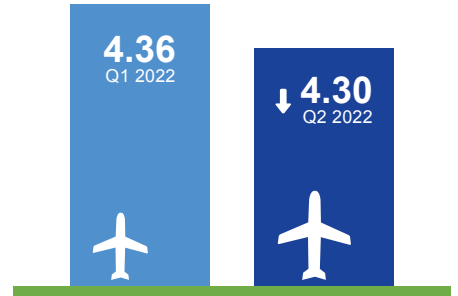


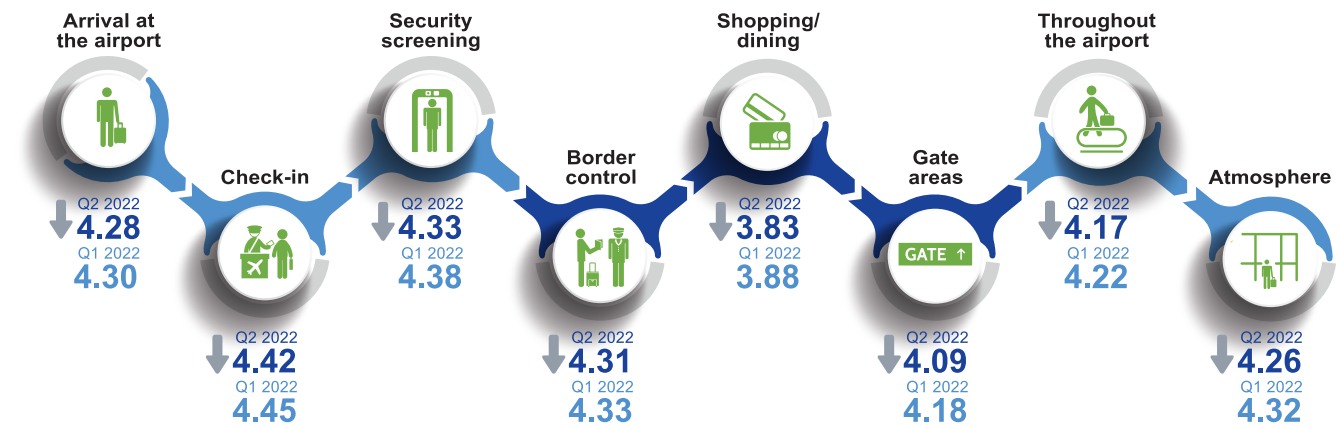
## Global snapshot of airport customer experience produced by ACI ASQ

**Overall satisfaction WORLDWIDE** Passengers' overall satisfaction has decreased in comparison to the previous quarter (Q1 2022).

