel enjoyment.”

SECTOR RESULTS

BEST DUTY FREE SHOPPING

1. Dubai International Airport
2. Abu Dhabi International Airport
3. Singapore Changi Airport

BEST AIRPORT DINING

1. Copenhagen Airport
2. Hong Kong International
3. Stockholm Airport

REGIONAL RESULTS – OVERALL

ASIA

1. Singapore Changi
2. Hong Kong International

3. Kansai International

AFRICA

1. Cape Town
2. Durban
3. Johannesburg

AUSTRALIA/PACIFIC

1. Sydney
2. Brisbane
3. Perth

EUROPE

1. Munich
2. Helsinki
3. Zurich

MIDDLE EAST

1. Dubai
2. Beirut
3. Bahrain

NORTH AMERICA

1. San Francisco
2. Vancouver
3. Denver

SOUTH AMERICA

1. Buenos Aires
2. Lima
3. Santiago

CENTRAL EUROPE

1. Munich
2. Zurich
3. Amsterdam

SOUTHERN EUROPE

1. Athens
2. Venice
3. Barcelona

EASTERN EUROPE

1. Leipzig
2. Moscow Domodedovo
3. Prague

BACKGROUND ON THE SKYTRAX AWARDS

- The 2006 World Airport Awards are based on the World Airport Survey conducted by Skytrax – between September 2005 and May 2006.
- The survey measures more than 40 aspects of passenger satisfaction for airport product and service standards – evaluating the ‘typical’ airport experience.
- Skytrax do not charge airport operators to be included in the survey, nor are results based on a finite number of airport choices.
- Passenger interviews covered over 165 airports for this year’s study.
- Worldwide survey interviews totalled 7,208,342 respondents – a +29% increase on the 2005 figures.
- Over 93 different passenger nationalities participated in the survey.
- The World Airport Awards are conducted without any outside sponsorship, and all costs of the survey are funded by the research organisation, Skytrax.