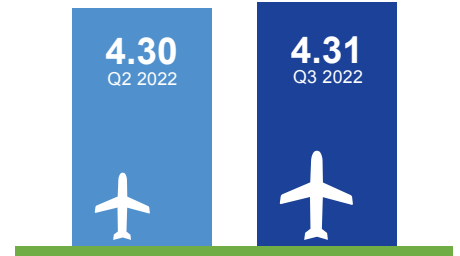


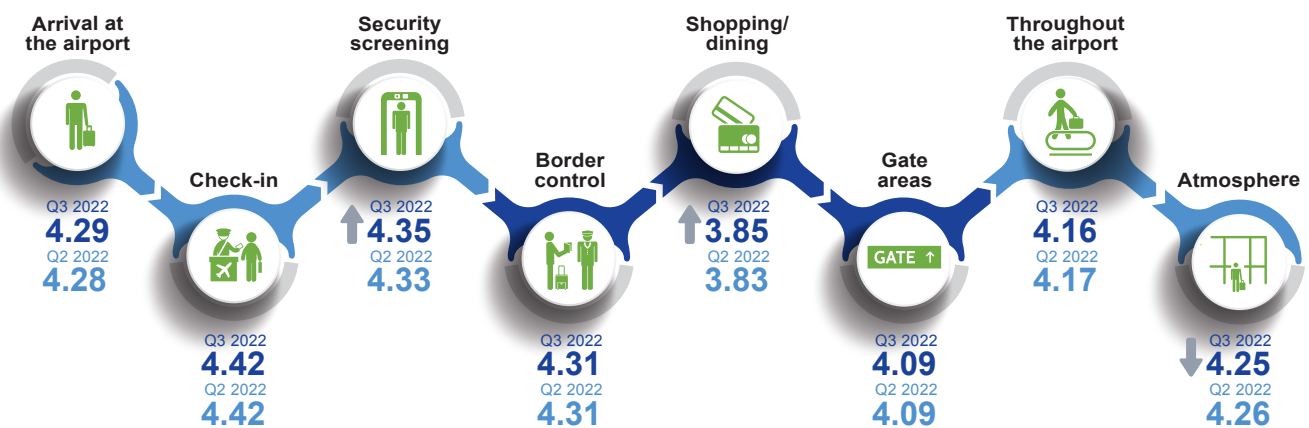
Global snapshot of airport customer experience produced by ACI ASQ

Overall satisfaction **WORLDWIDE** Passengers' overall satisfaction remained stable in comparison to the previous quarter (Q2 2022).

