



Mr Lee Seow Hiang, CEO of Changi Airport Group (left) receiving the Skytrax World's Best Airport Award from Mr Edward Plaisted, CEO of Skytrax (right).

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Changi Airport is named the world's best airport for the fifth consecutive year by international air travellers

Changi Airport Singapore achieved great success at the 2017 World Airport Awards, being voted by air travellers as the World's Best Airport for the fifth consecutive year. Changi Airport also scooped the award for the Best Airport Leisure Amenities. The awards were held at Passenger Terminal EXPO in Amsterdam, Netherlands on 14th March 2017.

The top 10 rankings for the World's Best Airport Award in 2017:

- 1 Changi Airport Singapore
- 2 Tokyo International Airport (Haneda)
- 3 Incheon International Airport
- 4 Munich Airport
- 5 Hong Kong International Airport
- 6 Hamad International Airport
- 7 Central Japan International Airport
- 8 Zurich Airport
- 9 London Heathrow Airport
- 10 Frankfurt Airport

Mr Lee Seow Hiang, CEO of Changi Airport Group said, "Winning the Skytrax World's Best Airport Award for the fifth consecutive year is immense encouragement to our 50,000-strong airport community at Changi Airport, every one of whom is passionate about delivering the most memorable airport experience to our passengers. This recognition affirms our service belief which we have held steadfast all these years – putting passengers at the heart of all we do. While we expand our facilities to serve more passengers in the coming years, we will continue to work closely with all our airport partners to further enhance the Changi Experience. We share this honour with the Changi Airport community and the many government agencies whom we work closely with. Without their support, we could not have achieved this. Above all, to all of our passengers, thank you for your vote of confidence!"

Mr Edward Plaisted, CEO of Skytrax said: "to be voted the world's Best Airport

for the fifth consecutive year is a remarkable achievement for Changi Airport, and underlines the airport's popularity with international air travellers. Changi Airport continues to innovate product and service facilities for customers, and is making the travel experience at the airport enjoyable and relaxing. This award is very much a collective recognition for all staff at the airport who contribute to the success of Changi Airport operations."

Changi Airport also received the awards for the World's Best Airport Leisure Amenities, and the Best Airport in Asia.

THE WORLD AIRPORT AWARDS

The World Airport Awards are the most prestigious accolades for the airport industry, voted by customers in the largest, annual global airport customer satisfaction survey. The Skytrax World Airport Survey is widely regarded as the quality benchmark for the world airport industry, assessing customer service and facilities across 550 airports. The survey and awards are independent of any airport control or input and are therefore an impartial benchmark of airport excellence and quality. The 2017 Awards are based on 13.82 million airport survey questionnaires that were completed by 105 different nationalities of air travellers during the survey period. The survey operated from July 2016 to February 2017, covering 550 airports worldwide and evaluating traveller experiences across different airport service and product key performance indicators - from check-in, arrivals, transfers, shopping, security and immigration through to departure at the gate.

<http://www.worldairportawards.com>

About Changi Airport Group

Changi Airport Group (Singapore) Pte Ltd (CAG) (www.changiairportgroup.com) was formed on 16 June 2009 and the corporatisation of Singapore Changi Airport (IATA: SIN, ICAO: WSSS) followed on 1 July 2009. As the company managing Changi Airport, CAG undertakes key functions focusing on airport operations and management, air hub development, commercial activities and airport emergency services. CAG also manages Seletar Airport (IATA: XSP, ICAO: WSSL) and through its subsidiary Changi Airports International, invests in and manages foreign airports.

Changi Airport is the world's sixth busiest airport for international traffic. It served a record 58.7 million passengers from around the globe in 2016. More than 360 retail stores and 140 F&B outlets are situated across three terminals to cater to passengers and visitors. With over 100 airlines providing connectivity to 380 cities worldwide, Changi Airport handles about 7,000 flights every week, or about one every 90 seconds.