



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

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

Changi Airport Singapore achieved great success at the 2018 World Airport Awards, being voted by air travellers as the World's Best Airport for the sixth consecutive year. This is the first time in the history of the awards that an airport has won this prestige title for six consecutive years.

Changi Airport was also the repeat winner of the award for the Best Airport

Leisure Amenities. The awards were held at Passenger Terminal EXPO in Stockholm, Sweden on 21st March 2018.

The top 10 rankings for the World's Best Airport Award in 2018:

1 Changi Airport Singapore

2 Incheon International Airport

3 Tokyo International Airport (Haneda)

4 Hong Kong International Airport

5 Hamad International Airport

6 Munich Airport

7 Central Japan International Airport

8 London Heathrow Airport

9 Zurich Airport

10 Frankfurt Airport

Mr Lee Seow Hiang, Chief Executive Officer of Changi Airport Group said, “We are extremely honoured to be named Skytrax’s World’s Best Airport for the sixth consecutive year. It is a significant achievement for Changi Airport and spurs us to continue to deliver the best passenger experience for all who travel through Changi Airport. Last year, we successfully opened Terminal 4, and upgraded parts of Terminal 1. We are most grateful to the 50,000-strong airport community for their steadfast support through the years and as we continue to upgrade the airport’s infrastructure. Their unwavering commitment and passion for service excellence are what underpins Changi Airport’s success. As we anticipate the opening of Jewel Changi Airport next year, we will continue to work closely with our partners to deliver the best of experiences to our passengers. We thank our passengers and partners alike

for their continued support and confidence in us.”

Mr Edward Plaisted, CEO of Skytrax said: “To be voted the World's Best Airport for the sixth consecutive year is fabulous achievement for Changi Airport, and this award yet again demonstrates the airport's popularity with international air travellers. Changi Airport is very focussed on making the airport experience comfortable and convenient, and continues to innovate with new product and service features. Being named the World's Best Airport provides great recognition for every member of staff at the airport who contribute to Changi Airport's success.”

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 Awards are 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 represent a totally impartial benchmark of airport excellence and quality.

The 2018 Awards are based on 13.73 million airport survey questionnaires that were completed by over 100 nationalities of airport customers during the survey period. The survey operated from August 2017 to February 2018, covering more than 500 airports 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 62.2 million passengers from around the globe and handled 2.13 million tonnes of airfreight throughput in 2017. More than 400 retail stores and 140 F&B outlets are situated across four terminals to cater to passengers and visitors. With over 100 airlines providing connectivity to 400 cities worldwide, Changi Airport handles about 7,200 flights every week, or about one every 80 seconds.