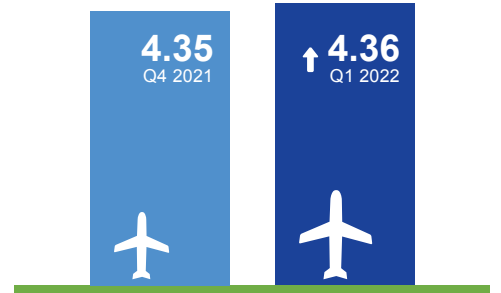




Global snapshot of airport customer experience produced by ACI ASQ

Overall satisfaction WORLDWIDE Q1 2022 marks the launch of the revamped ASQ Departures survey. Comparisons between the scores of Q4 2021 and Q1 2022 must, therefore, be interpreted with caution since items impacting the overall satisfaction score are not the same.

Globally, the overall satisfaction has remained quite stable since last quarter. The categories of check-in, security screening and border control obtained the highest scores, thus highlighting the efficiency of airports' processes and staff at these steps of the journey. While North America is the only region that captured a significant increase in its overall satisfaction score, Europe and Latin America/Caribbean remained stable, and Africa, Asia-Pacific and Middle East observed a decrease. Similarly, the >40 mppa airport size category is the only one that registered a significant increase compared to Q4 2021. Indeed, no significant difference was observed for the 5-15 mppa and 15-25 mppa airport size categories, whereas the other airport size categories experienced a significant decrease compared to the previous quarter.



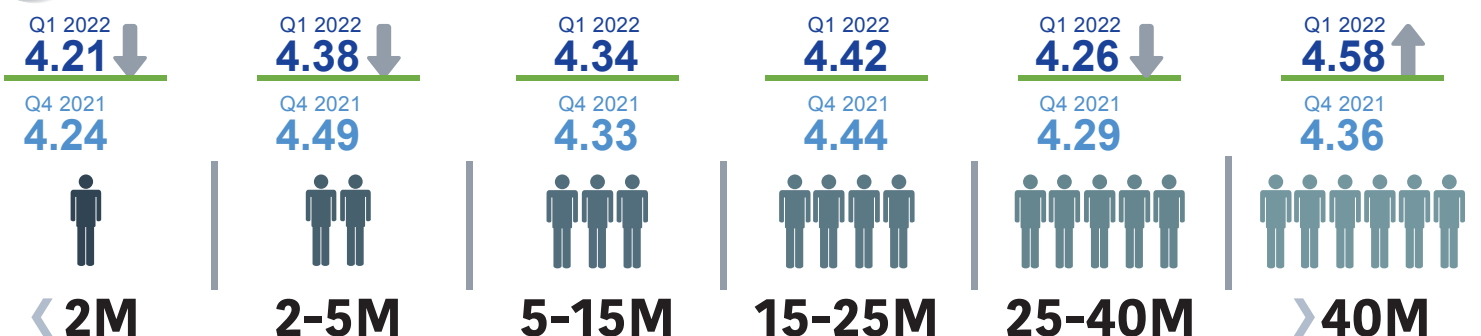
Satisfaction BY CATEGORY



Overall satisfaction BY REGION*



Overall satisfaction BY AIRPORT SIZE*



Source: ACI Airport Service Quality Departures – Main type Programme 2022, based on Q1 2022 results with 244 airports

↑ ↓ indicates that the segment's performance is higher or lower compared to the Q4 2021 result on a statistically significant level (95%). Results are means of a 5-pt scale.

* Comparisons between Q4 2021 and Q1 2022 must be interpreted with caution since scores come from different questionnaires.