



Mr Yam Kum Weng, EVP, Airport Development, Changi Airport Group (left) and Mr Lee Seow Hiang, CEO of Changi Airport Group (centre) receiving the Skytrax World's Best Airport Award from Mr Edward Plaisted, CEO of Skytrax (right)

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## Singapore Changi Airport is voted the World's Best Airport at the 2023 World Airport Awards

*The following media release has been issued by Skytrax.*

Singapore Changi Airport has been named as the World's Best Airport 2023 at the World Airport Awards that were held at Passenger Terminal EXPO in Amsterdam, Netherlands on 15<sup>th</sup> March 2023.

Singapore Changi Airport also received the 2023 awards for the World's Best Airport Dining, the Best Airport for Leisure Amenities and the Best Airport in Asia.

Mr Lee Seow Hiang, Chief Executive Officer of Changi Airport Group said: "Changi Airport is honoured to be named World's Best Airport for the 12<sup>th</sup> time. This recognition is great encouragement to our airport community, who stood firmly together to battle the challenges of Covid-19 over the past two years. We thank them for their dedication to serve Changi's passengers and the perseverance to keep Singapore connected to the world. To our passengers, we are deeply grateful for your vote of confidence. Your continued support encourages us to keep pursuing service excellence as we expand our offerings to redefine the Changi Experience. We look forward to welcoming everyone to Changi Airport as we rediscover the magic of travel again."

Edward Plaisted of Skytrax said: "We congratulate Singapore Changi Airport on being named the World's Best Airport for 2023. After being severely hit during the Covid-19 pandemic, it is pleasing to note that passenger numbers at Changi Airport are now at about 80 per cent of pre-Covid-19 levels, and expected to return to pre-pandemic levels by 2024. This recognition for Changi Airport is from the airport customers and serves to underline the airport's popularity with international air travellers. Winning this award as the World's Best Airport is a very clear recognition of the team effort amongst all staff at the airport who contribute to Changi Airport's success".

## **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.

Operating since 2000, the World Airport Awards are independent and impartial, and provide a customer satisfaction study that is truly global in scope and coverage. 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 process is provided to airports at no cost, to ensure true credibility of results.

The Awards are based on the World Airport Survey questionnaires completed by over 60 nationalities of airport customers during the survey period, which operated from August 2022 to February 2023. The survey evaluated the customer experience across airport service and product key performance indicators - from check in, arrivals, transfers, shopping, security / immigration through to departure at the gate.

<http://www.worldairportawards.com>

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### ***About Changi Airport Group***

Changi Airport Group (Singapore) Pte Ltd (CAG) ([www.changiairportgroup.com](http://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. It also manages the Changi East development project, which includes the building of a new Terminal 5 for Changi Airport. CAG also operates Seletar Airport (IATA: XSP, ICAO: WSSL) and through its subsidiary Changi Airports International, invests in and manages airports around the world.

As one of Asia's most connected international aviation hubs, Changi Airport links Singapore to some 150 cities globally, with close to 100 airlines operating more than 6,400 flights weekly. Jewel Changi Airport, a multi-dimensional lifestyle destination, opened in April 2019, bringing Changi Airport's shopping and dining offering to over 600 F&B and retail outlets. The world's most awarded airport, Changi has won over 670 accolades for its consistent and excellent airport staff service, passenger experience and safety standards.

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