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Singapore Changi Airport is named the World's Best Airport for the eighth consecutive

year at the 2020 World Airport Awards

Singapore Changi Airport was voted by customers as the World's Best Airport for the eighth consecutive time at the 2020 World Airport Awards. Singapore Changi Airport also took the awards for the World's Best Airport Leisure Amenities and the Best Airport in Asia.

Edward Plaisted, CEO of Skytrax, said: "For Singapore Changi Airport to be voted the World's Best Airport title for eight consecutive years is a truly remarkable achievement and demonstrates a simply fantastic level of consistency. Singapore Changi Airport remains a very popular choice with customers and delights at nearly all points in the airport journey, and it is this attention to detail that proves so popular. This year also marks the first time that customers have been able to recognise Jewel Changi Airport, a multi-dimensional destination filled with inspiring attractions, unique retail and dining concepts."

Changi Airport achieved top 10 positions in all other eligible areas of the awards survey including 2nd place for T3 in the World's Best Airport Terminal section, 4th in the global staff service award, and the on-site Crown Plaza Hotel was named the World's Best Airport Hotel for 2020.

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. They are regarded as the quality benchmark for the world airport industry, assessing customer service and facilities across over 550 airports. The survey and awards are independent of any airport control or input.

The Awards are based on the World Airport Survey questionnaires completed by over 100 nationalities of airport customers during the 6-month survey period. The survey evaluated the customer experience across airport service and product key performance indicators - from check-in, arrivals, transfers, shopping, security and immigration through to departure at the gate.

<https://www.worldairportawards.com>

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.

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