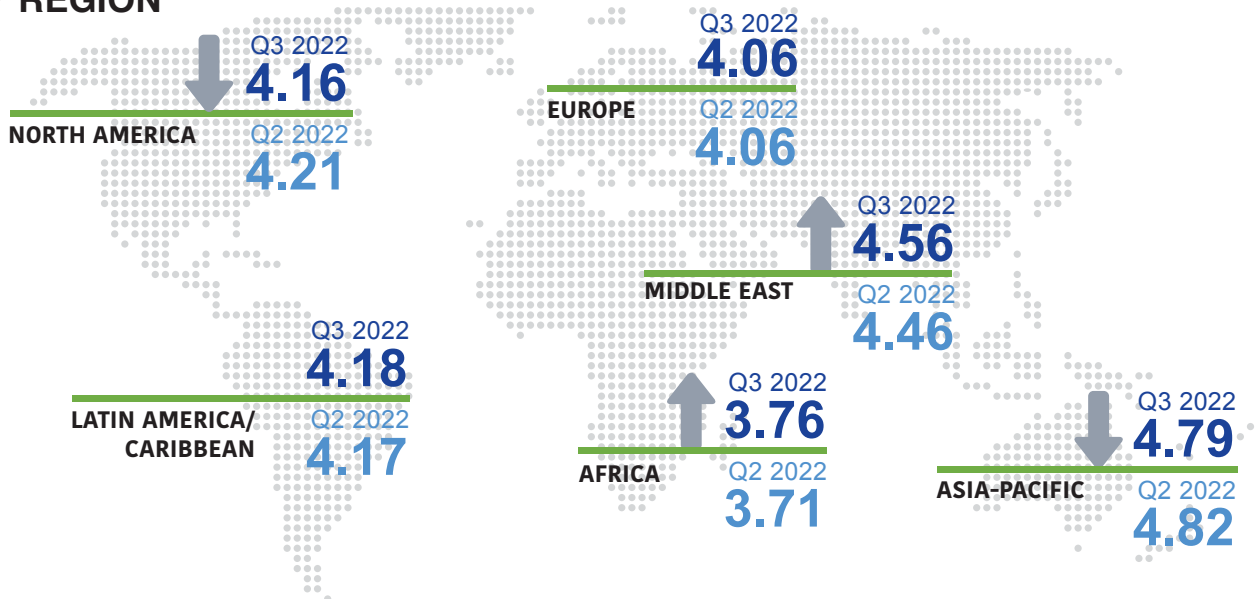
Following an important decrease from Q1 2022 to Q2 2022, passenger satisfaction remained stable in Q3 2022 as reflected at most steps of the airport journey. Despite the apparent stability of global results, some volatility is observed between regions and airport size categories. Across regions, significant improvement is seen in passenger satisfaction in Africa (+0.05) and Middle East (+0.1) whereas Asia-Pacific (-0.03) and North America (-0.05) witnessed a decline. Passenger satisfaction in Europe and Latin America remained stable. While the <2M mppa (+0.03), 15-25 mppa (+0.05) & 25-40 mppa (+0.02) airport size categories significantly improved their overall satisfaction score in Q3 2022, the 5-15 mppa (-0.02) category is the only one that suffered from a significant decrease over the period.



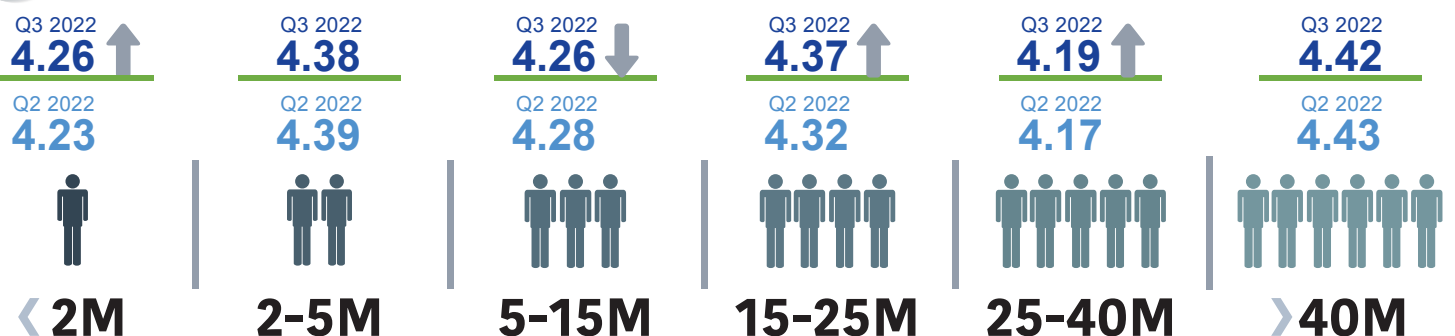
Satisfaction **BY CATEGORY**



Overall satisfaction **BY REGION**



Overall satisfaction **BY AIRPORT SIZE**



Source: ACI Airport Service Quality Departures – Main type Programme 2022, based on Q3 2022 results with 271 airports

↑↓ indicates that the segment's performance is higher or lower compared to the Q2 2022 result on a statistically significant level (95%). Results are means of a 5-pt scale.