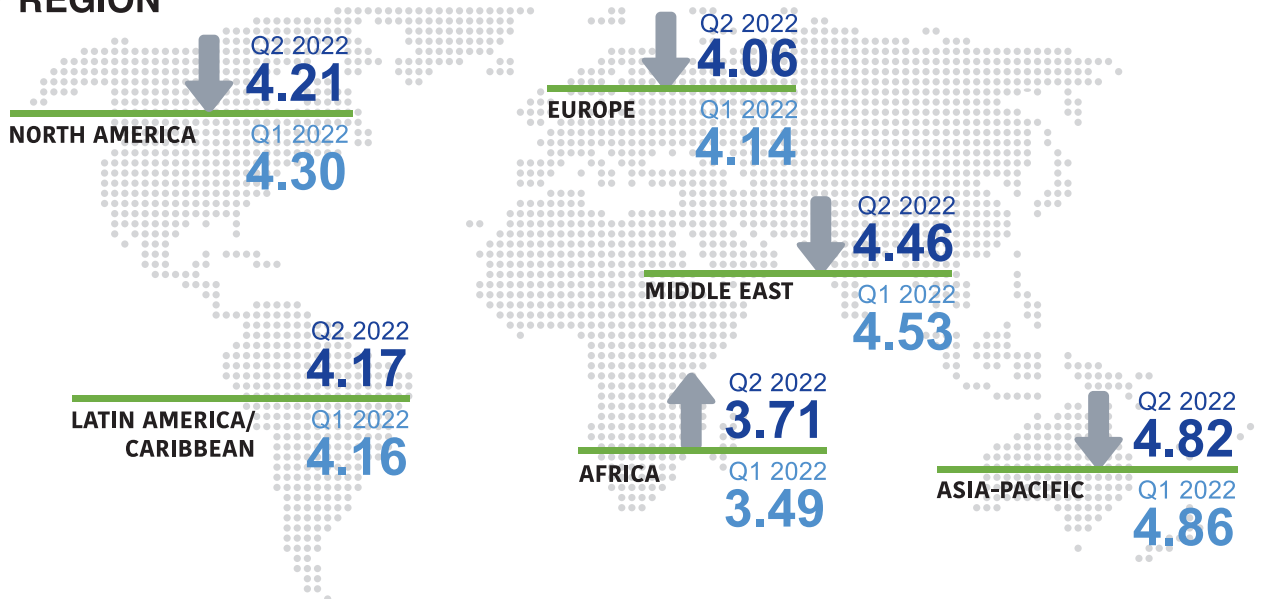
The satisfaction rating of all dimensions of the passenger journey decreased when compared to the previous quarter. Beside the categories "Throughout the airport" (-0.06) and "Airport atmosphere" (-0.06), that apply everywhere within airports, the decrease was most noticeable in the later stages of the journey: "Shopping/dining" (-0.06) and "Gate areas" (-0.09). The regions of North America (-0.09), Europe (-0.08) and Middle East (-0.07) were the most impacted, although Asia Pacific (-0.04) also recorded a significant decrease. Satisfaction remained stable in Latin America/Caribbean, while it increased in Africa (+0.22). Larger airports were more impacted than smaller ones.



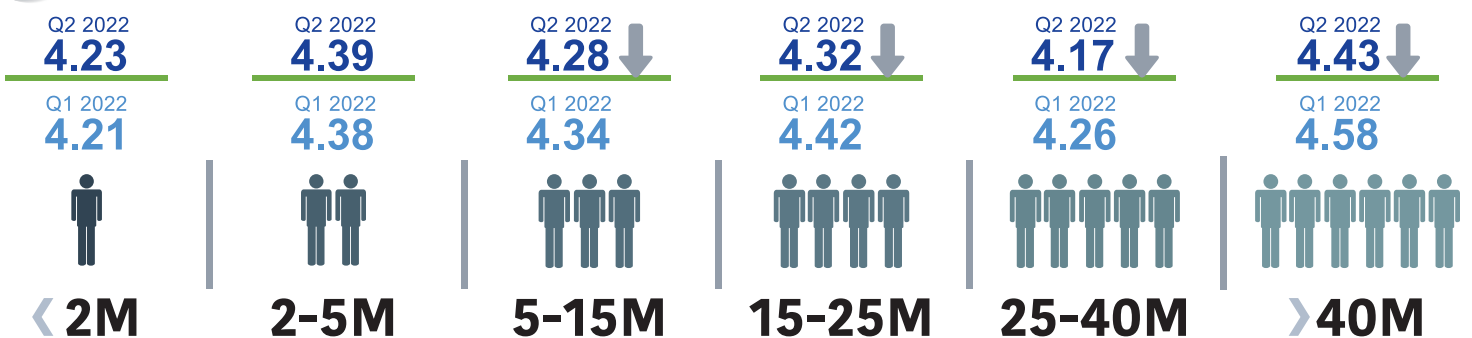
### Satisfaction BY CATEGORY



### Overall satisfaction BY REGION



### Overall satisfaction BY AIRPORT SIZE



Source: ACI Airport Service Quality Departures – Main type Programme 2022, based on Q2 2022 results with 260 airports

↑↓ indicates that the segment's performance is higher or lower compared to the Q1 2022 result on a statistically significant level (95%). Results are means of a 5-pt scale.